



# Citizen Satisfaction on the Implementation of Disaster Risk Reduction and Management in the City of Antipolo

Cherribin C. Panganiban  
Local Government Operations Officer VI  
Department of the Interior and Local Government  
Province of Rizal, Phillipines

## Abstract:

Local government units are mandated to promote self-reliant communities and to become active partners in nation building and development. This study aims to analyze and understand the relationship of citizen satisfaction with the delivery of government services. Programs and services of the government are commonly assessed on the level of efficiency and on grounds of its impact to the community. This study is being conducted to help establish the level of citizen satisfaction specifically towards a specific area of governance. The article explores how citizen satisfaction survey links to the quality of service delivery of local government units. Further, as many tools have been designed to assess local government performance, this study attempts to identify key factors that influence the satisfaction of users of government services and understand citizens' perceptions of the quality of services being offered.

## Index Terms:

**Accountability:** Refers to fact of being responsible for what you do and able to give a satisfactory reason for it, or the degree to which this happens.

## Basic Services

Refer to community needs such electricity and energy, health care, housing, education, transport water and sanitation, waste management and refuse disposal and other critical services that improve the lives of the people.

## Business – Friendliness and Competitiveness

An LGU that demonstrates good performance in business promotion as a result of Business-Friendliness or Competitiveness Assessment by the Philippine Chamber of Commerce and Industry or the National Competitiveness Council; or at the minimum, having a simplified business processing and licensing system, tracking of economic data, having a designated local economic investment promotion officer or its equivalent.

## Citizen

A person who is a member or inhabitant of a particular community or locality either native or naturalized.

## Citizen Satisfaction

Satisfaction with the quality of public services delivered or citizen perception of the quality of goods and services provided or delivered by the local government.

## Citizen Satisfaction Index System

It is an information collection mechanism that aims to collect data on the effectiveness of basic public services from the perspective of the end clients of local governments - the citizens themselves. (DILG MC No. 2017-100)

## Civil Society Organizations

Refers to non-state, not-for-profit, voluntary entities formed by people in the social sphere that are separate from the State and the market. CSOs represent a wide range of interests and ties. They can include community-based organizations as well as non-governmental organizations (NGOs).

## Citizen-driven Priority Action Plan

Formulated based on data collected or CSIS results to maximize agenda-setting of economic and human development interventions of the local government.

## Department of Interior and Local Government

It is the executive department of the Philippine Government responsible for promoting peace and order, ensuring public safety and strengthening local government capability aimed towards the effective delivery of basic services to the citizenry.

## Disaster

An event or occurrence either natural or man-made such as accident, calamity or catastrophe that results to damage to health, properties and lives.

## Disaster Risk Reduction

It is a concept and practice of reducing disaster risks through systematic efforts to analyze and reduce the causal factors of disasters. (UNISDR)

## Disaster Management

Refers to the organization and management of resources and responsibilities for dealing particularly with preparedness, emergency response and recovery in order to reduce the impact of disasters.

**Disaster Preparedness:** An LGU that shows preparedness for disaster indicators include being an awardee of the National Gawad KALASAG for Best Local Disaster Risk Reduction and Management Council; or having structures, plans and systems in

place for disaster preparedness e.g. Local Disaster Risk Reduction Management (DRRM) Council and Local DRRM Office, Provincial Development and Physical Framework Plan or Comprehensive Land Use Plan, DRRM Plan, Contingency Plan, Local Climate Change Action Plan, early warning and evacuation alert system, evacuation centers, Standard Operating Procedures, transportation, relief operations, medical services, registration and security.

#### **Environmental Management**

An LGU that displays substantial efforts in safeguarding the integrity of the environment. The initial focus is assessing compliance with the Ecological Solid Waste Management Act of 2000, particularly developing a Ten-Year Solid Waste Management Plan, or enacting an ordinance on solid waste management, having a material recovery facility (MRF) or its equivalent or access to sanitary landfill or alternative technology for final waste disposal.

#### **Gawad KALASAG**

The country's premiere awards for excellent contributions in DRRM and humanitarian assistance.

#### **Good Financial Housekeeping**

An LGU that exhibits compliance with accounting and auditing standards, rules and regulations, i.e., with an Unqualified or Qualified COA Opinion of the immediately preceding year; as well as Compliance with the Full Disclosure Policy of Local Budget and Finances, Bids and Public Offerings e.g. Annual Budget, Statement of Receipts and Expenditures, Annual Procurement Plan or Procurement List, and Bid Results on Civil Works, Goods and Services and Consulting Services, among others.

