



RESEARCH ARTICLE

Analysis of Santa Maria Bulacan Local Government Functions on the Efficient Delivery of Mandated Basic Services to Edifice Receptive Local Dominance

Dr. Gregorio A. Reyes*

Polytechnic University of the Philippines Sta. Mesa Manila, Philippines

ARTICLE INFO

Received: July 22, 2024

Accepted: Aug 31, 2024

Keywords

Environmental Protection
Public Works or
Infrastructure
Social Service

ABSTRACT

The major purpose of this study is to determine the efficiency in the delivery of basic services of Santa Maria Bulacan. Local Government to its constituents in terms of Health and Hospital Services, Social Services, Environmental Protection, Public Works or Infrastructure, and Enforcement of Regulatory Powers. Moreover, this study also determines the perception of multi-sector groups namely business sector, education sector, health sectors, education sector, and youth sector providers, assess the extent of responsiveness of the barangay officials in the selected devolved services. In terms of Health and Social Services, the three sectors of Education, Health and Youth rated it as responsive, while the business sector viewed it as Moderately Responsive and Moderately Efficient. Peace and Order were assessed Moderately Responsive by the four groups of respondents. While public works or infrastructure were determined to be Responsive and Efficient by all groups of respondents. In the aspect of Environmental Protection it revealed to be Responsive and Efficient as perceived by the four groups of respondents. Social Services were rated to be Moderately Efficient by the three groups of Business, Education and Youth, while Health sector rated it as Efficient. With all of these findings the Barangay officials who implement those basic services must be more responsive and effective in the delivery of devolved basic services among the local residents in order to fully satisfy the constituents.

***Corresponding Author:**

garjprpapr3062312016@gmail.com

INTRODUCTION

The local government in the Philippines is divided into three levels: provinces and independent cities, component cities and municipalities, and barangays. All of which are collectively known as local government units (LGUs). In one area, above provinces and independent cities, is an autonomous region, the Bangsamoro Autonomous Region in Muslim Mindanao. Below barangays in some cities and municipalities are sitios and puroks. All of these, with the exception of sitios and puroks, elect their own executives and legislatures. Sitios and puroks are often but not necessarily led by an elected barangay councilor.

Provinces and independent cities are organized into national government regions but those are administrative regions and not separately governed areas with their own elected governments.

According to the Constitution of the Philippines, the local governments "shall enjoy local autonomy", and in which the Philippine president exercises "general supervision". Congress enacted the Local Government Code of the Philippines in 1991 to "provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers,

responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and functions and duties of local officials, and all other matters relating to the organization and operation of local units." [1] Local government units are under the control and supervision of the Department of the Interior and Local Government.

Delivery of basic services, it has been said, is the cornerstone towards sound governance. This is the fundamental reason why local government units (LGUs) are created: promoting and advancing the common welfare of constituents and to improve the socio-economic conditions of the whole community. This role is derived from the view that local governments are considered to be "the most proximate" to the people and perform the function of linking national government with local concerns (Ocampo-Salvador, 2000). This proximity "enhances preference matching for public services" and affords LGUs a "better location to perceive the preferences of their communities and respond to their needs" (DAP, 2005).

MATERIALS AND METHODS

With the passage of Republic Act 7160, otherwise known as the Local Government Code of 1991, barangays have made big leap toward local autonomy and have acquired their identity with their own set of elective and appointive officials mandated to provide basic services to their constituents as defined in Sec. 17 of the LGC of 1991, and to lead in the development of their respective communities. Based on the Local Government Code of 1991, Section 17, such basic services and facilities devolved to them covered the following:

(1) Agricultural support services which include planting materials distribution system and operation of farm produce collection and buying stations; (2) Health and operation of farm produce collection and buying stations, (2) Health and social welfare services which include maintenance of barangay health center and day-care center; (3i) Services and facilities related to general hygiene and sanitation, beautification, and solid waste collection; (4) Maintenance of Katarungang pambarangay; (5) Maintenance of barangay roads and bridges and water supply system; (6i) Infrastructure facilities such as multi-purpose hall, multi-purpose pavement, plaza, sports center, and other similar facilities; (vii) Information and reading center, and (7i) Satellite or public market, where viable.

On the other hand, the functions and powers in the local government are also defined in the Local Government Code. In Article 2, Section 16 "General Welfare of the Local Government Code" it is stated that:

Every LGU shall exercise the powers expressly implied there from, 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 jurisdiction, LGUs shall enjoy and support, among other things, (1) the preservation and enrichment of culture, (2) promote health and safety, (3) enhance the rights of the people to balance ecology, (4) encourage and support the development of appropriate and self-reliant scientific and technological capabilities, (5) improve public morals, (6) enhance economic prosperity and social justice, (7) promote full employment among their residents, (8) maintain peace and order, and (9) preserve the comfort and convenience of their inhabitants.

In other words, in providing the delivery of basic services to the people, responsive and effective governance would play a big role in the success of local units. In addition, the key role played by good governance of the local area is the support of other stakeholders. These include the civil society, business, church, NGOs and POs. With the enactment of Local Government Code, there were several local bodies who recognized the responsiveness and effectiveness of the local leaders in the delivery of basic services, among them is the "Galing Pook Program." Among the recipients of the award: Former Bulacan Governor Roberto Pagdanganan, Puerto Princesa City Mayor Edward Hagedorn, former Marikina Mayor Bayani Fernando, Former Naga City Mayor Jesse Robredo, Quezon City Mayor Benjamin Abalos, and many others. This award has become some kind of a "seal of good housekeeping" or the presence of good governance at the local level.

It is in this context that the researcher endeavored to analyze the barangays in Santa Maria Bulacan on their roles in the delivery of basic services.

Objectives

The objective of the study was to analyze the support programs in the devolved basic services of the barangays in the City of Quezon for the years 2018 and 2019 and to assess the extent of their efficiency. Furthermore, analysis was also made on the responsiveness and efficiency of the barangay officials in the delivery of selected basic services in the City.

Specifically, the study sought answers to the following questions:

1. Based on documentary evidence, what ordinances were enacted by the Sangguniang Panglungsod which support the programs of each barangay in the City of Quezon related to the delivery of the following basic services:
 - i health and hospital services
 - ii social services
 - iii environment
 - iv public works or infrastructure
2. How do the multi-sector groups assess the extent of responsiveness of the barangay officials in the selected devolved services?
 - i business sector
 - ii education sector
 - iii health sectors providers
 - iv education sector
 - v youth sector
3. What is the extent of efficiency of the Local Government Units in the delivery of the selected basic services as assessed by the different groups of respondents?
4. What are the challenges faced by the Barangay officials in the delivery of basic services among the local residents?

Hypothesis of the study

There is no significant difference in the perception of the respondents in the extent of efficiency of the Local Government Units in the delivery of the selected basic services as assessed by the different groups of respondents

Theatrical framework

A number of reasons have been adduced for creation of local governments. These reasons explain the meaning and principle of local government. Before exploring the various definitions of local government, an attempt is made here to examine the reasons or purposes for which they are created. Reasons for local government creation range from economic through social and cultural to political. Among the reasons are that local government provides for administrative convenience, brings governance closer to the people, ensures effective mobilization of resources and preserves the heritage and common interests of the people (Oviasuyi, Idada & Isiraojie 2010). Other reasons include the fact that local government is more democratic than any other level of government. It provides veritable political education for the people; it trains people for higher public offices; it is more sensitive to local opinions and (v) it brings local knowledge to bear on decision-making (National Open University, NOUN 2012). The indispensability of local government is also premised on the following: (i) local initiative can easily be identified and taken on board especially in mobilizing community to gain local support for projects; (ii) power is more widely dispersed, which is a safeguard against tyranny; and (iii) local variations and needs in service provision can better be handled by local government since it understands the needs of its own locality (NOUN 2012).

As observed by Bello Imam (cited in Akinboye 2006), the creation of local government is based on the assumption that the people of a locality possess the fuller awareness of their needs than outsiders. Every local set up has its peculiar social, economic and physical characteristics as well as its unique historical traditions, which are better understood and appreciated by its people. He then opines that local government exists to bring about democracy, to serve as a base for political participation and political education, to provide services as well as serve as a vehicle of development.

Stemming from the reasons above, local government has been variously defined. The United Nations Office for Public Administration (cited in Dosunmu 2012) defines local government as a political subdivision of a nation (in a Federal or State system), which is constituted by law and has substantial control of local affairs including the power to impose taxes as well as exact labor for prescribed purposes. The local government reform document (1976) in Nigeria defines local government as government at local level exercised by representative council, established by law to exercise specific power within defined areas. According to Encyclopedia Americana, International Edition (1978), local government is a political subdivision of national government or, in the case of federal systems, a subdivision of regional government. It is defined by Maddick (1963) as a sub-unit of government controlled by a local council, which is authorized by the central government to pass ordinances having a local application, levy taxes or exact labor and within limit specified by the central government. According to Green (1976), local government is an essential instrument of national or state government for performance of certain basic functions, which can best be administered locally on the intimate knowledge of the needs, conditions and peculiarities of the areas concerned.

Conceptual framework

On the basis of the foregoing theories culled from the review of various related literature and studies, the research paradigm that serves as guide to the study is the system’s approach or Input – Process – Output model devised by Stoner, Freeman and Gilbert, Jr. (1995).