#### **Listong Pamahalaan Lokal**

Establishes local protocols for disaster preparedness and emergency response in the local government units.

#### **Listong Pamayanan or Listong Pamilyang Pilipino**

These are capacity development interventions that started from LGUs and cascaded to the community.

#### **Listong Pamilyang Pilipino**

Focuses on the family and household level preparedness.

#### **Local Disaster Risk Reduction and Management Officer**

Forefront of Disaster Risk reduction and Management that takes part in enhancing the resilience of their respective communities where disaster takes place. They promote strengthening institutional coping capacities and adaptive capacities of organizations and individuals.

#### **Local Disaster Risk Reduction and Management Plan**

It outlines activities aimed at strengthening the capacity of the national and local government units (LGUs) together with partner stakeholders, to build a disaster resilience of communities and to institutionalize arrangements and measures for reducing disaster risks, including projected climate risks and enhancing disaster preparedness and response capabilities.

#### **General Welfare**

Refers to the concern of the government for the health, peace, morality, and safety of its citizens. Providing for the welfare of the general public is a basic goal of government.

#### **Local Government Code of 1991**

Known as Republic Act No. 7160 transferring control and responsibility of delivering basic services to the hands of the local government units.

#### **Local Government Units**

Political sub-units of the national government; institutional, political and administrative units which exercise fiscal, executive and legislative powers over its area of jurisdiction.

#### **Local Resource Institutions**

Government entity, whether autonomous or a department, State Universities and Colleges, and private entities which consist of non-government organizations or private universities; also refers to academic institutions.

#### **Marginalized Sector**

Refers to the part of the economy that does not fall under the purview of organized economic activities or the government; it includes the self-employed or those working in family workshops, jeepney drivers, rural workers like fisherfolks and farmers.

#### **Peace and Order**

An LGU that shows considerable efforts in maintaining peace and order in the community by adopting a Local Anti-Criminality Action Plan or Peace and Order Council Action Plan, providing logistical or financial support to the local police station, convening the local peace and order council, and establishing a community-oriented policing mechanism.

#### **PDRRM Act of 2010**

An act strengthening the Philippine Disaster Risk Reduction and Management System, providing for the National Disaster Risk Reduction and Management Framework, Institutionalizing the National Disaster Risk Reduction and Management Plan Appropriating Plans therefore and for other Purposes.

#### **Policy Guidelines**

Set of policies, rules, procedures and guidelines formulated and adopted by the government, whether national or local, prescribing its long term goals published and distributed widely as legal bases for guidance and compliance of all concerned.

#### **Risk**

Any exposure to danger.

#### **Reduction**

Making less in amount or degree.

#### **Satisfaction**

A pleasant feeling of contentment or fulfillment of wishes or needs or gratification of one's expectations; sense of achievement.

#### **Seal of Good Local Governance (SGLG)**

An award system that constitutes mechanism that tracks the performance of the Local Government Units; a recognition of good performance of local government units, not only financial housekeeping, but also on other areas that directly benefit the citizenry.

## Social Protection

An LGU that is sensitive to the needs of vulnerable sectors like women, children, senior citizens, indigenous people and persons with disability (PWD), among others. This includes access to justice, especially on cases of violence against women and children; access to quality public health facilities certified by PhilHealth; support to basic education, particularly alignment of the Local School Board (LSB) Plan with the School Improvement Program certified by Department of Education - representative in the LSB; providing privilege access for PWDs, senior citizens and pregnant women in frontline services; enhancing mobility for PWDs in public infrastructures like government centers and hospitals in accordance with the Accessibility Law; mandatory representation of indigenous people in compliance with Indigenous People's Rights Act of 1997; and representation from non-government organizations in local development council consistent with Section 107, Local Government Code of 1991

## Stakeholders

Refer to persons that can affect or be affected by the organization's actions, objectives and policies. Some examples of key stakeholders are creditors, directors, employees, government (and its agencies), owners (shareholders), suppliers, unions, and the community from which the business draws its resources.

## Transparency

In business and governance text, it is honesty and openness.

## I. INTRODUCTION

The National Government recognizes the role of the Local Government Units as partners in nation building and development. They implement national laws and policies, deliver basic programs and services to the people down to the grassroots level and help promote self-reliant communities. They formulate local plans and adopt significant programs and projects that will yield great impact in their society. They provide venue to give the citizens equal role to engage in local planning by helping identify and prioritize specific local needs and ensure that the government is being directed towards uplifting the general welfare of the community. The Republic Act No. 7160 otherwise known as the Local Government Code of 1991 devolves to all local government units the administration of basic services to the citizenry. Chapter II General Powers and Attributes of Local Government Units, Section 16 General Welfare states that, "Every local government unit shall exercise the powers expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants." This provision spells out the purpose of the local government units that is to provide goods and services to the citizens and to ensure that the needs of their people can be met. Section 17 of the Local Government Code of 1991, Basic Services and Facilities further expresses that, "(a) Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provisions of the basic services and facilities enumerated herein." A list of these basic services in this provision are mandated to local government units. Section 17, "(b) Such basic services and facilities include, but are not limited to, the following: (2) For a Municipality:

- (i) Extension and on-site research services and facilities related to agriculture and fishery activities which include dispersal of livestock and poultry, fingerlings, and other seedling materials for aquaculture; palay, corn, and vegetable seed farms; medicinal plant gardens; fruit tree, coconut, and other kinds of seedling nurseries; demonstration farms; quality control of copra and improvement and development of local distribution channels, preferably through cooperatives; interbarangay irrigation system; water and soil resource utilization and conservation projects; and enforcement of fishery laws in municipal waters including the conservation of mangroves;
- (ii) Pursuant to national policies and subject to supervision, control and review of the DENR, implementation of community-based forestry projects which include integrated social forestry programs and similar projects; management and control of communal forests with an area not exceeding fifty (50) square kilometers; establishment of tree parks, greenbelts, and similar forest development projects;
- (iii) Subject to the provisions of Title Five, Book I of this Code, health services which include the implementation of programs and projects on primary health care, maternal and child care, and communicable and non-communicable disease control services, access to secondary and tertiary health services; purchase of medicines, medical supplies, and equipment needed to carry out the services herein enumerated;
- (iv) Social welfare services which include programs and projects on child and youth welfare, family and community welfare, women's welfare, welfare of the elderly and disabled persons; community-based rehabilitation programs for vagrants, beggars, street children, scavengers, juvenile delinquents, and victims of drug abuse; livelihood and other pro-poor projects; nutrition services; and family planning services;
- (v) Information services which include investments and job placement information systems, tax and marketing information systems, and maintenance of a public library;
- (vi) Solid waste disposal system or environmental management system and services or facilities related to general hygiene and sanitation;
- (vii) Municipal buildings, cultural centers, public parks including freedom parks, playgrounds, and other sports facilities and equipment, and other similar facilities;
- (viii) Infrastructure facilities intended primarily to service the needs of the residents of the municipality and which are funded out of municipal funds including but not limited to, municipal roads and bridges; school buildings and other facilities for public elementary and secondary schools; clinics, health centers and other health facilities necessary to carry out health services; communal irrigation, small water impounding

projects and other similar projects; fish ports; artesian wells, spring development, rainwater collectors and water supply systems; seawalls, dikes, drainage and sewerage, and flood control; traffic signals and road signs; and similar facilities;

(ix) Public markets, slaughterhouses and other municipal enterprises;

(x) Public cemetery;

(xi) Tourism facilities and other tourist attractions, including the acquisition of equipment, regulation and supervision of business concessions, and security services for such facilities; and

(xii) Sites for police and fire stations and substations and municipal jail;”

Alongside this purpose is the creation of local policies that will design local framework and structure and local plans that will determine activities and strategies for implementation. The Local Government Code stresses the greater effectiveness of service delivery through a decentralized system for more effective management and delivery of basic services to the people. The citizens are considered the primary clients and recipients of these basic services and facilities. They are the end beneficiaries of government work and finances. It is part of every local government unit’s vision to affect the people directly whom their plans and programs are being addressed. Their biggest challenge is to make these client-oriented services accessible, meet the expectations of the citizenry and provide better quality of life. To understand better if the local government unit’s service delivery are responsive enough to the needs of their communities, generating relevant citizen feedback becomes a significant indicator of local government performance. Citizen satisfaction analysis can help the government gauge the strength of various programs and similarly address the gaps that need to be improved. Every local government unit strives to deliver the best services they can give to meet their people’s needs. Hence, different surveys have been conducted and results provide substantial information useful in policy making, formulating local plans, making strategic decisions, improving services, tracking performance and allocating resources. Given the foregoing premise, the study seeks to identify factors that influence the satisfaction of users of government services, determine the citizens’ awareness and perceptions of the quality of services being offered, highlight various areas of governance that have to be prioritized for improvement and provide basis for evaluation. The commitment of the Department of the Interior and Local Government (DILG) is to aggressively scale up local government units performance toward areas of governance that promotes transparency, accountability and participatory governance. In order to adopt to the emerging trends in governance, DILG designed the Citizen Satisfaction Index System (CSIS) which is a set of performance measurement tools for LGUs that gauge the perception, response and response of the community to the local government services being delivered based on their needs.