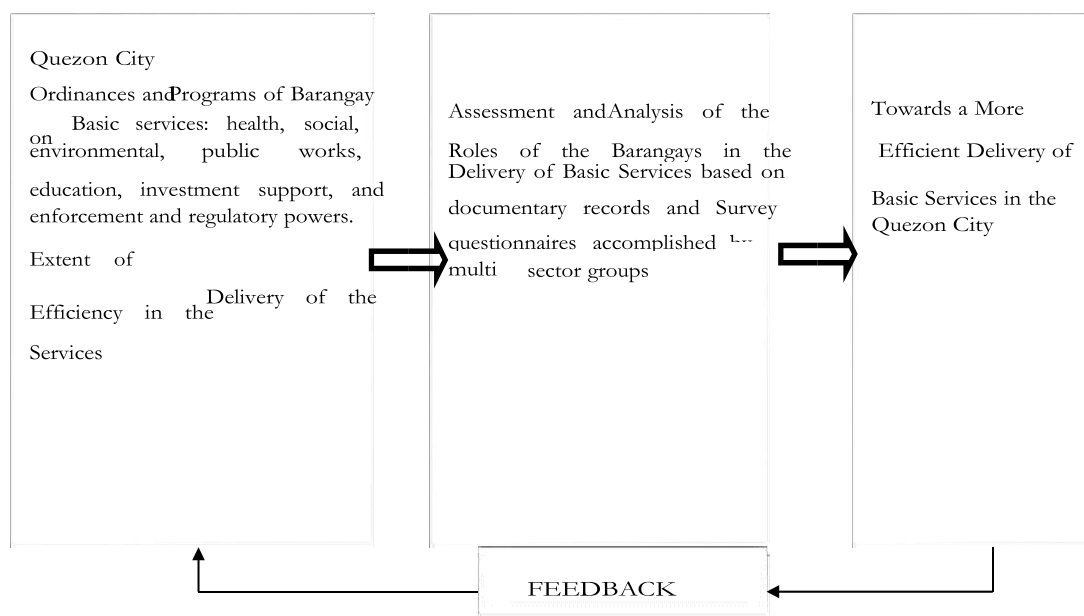


Figure 1: The research paradigm

The input variables in this study include the support the programs of barangays in Santa Maria Bulacan in the areas of basic services: health and hospital services, social services, environment, public works, education, tourism, telecommunication, investment support and enforcement of regulatory powers. The input box also includes the enactments or ordinances in support of the delivery of these basic services. Furthermore, the respondents are made to assess the participation of the barangay officials, the citizens or residents and other stakeholders to promote responsive and efficient governance for the delivery of the above cited basic services.

The process box includes a critical analysis, qualitative analysis, through interview among the 27 barangay official in Santa Maria Bulacan and gathering of data in the city records of Santa Maria Bulacan based on the devolved basic services implemented among the local residents. In addition, quantitative aspect of the analysis will be based on the responses of the different groups of respondents to the survey questionnaire which asked them to assess the responsiveness and efficiency of the programs initiated by the barangay officials in the delivery of the basic services.

The expected output of the study would be stakeholders’ assessment on the extent of responsiveness and efficiency of the barangay officials in the delivery of such basic service to the local residents of Quezon City. Consequently, the results of the analyses can serve as the bases for recommended

measures to be proposed by the researcher to make the local government officials more responsive and efficient in delivering basic services to their constituents.

METHODOLOGY

The researcher used the descriptive research method. According to Calderon and Gonzales (1993), descriptive research is a fact-finding study with adequate and accurate interpretation of the findings. It describes with emphasis what actually exists, such as current conditions, practices, solutions, and other phenomena. Descriptive research satisfies the requirements of the present investigation since it examines the performance of the City and barangay councils of Santa Maria Bulacan. The approaches include qualitative analysis of data generated from documents and accomplishment reports particularly the ordinances, resolutions as well as minutes of the sessions of the members of the Sangguniang Panlungsod and Sangguniang Pambarangay during the Years 2018 and 2019. The quantitative approach is likewise used since the various sectors were asked to assess the extent of responsiveness and efficiency of the barangays under study as regard delivery of selected basic services.

Data generation

To ensure the quality of effective conduct of the study, the researcher observed the following:

1. The researcher secured permission from the person in authority to distribute questionnaire in 23 Barangays of Santa Maria Bulacan.
2. After approval to administer questionnaire was approved, the researcher distribute questionnaires to 536 total respondents distributed from each sector as follows: Business sector is composed of 121, the education sector is represented by 142 respondents; the health sector has 128 respondents; while the youth sector has 145 respondents. Converting the figures into percentages, although they are almost equally distributed, the biggest percentage of respondents are those from the youth sector, 145 out of 536 respondents which is equivalent to 27.05 percent, followed by those coming from the education sector constituting 142 or 26.49 percent, then the health sector, composed of 128 respondents or 23.88 percent and then the business sector with 121 respondents or 22.57 percent. Random sampling was used in distributing questionnaires to the respondents.
3. The questionnaires were retrieved after one or two week/s.
4. Before tabulating the data, questionnaires were carefully inspected to determine the properly filling-out of the instrument.

RESULTS AND DISCUSSION

Table 1: Frequency and percentage distribution of respondents from the barangays by sector

Barangay	Business Sector		Education Sector		Health Sector		Youth Sector		Total Group	
	F	%	F	%	F	%	F	%	F	%
Bago Bantay	5	4.1	5	3.5	8	6.2	5	3.5	23	4.3
Bagong San Jose Patag	5	4.1	5	3.5	8	6.2	5	3.55	23	4.3
Bahay Toro	4	3.3	5	3.5	5	3.9	10	6.9	24	4.5
Bulac	5	4.1	6	4.2	5	3.9	8	5.5	24	4.5
Camangyanan	5	4.1	4	2.9	5	3.9	7	4.8	21	3.9
Catmon	4	3.3	5	3.5	4	3.1	5	3.4	18	3.4
Cay Pombo	5	4.1	5	3.5	6	4.7	5	3.5	21	3.9
Caysio	5	4.1	6	4.2	4	3.1	5	3.4	20	3.7

Guyong	5	4.1	5	3.6	5	3.9	5	3.4	20	3.7
Lalaxhan	5	4.1	11	7.8	4	3.1	4	2.8	24	4.5
Mag-asawang Sapa	5	4.1	14	9.9	5	3.9	13	9.0	37	6.9
Paltok	5	4.1	5	3.5	5	3.9	5	3.5	20	3.7
Manggahan	5	4.1	5	3.5	5	3.9	7	4.8	22	4.1
Parada	4	3.4	4	2.9	6	4.7	5	3.5	19	3.6
Poblacion	6	5.0	7	4.9	5	3.9	4	2.8	22	4.1
Pulong Buhangin	7	6.0	6	4.2	5	3.9	5	3.4	23	4.3
San Gabriel	4	3.3	5	3.5	5	3.9	6	4.1	20	3.7
Silangan	6	5.0	8	5.6	6	4.7	8	5.5	28	5.2
San Vicente	5	4.1	5	3.5	5	3.9	5	3.4	20	3.7
Santa Clara	6	5.0	5	3.5	5	3.9	7	4.8	23	4.3
Santa Cruz	5	4.1	5	3.5	5	3.9	7	4.8	23	4.3
Silangan	6	5.0	6	4.2	5	3.9	4	2.8	21	3.9
Tabing Bakod	4	3.3	6	4.2	6	4.7	5	3.4	21	3.9
Total	121	100.	142	100.	128	100.	145	100.	536	100.