## II. RESULTS

### ASIA PACIFIC

#### Philippines

Article II, Section 2 of the 1987 Philippine Constitution of the Republic of the Philippines declares that the maintenance of peace and order, the protection of life, liberty and property and the promotion of general welfare are essential for the enjoyment by all the people of the blessings of democracy. Further, Sections 3 (h) and (m) and Section 16 of Republic Act No. 7160, otherwise known as the Local Government

Code of 1991, provide that there shall be a continuing mechanism to enhance local autonomy not only by legislative enabling acts but also by administrative and organizational reforms, that the national government shall ensure that decentralization contributes to the continuing improvement of the performance of the local government units (LGUs) and the quality of community life, that each LGU shall exercise its powers essential to the promotion of the general welfare and provision of basic services and facilities. While Section 5 (a) and (b) of Rule II of the Implementing Rules and Regulations of Republic Act No. 6975, otherwise known as the Department of the Interior and Local Government Act of 1990, mandate the department to assist the President in the exercise of general supervision over local government units and advise the President in the promulgation of policies, rules, regulations and other issuances on the general supervision over local government units and on public order and safety. The Department of Interior and Local Government (DILG), with its overarching mandate of general supervision over Local Government Units, has implemented a system in order to collect feedback with regard to the performance of the services they have offered called the Citizen Satisfaction Index System (CSIS). The assessment primarily focused on the following factors: health, support to education, social welfare, governance and response, public works and infrastructure, environmental management, agricultural support, economic and investment promotion. The results of the CSIS can help identify the potential problems and analyze the gaps, hence, enhance the performance of the local government unit (LGU) to deliver a more systematic procedure in addressing and satisfying citizen’s expectations and concerns. Its core concepts are awareness, availment, satisfaction and need for action. This will help the department in empowering the Local Government Units by helping them perform their mandate of ensuring the welfare of the citizens and provide supervision in areas of improvement in the delivery of basic services as stipulated in the Local Government Code of 1991 (Section 17, RA 7160). DILG MC No. 2012-113 initiated the Citizen Satisfaction Index System which was implemented from CY 2013 to 2016 among pilot highly urbanized and component cities across the country including City of Antipolo for the Province of Rizal. The department established partnership with Local Resource Institutes (LRIs) or academic institutions to implement the program’s fieldwork activities. In the case of the City of Antipolo, the University of Rizal System (URS), which is known for having expertise in various field of research and community development, was tapped as CSIS partners and implementers to conduct face-to-face interviews in the community using multi-stage probability sampling and other component facets of the program. Citizen-driven Priority Action Plan (CPAP) was formulated to maximize agenda-setting of economic and human development interventions of the local government. One of the 140 cities where CSIS was also administered was Candon City in Ilocos Sur. The results showed that the overall performance of LGU in this area was able to attain the desired satisfactory performance on the individual factors mentioned above. Nevertheless, the citizens are still in dire need of government intervention and additional effort to bestow a more effective, developed and meaningful programs to aid the community and city in achieving excellence, innovation and ethics. Although the citizens who transacted business with LGU mentioned that the city government acted and responded to their requests, sustaining awareness, convincing the citizens to avail on various programs and prioritizing humanitarian needs are some of the aspects that still need to be taken into account and improved