Table 1 shows that only 23 out of 27 barangays participated in the study. They include

(1) Bagbaguin, (2) Balasing, (3) Buenavista, (4) Bulac, (5) Camangyanan, (6) Catmon, (7) Cay Pombo, (8) Caysio, (9) Guyong, (10) Lalaxhan, (11) Mag-asawang Sapa, (12) Mahabang Parang, (13) Manggahan, (14) Parada, (15) Poblacion, (16) Pulong Buhangin, (17) San Gabriel, (18) San Jose Patag, (19) San Vicente, (20) Santa Clara, (21) Santa Cruz, (22) Silangan and (23) Tabing Bakod.

As shown in the Table, there are 536 total respondents distributed from each sector as follows: Business sector is composed of 121, the education sector is represented by 142 respondents; the health sector has 128 respondents; while the youth sector has 145 respondents. Converting the figures into percentages, although they are almost equally distributed, the biggest percentage of respondents are those from the youth sector, 145 out of 536 respondents which is equivalent to 27.05 percent, followed by those coming from the education sector constituting 142 or 26.49 percent, then the health sector, composed of 128 respondents or 23.88 percent and then the business sector with 121 respondents or 22.57 percent.

Of the business sector, each barangay has 4 to 7 respondents. Those with 4 respondents are those who came from Buenavista, Catmon, Parada, San Gabriel, and Tabing Bakod. All the rest of the barangays had either 5 or 6 respondents representing the business sector from the barangays under study. All in all, the business sector constitutes 22.57 percent of the total group.

For the education sector, there were 142 who participated in the study which constitute 26.49 percent of the 536 total numbers of respondents. The barangays had representatives ranging from 4 to 14 each with barangay Mag-asawang Sapa having the biggest number, 14. Only two barangays had 4 representations, and they are Camangyanan and Parada.

When it comes to the health sector, the number of respondents from the 23 barangays totaled 128 or 23.88 percent of the total group. The 23 barangays had at least 4 to 8 respondents. Those barangays with 8 respondents include Bagbaguin and Balasing. Only two barangays had 4 representative respondents and they are Catmon and Caysio. The rest of the barangays had 5 to 6 respondents each.

As to the biggest sector represented, that is, the youth sector, their number constitutes 27.05 percent. The barangays had representatives ranging from 4 to 13 with Barangay Mag-asawang Sapa getting the biggest, 13 out of the 145 youth, followed by ten (10) from Buenavista. The rest of the barangays had either 5 to 8 respondents.

Table 2: Distribution of respondents by gender, age, civil status, and educational attainment

Profile Variable	Business Sector		Education Sector		Health Sector		Youth Sector	
	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage	Frequency	Percentage
Gender								
Male	44	36.4	43	30.3	40	31.3	56	38.6
Female	67	55.4	89	62.7	78	60.9	80	55.2
No response	10	8.3	10	7.0	10	7.8	9	6.2
Age								
16 to 20	0	0.0	0	0.0	0		92	
21 to 30	37	30.6	97	68.3	46	0.0	42	63.4
31 to 40	32	19.0	21	14.8	30	35.9	0	29.0
41 to 50	23	15.7	14	9.9	18	14.1	0	0.0
51 & above	19	8.3	4	4.2	14	16.6	0	7.6
No response	10		6		20		11	
Civil Status								
Single	52	43.0	52	36.6	56	43.8	115	79.3
Married	47	38.8	64	45.1	46	35.9	23	15.9
Widower	5	4.1	2	1.4	3	2.3	0	0.0
No response	17	14.1	24	16.9	23	18.0	7	4.8
Educational Attainment								
Elementary	7	5.8	0		0	0.0	8	5.5
High School	35	28.9	0	0.0	14	10.9	81	55.9
College	45	37.2	102	71.8	87	68.0	47	32.4
Postgraduate	11	9.1	15	10.6	10	7.8	2	1.4
No response	23	19.0	25	17.6	17	13.3	7	4.8

Table 2 shows that of the 536 respondents, majority are female which constitute 58.6 percent while only 183 were males which is equivalent to 34.1 percent. Some respondents did not indicate their gender (7.3%).

As to age, majority of the respondents are those with ages ranging from 21 to 30. This implies that the respondents in this study are still young.

In terms of civil status, the greater number of respondents is single, with 275 out of 536 or more than fifty percent of them (51.3%) single and 33.6 percent are married.

In terms of educational attainment, majority of the respondents are college graduates, 52.4 percent or 281 out of 536. Thirty eight (38) of them even completed a postgraduate degree. This may be explained by the fact that the respondents come from the education sector, the health sector and the business sector. The youth may constitute the college or high school graduate-respondents.

Closer scrutiny of the data presented in the Table would reveal that the sector with a big number of female is the education sector with 62.7 percent out of 142 respondents. As regards age, again it is the education sector that gave the biggest number of respondents who belonged to the age group of 21 to 30, 97 or 68.3 percent. In fact among the youth sector, only 42 or 29% belonged to this age bracket. Majority of the youth sector had ages ranging from 16 to 20 92 out of 145 or 63.4 percent had it. Majority of the business sector were in ages ranging from 31 to 40 (32 out of 121 which is equivalent to 26.4%).

One hundred fifteen of the 145 youth were single which is equivalent to 79.3%. The biggest number of college graduates could be noticed in the education sector, 102 out of 142 which is equivalent to 71.8 percent.

Table 3: Extent of responsiveness of the programs/policies on social and health services Implemented by the barangay officials as assessed by the four groups of respondents

Social and Health Services	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Day Care Program	3.94	Responsive	4.10	Responsive	3.92	Responsive	3.85	Responsive
Housing	2.99	MODERATELY RESPONSIVE	3.06	MODERATELY RESPONSIVE	2.98	MODERATELY RESPONSIVE	3.99	Responsive
Maternal Care Program	3.36	MODERATELY RESPONSIVE	3.58	Responsive	3.76	Responsive	3.64	Responsive
Smoking, ban in parks, utility vehicles, and other public places	3.00	MODERATELY RESPONSIVE	3.25	MODERATELY RESPONSIVE	3.33	MODERATELY RESPONSIVE	3.38	MODERATELY RESPONSIVE
Overall rating	3.32	MODERATELY RESPONSIVE	3.50	Responsive	3.50	Responsive	3.72	Responsive

Table 3 shows the extent of responsiveness of the Programs /Ordinances of the City of Santa Maria Bulacanfor Social and Health Services. It can be gleaned from the Table that majority of the respondents from the business sector rated as moderately responsive the social and health services such as housing (weighted mean = 2.99); maternal care program (mean = 3.36); and smoking, ban in parks, utility vehicles, and other public places (mean = 3.00). The business-sector-respondents, however, assessed the day care program as responsive with a weighted mean equivalent to 3.94. On the other hand, the respondents from the education sector rated as responsive the day care program with a weighted mean of 4.10 and so with the maternal care program with a weighted mean of 3.58. The education sector rated as moderately responsive those programs on housing (weighted mean = 3.06) and smoking, ban in parks, utility vehicles, and other public places (weighted mean = 3.25).

The respondents from the health sector rated as responsive the day care program with a weighted mean of 3.92 and that of the maternal care program (mean = 3.76) but they rated as moderately responsive the program on smoking, ban in parks, utility vehicles, and other public places with weighted mean equivalent to 3.33 including the housing program with a weighted mean of 2.98.

The respondents from the youth sector perceived as responsive the housing program (with weighted mean = 3.99); the day care program (weighted mean of 3.85) and maternal care program (weighted mean = 3.64) but they rated as moderately responsive smoking, ban in parks, utility vehicles, and other public places with a weighted mean of 3.38.

On the over-all rating, the respondents from the education, health sector, and youth sectors with the mean of 3.50, 3.50 and 3.72, respectively, considered as responsive all the social and health services. The business sector perceive otherwise. Their over-all rating of 3.32 weighted mean is verbally interpreted as moderately responsive all the social and health services of the City’s barangays.

Data imply that the business sector wants to see more programs related to social and health services for the residents of the City.

Table 4: Extent of responsiveness of the programs/policies on peace and order implemented by the barangay officials as assessed by the four groups of respondents

Peace and Order	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks,etc.	3.29	MODERATELY RESPONSIVE	3.25	MODERATELY RESPONSIVE	3.60	Responsive	3.46	MODERATELY RESPONSIVE

Prohibiting the use of color bulbs and/or reflectorized/color shades by vendors and traders	2.88	MODERATELY RESPONSIVE	2.96	MODERATELY RESPONSIVE	3.07	MODERATELY RESPONSIVE	3.05	MODERATELY RESPONSIVE
Prohibiting vandalism	3.18	MODERATELY RESPONSIVE	3.33	MODERATELY RESPONSIVE	3.81	MODERATELY RESPONSIVE	3.42	MODERATELY RESPONSIVE
Curfew hours Regulating the holding of merry making activities	3.30	MODERATELY RESPONSIVE	3.56	Responsive	3.52	Responsive	3.61	Responsive
Anti-mendicancy or vagrancy	3.78	Responsive	3.60	Responsive	3.67	Responsive	3.75	Responsive
Over -all rating	3.29	MODERATELY RESPONSIVE	3.34	MODERATELY RESPONSIVE	3.53	MODERATELY RESPONSIVE	3.46	MODERATELY RESPONSIVE

Table 4 reflects the extent of responsiveness of the programs of the barangays on the City programs/ordinances for peace and order as assessed by the various groups of respondents in this study.

A thorough investigation of the data in the Table would show that the business sector respondents assessed as moderately responsive the programs on prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. with a weighted mean of 3.29, in prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders with a weighted mean = 2.88, in prohibiting vandalism with a mean = 3.18, in curfew hours regulating the holding of merry making activities with a weighted mean of 3.30. It is apparent that the business sector considers the program on anti-mendicancy or vagrancy as responsive with a weighted mean of 3.78.

It is apparent that the education sector respondents perceive as moderately responsive the programs related to prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. with a weighted mean = 3.25, in prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders with weighted mean of 2.96, in prohibiting vandalism with a weighted mean = 3.33. However, the educators assessed as responsive the curfew hours regulating the holding of merry making activities with weighted mean of 3.56, the anti-mendicancy or vagrancy program with weighted mean = 3.60.