on. Likewise, DILG Memorandum Circular No. 2017-100 was issued prescribing the Citizen Satisfaction Index System (CSIS) Policies and General Guidelines for the Second Round of Implementation in Selected Cities, and for the Cities without prior Survey Implementation for purposes of comparative research and analysis and to find out the significant improvements brought about by the local governments' program interventions. This year, DILG Memorandum Circular No. 2019-12 dated January 24, 2019 was disseminated prescribing Policies and General Guidelines for the Implementation of the Citizen Satisfaction Index System in LGUs. Methodology to be used are face-to-face CSIS survey questionnaire interviews using multi-stage probability planning and action plan formulation Citizen-driven Priority Action Plan. Target municipalities were included based on the 2016 Seal of Good Local Governance passers and proximity to the Local Resource Institute. LRIs are academic institutions that provide extension services to their respective communities in aspects of learning, training and research. Apart from their technical expertise in research, they are deemed to be politically neutral and effective in building rapport with citizens from different socio-demographic backgrounds. Service areas of the survey were based on Section 17 of the Local Government Code of 1991 and consultation with different national agencies. A sample size of 150 respondents will be drawn from the population of 18 years and older, male or female, who have been residing in the municipality for not less than 6 months. Among the target municipalities for the implementation of this year's CSIS survey is Binangonan, a first class municipality in the Province of Rizal. Another program noteworthy to mention was introduced by the Department of the Interior and Local Government, the Seal of Good Local Governance (SGLG). It was first initiated pursuant to DILG Memorandum Circular No. 2014-39 which is an improved version of Seal of Good Housekeeping and was scaled up towards promotion of transparency and accountability in the use of public funds by delivering basic services that are responsive to people's needs. It's in this context that SGLG was defined as a recognition of good performance of local government units, not only financial housekeeping, but also on other areas that directly benefit the citizenry. It is a continuing challenge for the local government units to improve their performance, and to ultimately achieve a desirable condition where local governments:

1. Sustain the practice of transparency and accountability in the use of public funds;
2. Prepare for challenges posed by disasters;
3. Demonstrate sensitivity to the needs of vulnerable and marginalized sectors;
4. Encourage investment and employment;
5. Protect constituents from threats to life and security; and
6. Safeguard the integrity of the environment

The department stepped up its game with the implementation of DILG Memorandum Circular No. 2018-49 or SGLG All-in: Reaping the results of good governance. It expresses that SGLG symbolizes integrity and good performance through continuing reform and sustained local development. The quintessence of this assessment system is to give distinction to remarkable local government performance across several areas of governance. With its gains and positive result, the department inspires the LGUs by raising the bar. The SGLG elevates the assessment criteria from "4+1" to ALL-IN" which underlines that the LGU must pass all seven areas of

governance stipulated in the circular. Moreover, the LGU has to demonstrate positive result out of its reform efforts with consideration of local leadership. This year's deserving passers will be conferred with the SGLG marker, eligibility to the Performance Challenge Fund (PCF) to finance their local development initiatives, and an access to other programs and capacity development assistance from DILG. Similarly, Province of Rizal has a list of LGU passers. Angono was conferred with 2015, 2016 and 2017 SGLG awards; Binangonan in CY 2015, 2017 and 2018; Pililla with 2018 SGLG award; Taytay in 2015 and 2017 SGLG awarding; Tanay in CY 2016 and 2017; Teresa with 2015 and 2017 SGLG awards; City of Antipolo with 2017 SGLG and Province of Rizal in 2016 and 2017 awarding. Post Compliance 2015 passers were also awarded to City of Antipolo, Baras, Cainta, Rodriguez, San Mateo, Tanay and Province of Rizal and 2017 SGLG Post Certificate to Pililla. National Disaster Risk Reduction and Management Council (NDRRMC) along with its flagship of recognizing programs, activities and projects that protect high risk communities against hazards and provide more capabilities in addressing vulnerabilities and coping from disasters initiated the Gawad KALASAG. NDRRMC conferred awards to Local Government Units, Civil Society Organizations, schools, volunteers, groups and individuals who exemplified excellence in disaster risk reduction and management and in recognition of their assistance. Gawad KALASAG or *Kalamidad at Sakuna LAbanan, SARiling Galing and Kaligtasan* is coined after a Filipino term "Kalasag" which means shield and used by Filipinos as protection from attacks of enemies or harmful animals. Relatively, this award was conceived to protect high risk communities against hazards by encouraging participation of various stakeholders in designing and implementing Disaster Risk Management (DRM) programs. National Selection Committee (NSC) shall be composed of the Secretary of DILG as Chairman, Administrator of the Office of Civil Defense (OCD) as Co-chair, NGO Representative as Vice-Chair, and members namely Secretary of DOH, Secretary of DepEd, Secretary of DSWD, President of League of Provinces, President of Liga ng mga Barangay, and President of ULAP. For 2018 Gawad KALASAG, the City of Antipolo placed third as the Best City DRRM Council by the Office of Civil Defense CALABARZON Region. Philippines was dubbed as fourth most disaster-prone country in the world. In order to reduce and mitigate the impacts of disaster, the DILG as vice-chair for Disaster Preparedness of the National Disaster Risk Reduction and Management Council, the department spearheaded the advocacy programs and formulated Operation LISTO, an advocacy program for disaster preparedness that will serve as guide for LGUs on essential measures or actions to take before, during and after disaster. To prepare the LGUs for disaster, the DILG created Operation LISTO consisting of three components: Listong Pamahalaan, Listong Pamayanan and Listong Pamilya. *Listong Pamahalaan Lokal* establishes local protocols for disaster preparedness and emergency response. *Listong Pamayanan* or *Listong Pamilyang Pilipino* are capacity development interventions that strated from LGUs and cascaded to the community. While *Listong Pamilyang Pilipino* focuses on the family and household level preparedness.