The health sector respondents, like the education sector, likewise rated as responsive the program prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. (mean = 3.06), in prohibiting vandalism (mean = 3.81). They also assessed as responsive the program on curfew hours, regulating the holding of merry making activities (mean = 3.62) and anti-mendicancy or vagrancy program with a weighted mean = 3.67). It is noteworthy that the health sector assessed as moderately responsive the program on prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders with weighted mean of 3.07.

On the other hand, the youth sector respondents perceive as moderately responsive the policy prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. with a weighted mean of 3.46, the policy prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders, with weighted mean of 3.05, and in prohibiting vandalism (mean = 3.42). This sector consider responsive the policy on curfew hours regulating the holding of merry making activities (mean = 3.61), in anti-mendicancy or vagrancy with a mean equivalent to 3.75.

The over-all weighted mean ratings by the business, education, and youth sectors which are 3.29, 3.34, and 3.46 can be verbally interpreted as “moderately responsive.” It is different with the perception of the health sector which is verbally interpreted as “responsive” the programs and policies or ordinances that are related to maintenance of peace and order in the City.

Table 5: Extent of responsiveness of the programs for public works and infrastructure Implemented by the barangay officials as assessed by the four groups of respondents

Infrastructure	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	VERBAL INTERPRETATION	Mean	VERBAL INTERPRETATION	Mean	VERBAL INTERPRETATION	Mean	VERBAL INTERPRETATION
Roads	3.58	Responsive	3.85	Responsive	3.97	Responsive	3.73	Responsive
School Barangay hall	3.91	Responsive	3.92	Responsive	3.91	Responsive	3.75	Responsive
Government Offices	3.76	Responsive	3.66	Responsive	3.61	Responsive	3.56	Responsive
De-clogging/ covering manholes	3.58	Responsive	3.79	Responsive	3.86	Responsive	3.55	Responsive
Overall rating	3.71	Responsive	3.81	Responsive	3.84	Responsive	3.65	Responsive

The business sector respondents are responsive in the following infrastructure such as roads (mean = 3.58), school barangay hall (mean = 3.91), government offices (mean = 3.76) and declogging/ covering manholes (mean = 3.58). Likewise, the education sector rated as responsive the following: roads with weighted mean = 3.85, school barangay hall with weighted mean = 3.92, government offices with weighted mean = 3.66, and de-clogging/ covering manholes (mean = 3.79).

Also, the health sector respondents rated as responsive the programs or projects on roads with weighted mean of 3.97, school barangay hall (mean = 3.91), government offices (mean = 3.67) and de-clogging/ covering manholes (mean = 3.86).

Table 6: Extent of responsiveness of the programs/policies on environmental protection Implemented by the barangay officials as assessed by the four groups of respondents

Environmental Protection	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Proper storage and segregation of wastes/ garbage	4.28	Responsive	4.11	Responsive	4.25	Responsive	4.08	Responsive
Proper Collection and disposal of wastes. Garbage is collected door to door on specified schedule	4.28	Responsive	4.27	Responsive	4.19	Responsive	4.25	Responsive
Prohibition of dumping / throwing of garbage in waterways, canals, creeks/ rivers	4.03	Responsive	3.80	Responsive	3.83	Responsive	4.25	Responsive
Garbage bin/trash can in every public vehicle	4.25	Responsive	4.20	Responsive	3.94	Responsive	4.08	Responsive

Anti-smoking belching	4.09	Responsive	3.82	Responsive	4.03	Responsive	3.92	Responsive
Anti-littering	4.19	Responsive	3.84	Responsive	4.17	Responsive	4.00	Responsive
Overall rating	4.19	Responsive	4.01	Responsive	4.07	Responsive	4.10	Responsive

Garbage is collected door to door on specified schedule with a weighted mean of 4.25, prohibition of dumping / throwing of garbage in waterways, canals, creeks/ rivers with a weighted mean of 3.98, garbage bin/trash can in every public vehicle had a weighted mean of 4.12, anti- smoke belching (mean = 3.97) and anti-littering with a weighted mean of 4.05. An overall mean rating of 4.09 is verbally interpreted to mean that all the respondents from the four sectors perceived as responsive all the programs/ordinances of the City of Quezon related to environmental protection. Programs are, therefore, properly implemented and accomplished.

Table 7: Extent of efficiency of the barangays in implementing the programs for social and health services as assessed by the four groups of respondents

Social Services	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Daycare Program	3.78	Efficient	4.08	Efficient	4.04	Efficient	3.69	Efficient
Housing	2.74	Moderately Efficient	2.87	Efficient	2.90	Moderately Efficient	3.01	Moderately Efficient
Maternal Care Program	3.52	Efficient	3.52	Efficient	3.86	Efficient	3.77	Efficient
Smoking ban in parks, utility vehicles, and other public places	2.81	Moderately Efficient	3.07	Moderately Efficient	3.42	Moderately Efficient	3.10	Moderately Efficient
Overall rating	3.21	Moderately Efficient	3.39	Moderately Efficient	3.56	Efficient	3.39	Moderately Efficient

These respondents from the business sector perceive as moderately efficient the programs on housing (mean = 2.78) and smoking ban in parks, utility vehicles, and other public places (mean = 2.81).

Looking at the respondents from the education sector, one could infer that they consider as efficient the implementation of the Daycare program (mean = 4.08) and the maternal care program with a weighted mean of 3.52. However, the education sector respondents consider as moderately efficient the housing program (mean = 2.87) and smoking ban in parks, utility vehicles, and other public places with a weighted mean of 3.07.

The respondents from the health sector perceive as efficient the daycare program based on the weighted mean of 4.04 and Maternal Care Program (mean = 3.86). The same respondents rated moderately efficient the program on housing with a weighted mean of 2.90 and smoking ban in parks, utility vehicles, and other public places (mean = 3.42).

The respondents from the youth sector feel that the daycare program is efficient based on the weighted mean of 3.69 and the Maternal Care Program (mean = 3.77), The same respondents find as moderately efficient the program on housing (mean = 3.01) and smoking ban in parks, utility vehicles, and other public places (mean = 3.10).

Table 8: Extent of Efficiency of the Barangay Officials in Implementing the Programs for Peace and Order as Assessed by the Four Groups of Respondents

Peace and Order	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc.	3.19	Moderately Efficient	3.36	Moderately Efficient	3.60	Moderately Efficient	3.38	Moderately Efficient
Prohibiting the use of color bulbs and/or reflectorized/color red shades by vendors and traders	2.88	Moderately Efficient	3.03	Moderately Efficient	2.98	Moderately Efficient	2.94	Moderately Efficient
Prohibiting vandalism	3.60	Efficient	3.31	Moderately Efficient	3.68	Efficient	3.34	Moderately Efficient
Curfew hours regulating the holding of merry making activities	3.17	Moderately Efficient	3.55	Moderately Efficient	3.66	Efficient	3.59	Moderately Efficient
Anti-mendicancy or vagrancy	4.06	Efficient	3.60	Efficient	3.67	Efficient	3.75	Moderately Efficient
Overall rating	3.38	Moderately Efficient	3.37	Moderately Efficient	3.52	Efficient	3.40	Moderately Efficient

As seen in Table 8 is the extent of efficiency of the Barangay Officials in implementing the City Programs/ Ordinances for Peace and Order. The respondents from the business sector rated the following items: prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. as moderately efficient with a weighted mean of 3.19, as well as in prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders (mean = 2.88), and in curfew hours regulating the holding of merry making activities (mean = 3.49). The respondents from this sector, however, rated as efficient the implementation of the policy prohibiting vandalism (mean = 3.60) and in anti-mendicancy or vagrancy (mean = 4.06).

The respondents from the education sector also see as moderately efficient the following policies: prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. (weighted mean = 3.36), also in prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders (mean = 3.03), and in prohibiting vandalism (mean = 3.31). The same respondents find the barangay officials efficient in implementing curfew hours regulating the holding of merry making activities (mean = 3.55) and in anti-mendicancy or vagrancy (mean = 3.60).

Meanwhile, the respondents from the health sector believe that the barangay officials are efficient in implementing the following: prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. based on the weighted means of 3.60, in prohibiting vandalism (3.68), in curfew hours regulating the holding of merry making activities (3.66) and in anti-mendicancy or vagrancy (3.67). These respondents also assessed as moderately efficient the program on prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders (2.98)

However, the respondents from the youth sector assessed as moderately efficient the implementation of the following programs and policies: prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc. with weighted mean of 3.38, in prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders (mean = 2.94), in prohibiting vandalism (mean = 3.39). This youth respondents assessed as efficient the policies on curfew hours regulating the holding of merry making activities (mean = 3.59) and in anti-mendicancy or vagrancy (mean = 3.75).

The overall mean rating of 3.42 indicates that the respondents from the business, education, health, and youth sectors assessed as moderately efficient the implementation of the City Programs/ Ordinances for peace and order by their barangay officials. In fact, all the barangays have organized a group of Barangay Tanod which helps maintain the peace and order situation in their own respective places. Data also show that they received good benefits in cash and in kind while serving their barangay constituents.

Table 9: Extent of Efficiency of the Barangay Officials in Implementing the Programs on Public Works or Infrastructure Services as Assessed by the Four Groups of Respondents

Infrastructure	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Roads	4.19	Efficient	4.31	Efficient	4.03	Efficient	3.81	Efficient
School and Barangay hall	3.79	Efficient	3.95	Efficient	3.64	Efficient	3.75	Efficient
Government Offices	3.50	Efficient	3.68	Efficient	3.61	Efficient	3.51	Efficient
De-clogging/ covering manholes	3.44	Moderately Efficient	3.13	Moderately Efficient	3.60	Efficient	3.71	Efficient
Overall rating	3.73	Efficient	3.77	Efficient	3.72	Efficient	3.65	Efficient

Table 9 presents the efficiency level of the assessment of the four groups of respondents on the implementation of City programs/ordinances for Infrastructure based on the performance of the barangay officials. The business sector respondents find efficient the following infrastructure projects, such as roads (weighted mean = 4.19), school barangay hall (weighted mean = 3.79), government offices (weighted mean = 3.76) and de-clogging/ covering manholes with weighted mean of 3.44.

The education sector likewise believe that the barangay officials are efficient in implementing the projects on roads (mean = 4.31), school and barangay hall (mean = 3.95), and government facilities and offices (mean = 3.68). The educator-respondents, however, assessed as moderately efficient the de-clogging/covering manholes with weighted mean of 3.13.

The health sector respondents perceived the following as efficiently implemented: on roads with weighted mean of 4.03, school/barangay hall (mean = 3.64), government offices (mean = 3.61) and de-clogging/covering manholes (mean = 3.6). Similarly the youth sector-respondents felt that the barangay officials were efficient in implementing their projects on roads (mean = 3.81), school/barangay hall (mean = 3.71), government offices (mean = 3.51) and declogging/covering manholes (mean = 3.71).

An over-all mean rating of 3.75 means that all the respondents from the four sectors find the barangay officials as efficient in implementing the programs/ordinances for infrastructure. These

findings imply that the projects and programs or policies in the City are efficiently implemented as perceived by the residents in the City.