#### Malaysia

Malaysia's local government's goal in citizen satisfaction is to protect and provide satisfactory delivery services, which will not only transform the lives of their locals but also establish a

harmonious relationship between the government and the local community that shall bring them closer together. Results revealed most of the municipal council in Malaysia were able to satisfy the needs of their people and provide services that individuals can't provide for themselves. However, the main struggle the government of Malaysia is currently facing is financial crisis, which is also endured by most developing countries, along with the citizens changing and evolving trends, wants and needs. Results recommended that a public complain office must be established to compile and review the complaints of the citizens concerning the service delivery. Furthermore, citizen participation should also be effectively promoted by the government as this can considerably contribute to good governance and show emphasis on transparency and accountability. Overall, citizens recognize and tend to feel a sense of community and sense of belongingness whenever the municipals administrators enforce quality delivery service.

## **AMERICA**

### **Colombia**

A survey was also conducted regarding the satisfaction levels of residents' in the global urban south, specifically Cali, Colombia, regarding public goods and government services. Results showed that the upper class and wealthy citizens, who were said to live in a more secure, greener and better serviced-communities, had higher levels of satisfaction and were able to take full advantage of security, public space, utilities, civic norms and government performance compared to those of lower class citizens. Additionally, the satisfaction level of security for upper class or richer residents was higher in the neighborhood compared to the city as a whole. On the other hand, the lower class citizens and poor neighborhoods thought otherwise, as their public space satisfaction level was higher in the city as a whole than in the neighborhood. Reports also revealed that there was a government neglect, social dislocation and high crime rates. Hence, the lower class residents experienced lack of social capital and distrust of government, which were some of the major areas of concern for urban and national government besides improving public safety, awareness of public policies and the perceived insecurity in public space. To promote and achieve a more just and fair city, it was highly recommended the government should fabricate programs that focused more on improving the efficacy of government performance for the poor and the poorest areas in the city.

### **North America**

Study conducted in 2017 showed the citizens concern about flooding, and water and sewer infrastructure which need a lot of improvement. Despite this concern, the citizen regard their quality of life highly satisfying. The local government performs very well in emergency and alert services, water supply, waste and snow removal, and communication.

## **EUROPE**

### **Sweden**

The Local government is relatively of central importance in terms of accessibility to general services and facilities across different municipalities probably owing to the fact that Sweden like the rest of the countries under European Union are well developed and tech-advance. Studies for education showed significantly high level of satisfaction. The local government is particularly closest to the citizens than the national government and plays a very crucial role as provider of public services and in the everyday lives of the people.

## **AFRICA**

### **Sedibeng District Municipality**

A citizen satisfaction survey was also conducted in Sedibeng District Municipality of South Africa regarding public service delivery. Although citizens were very satisfied with the basic services provided in the area of water, electricity and solid waste. Results showed that major problems led towards roads maintenance, government efforts to create jobs, poverty reduction and crime prevention.

## **III. SUMMARY**

The National Government has been doing its homework diligently to formulate pivotal policies specifically tailored on the priority needs of the people. National agencies as close partners of the local government units help prescribe guidelines and surveys instruments that will give clear representation of honest-to-goodness citizen feedback on actual delivery of basic services. It is equally essential to collect their realistic views that will evaluate the experiences and perception of the citizens on the local government services provided. According to John Reuter, "a city isn't something that's built by the government alone and strong towns can't be made by passive customers merely consuming city services." The Citizen Satisfaction Survey aims to create a clear illustration of public expectations and understanding of actual services being delivered. The citizens are not just citizens but valuable partners as well. An analysis of citizen satisfaction and perception will expressly match the needs of the community with the appropriate services and ensure they are felt by the people. The LGUs for sure have many obstacle and challenges to evaluate and must work on the strengths and limitations of every program for improvement. We have an array of promising and competitive local government units specifically in the Province of Rizal and with only few citizen satisfaction surveys administered, it's a great challenge of making the Citizen Satisfaction Survey work for them. The City of Antipolo, for example, is just one of the aces of the province. After having grabbed the 2018 Gawad KALASAG Award, a quick survey on citizen satisfaction in line with the implementation of Disaster Preparedness and Management can help gather information that will measure the level of awareness, appreciation and application of the services anchored on building vibrant, healthy and self-reliant communities being delivered by the city government to its citizenry to realize this program's goal - to save more lives.

## **IV. REFERENCES**

- [1]. Villamente,J.(2017). DILG pushes for Citizen Satisfaction Index System. Retrieved from <https://www.manilatimes.net/dilg-pushes-citizen-satisfaction-index-system/316794/>
- [2].Bueno, C. (2014). Citizen Satisfaction Index System - Candon City. Retrieved from [https://www.researchgate.net/publication/265710911\\_Citizen\\_Satisfaction\\_Index\\_System\\_CSIS-Candon\\_City?fbclid=IwAR1nflz089xyT1L\\_mr\\_XOodsgnLI5yS7oo6EpyFT6x-pKLCI6OQ\\_0\\_VvO8cI](https://www.researchgate.net/publication/265710911_Citizen_Satisfaction_Index_System_CSIS-Candon_City?fbclid=IwAR1nflz089xyT1L_mr_XOodsgnLI5yS7oo6EpyFT6x-pKLCI6OQ_0_VvO8cI)
- [3]. Department of Interior and Local Government. (2018). DILG conducts Citizen Satisfaction anew to improve LGU performance. Retrieved from <https://dilg.gov.ph/news/DILG-conducts-Citizen-Satisfaction-Index-System-anew-to-improve-LGU-performance/NC-2018-1088>
- [4]. Bello, MU., Martin, D., Kasim, R. (2017). A Review of Effects of Quality Municipal Services on

Citizen Satisfaction in Malaysian Municipal Council: A Content Analysis. *Glob J Res Rev* Vol. 4 No.3:28

[5]. Martines, L., Short, J., Ortiz, M. (2015). Citizen Satisfaction with public goods and government services in the global urban south: A case study of Cali, Colombia. Retrieved from [https://www.academia.edu/31307268/Citizen\\_satisfaction\\_with\\_public\\_goods\\_and\\_government\\_services\\_in\\_the\\_global\\_urban\\_south\\_A\\_case\\_study\\_of\\_Cali\\_Colombia](https://www.academia.edu/31307268/Citizen_satisfaction_with_public_goods_and_government_services_in_the_global_urban_south_A_case_study_of_Cali_Colombia)

[6]. Akinboade, O., Kinck, E., Mokwena, M. (2012). "An analysis of citizen satisfaction with public service delivery in the Sedibeng district municipality of South Africa", *International Journal of Social Economics*, Vol. 39 Issue: 3, pp. 182-199, <https://doi.org/10.1108/03068291211199350>

[7]. University of Pretoria. (n.d.). The Role and Purpose of Local Government. Retrieved from <https://repository.up.ac.za/bitstream/handle/2263/25724/03chapter3.pdf?sequence=4>

[8]. Gbargaye, E. (2011). Role of the Local Government in Development. Retrieved from <https://www.slideshare.net/jobitonio/role-of-local-government-9022661>

[9]. Philippine Network Foundation, Inc. (n.d.) Local Government. Retrieved from <http://www.ph.net/htdocs/government/phil/loc-gov/index.html>

[10]. City of Southlake Texas. (n.d.). Citizen Satisfaction Survey. Retrieved from <https://www.cityofsouthlake.com/2119/Citizen-Satisfaction-Survey>