Table 10: Extent of Efficiency of the Barangay Officials in Implementing the Programs for the Delivery of Environmental Protection Services as Assessed by the Four Groups of Respondents

Environmental Protection	Business Sector		Education Sector		Health Sector		Youth Sector	
	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation	Mean	Verbal Interpretation
Proper storage and segregation of wastes/garbage	4.19	Efficient	4.00	Efficient	4.17	Efficient	4.25	Efficient
Proper Collection and disposal of wastes. Garbage is collected door to door on specified schedule	4.31	Efficient	4.33	Efficient	4.06	Efficient	4.22	Efficient
Prohibition of dumping/throwing of garbage in waterways, canals, creeks/ rivers	3.84	Efficient	3.80	Efficient	3.92	Efficient	4.03	Efficient
Garbage bin/trash can in every public vehicle	3.97	Efficient	4.09	Efficient	3.94	Efficient	4.00	Efficient
Anti-smoke belching	3.91	Efficient	3.78	Efficient	4.00	Efficient	3.89	Efficient
Anti-littering	3.88	Efficient	3.89	Efficient	4.06	Efficient	3.86	Efficient
Overall rating	4.02	Efficient	3.98	Efficient	4.03	Efficient	4.04	Efficient

Table 10 shows the efficiency level of the barangay officials in implementing the City programs/ordinances for Environmental Protection as assessed by the four groups of respondents. The respondents from the business sector assessed as efficient the policy on proper storage and segregation of wastes/garbage with weighted mean of 4.19, proper collection and disposal of wastes, garbage is collected door to door on specified schedule (4.31), prohibition of dumping/throwing of garbage in waterways, canals, creeks/ rivers (3.84), garbage bin/trash can in every public vehicle (3.97), anti-smoke belching (3.91) and antilittering (3.88)

Similarly, the education sector finds the implementation of the programs/policies as efficient based on their weighted mean ratings in the areas of proper storage and segregation of wastes/garbage (4.00), proper collection and disposal of wastes (4.00), garbage is collected door to door on specified schedule (4.33), prohibition of dumping/throwing of garbage in waterways, canals, creeks/ rivers (3.8), garbage bin/trash can in every public vehicle (4.09), anti-smoke belching (3.78) and anti-littering (3.89).

Moreover, the respondents from the health sectors assessed as effective based on their mean ratings the proper storage and segregation of wastes/ garbage (4.17), proper collection and disposal of wastes, garbage is collected door to door on specified schedule (4.06), prohibition of dumping / throwing of garbage in waterways, canals, creeks/ rivers (3.92), garbage bin/trash can in delivery public vehicle (3.94), anti-smoke belching (4.00) and anti-littering (4.06).

Just like the three other sectors, the respondents from the youth sector believe that the implementation of the programs/policies in the City by the barangay officials is efficient. Based on the computed weighted means, the implementation is efficient, more specifically, on proper storage

and segregation of wastes/garbage (4.25), proper collection and disposal of wastes, garbage is collected door to door on specified schedule (4.22), prohibition of dumping/ throwing of garbage in waterways, canals, creeks/ rivers (4.00), garbage bin/trash can in every public vehicle (4.03), anti-smoke belching (3.89) and anti-littering (3.86)

An overall mean rating of 4.09 means that all the respondents from the four sectors assessed the implementation of the programs and ordinances as efficient more specifically those programs on environmental protection.

CONCLUSIONS

Based on the findings of the study, it can be concluded that:

1. Many ordinances enacted by the City Council or Sangguniang Panlungsod paved the way for the increase of income of the City intended for programs and projects which benefited the 27 barangays in the City.
2. The business sector assessed that the barangays had programs related to social and health services for the residents of the City that were responsive. The data indicated that the respondents from the business, education, health, and youth sectors assessed programs as responsive and the implementation of the City Programs/ Ordinances for peace and order by their barangay officials. The business sector, however, wants to see more programs related to social and health services for the residents of the City.
3. The youth find the barangay officials not fully efficient in implementing programs for them. However, in general, all the respondents from the four sectors in this study perceived the barangay officials as efficient in implementing the programs and ordinances related to infrastructure as well as in environmental protection.
4. Increase of the budget is one of the problems to sustain the needs of the local residents especially in a bigger barangays. In addition, empowerment of the people and building a resilient community.

RECOMMENDATIONS

Based on the conclusions, the following are recommended:

1. The City ordinances and programs designed by the City Sangguniang Panglungsod helped much in the maintenance and improvement of increasing revenues for the barangays especially tax incentives, ordinances on operation of e-games café, franchise to a company to operate a world-class entertainment and gaming centers, ordinances prescribing certain requirements in grant renewal of mayor's permit to operate and auto-repair and vulcanizing shop.
2. The enacted ordinances on health and social services benefited the low-salaried employees Barangay the tanods, SK, fire officers, health centers and lying-in clinics, and the services to people from womb to tomb.
3. The multi-sectoral assessment of the programs resulted to a good image of the officials as responsive. This could be maintained by electing such officials to the positions they deserve. Particular emphasis is placed on peace and order. Public-private partnerships should be strengthened for collaborative efforts towards the provision of quality health services.
4. The image of Barangay officials should be improved especially in the eyes of the youth who perceive that the programs were not fully efficiently implemented. Their role in the implementation of programs should be publicized.
5. The Barangay officials must be more responsive and effective in the delivery of devolved basic services among the local residents.

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