[11] Alson, J. (n.d.). Citizen Satisfaction Survey, Project Implementation Report, University of Perpetual Help System - Dalta Calamba campus. Retrieved from [https://www.academia.edu/24544711/Citizens\\_Satisfaction\\_Survey](https://www.academia.edu/24544711/Citizens_Satisfaction_Survey)

[12]. Tumampos, S. (2013). Reducing risks from natural hazards through the Resilience Project. Retrieved from <https://reliefweb.int/report/philippines/reducing-risks-natural-hazards-through-resilience-project>

[13]. Department of Interior and Local Government. (n.d.). Citizen Satisfaction Index System. Retrieved from <http://region12.dilg.gov.ph/programs-projects/citizen-satisfaction-index-system-csis>

[14] Asto, A. (n.d.). CSIS Overview. Retrieved from <https://www.scribd.com/document/325942276/CSIS-Overview>

[15] Awarrtani, F. (2016). Conducting a survey on citizen's satisfaction of local government units service delivery. Retrieved from <https://www.researchgate.net/project/Conducting-a-survey-on-citizens-satisfaction-of-local-government-units-service-deliveray>

[16] Department of Interior and Local Government. (n.d.). DILG to implement citizen satisfaction survey. Retrieved from [https://www.dilg.gov.ph/news/DILG-to-implement\\_citizen-satisfaction-survey/NC-2017-1178](https://www.dilg.gov.ph/news/DILG-to-implement_citizen-satisfaction-survey/NC-2017-1178)

[17]. The London School of Economics and Political Science. (2010). Philippine Disaster Reduction and Management Act (RA10121). Retrieved from <http://www.lse.ac.uk/GranthamInstitute/law/philippine-disaster-reduction-and-management-act-ra-10121/>

[18]. Flora, I. (2016). DILG initiates Operation Listo for disaster preparedness. Retrieved from <https://www.sunstar.com.ph/article/100907>

[19]. MindaNews. (2014). 3 cities in Region 12 included in DILG's Citizen Satisfaction Index System. Retrieved from <https://www.mindanews.com/top-stories/2014/10/3-cities-in-region-12-included-in-dilgs-citizen-satisfaction-index-system/>

[20]. Philippines Government. (2011). Philippines: The National Disaster Risk Reduction and Management plan (NDRRMP) 2011 to 2028. Retrieved from <https://www.preventionweb.net/english/professional/policies/v.php?id=35457>

[21]. Roos, K. (2016). Citizen Satisfaction with Local Public Services in Swedish Municipalities. Retrieved from <https://ecpr.eu/Filestore/PaperProposal/e81ac33c-0d9b-4436-a784-dc3d6ec3241c.pdf>

[22]. Sunstar Philippines. (2019). DILG Initiates Operation LISTO for Disaster Preparedness. Retrieved from <https://www.sunstar.com.ph/article/100907>

[23]. Local Government Academy. (2018). Local Government Units Disaster Preparedness Manual for City and Municipal LGUs. Retrieved from [https://lga.gov.ph/media/uploads/2/Knowledge%20Exchange/Operation%20Listo%20Manual/Listo%20Manual%20City%20Municipal%20LGUs\\_Final%20Version%202018.pdf](https://lga.gov.ph/media/uploads/2/Knowledge%20Exchange/Operation%20Listo%20Manual/Listo%20Manual%20City%20Municipal%20LGUs_Final%20Version%202018.pdf)

[23]. Office of Civil Defense. (2019). NDRRMC Confers the 20<sup>th</sup> GAWAD KALASAG National Awards. Retrieved from <http://www.o.cd.gov.ph/news/492-ndrrmc-confers-the-20th-gawad-kalasag-national-awards.html>

[24]. Probe Research, Inc. (2018). 2017 Citizen Satisfaction Survey Final Report. Retrieved from <https://www.tecumseh.ca/sites/default/files/180119%20Tecumseh%20FINAL%20Report.pdf>

[25] Reuter, J. (2018). Citizens Are Not Customers – Strong Towns. Retrieved from <https://www.strongtowns.org/journal/2018/2/28/citizens-are-not-customers>

[26]. Department of Interior and Local Government. (n.d.). The Local Government Code of the Philippines. Retrieved from [https://dilg.gov.ph/PDF\\_File/reports\\_resources/dilg-reports-resources-2016120\\_5e0bb28e41.pdf](https://dilg.gov.ph/PDF_File/reports_resources/dilg-reports-resources-2016120_5e0bb28e41.pdf)