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### RESEARCH ARTICLE

#### SOCIAL SERVICE DELIVERY OF MUNICIPAL RISK REDUCTION OF SANTA CRUZ, LAGUNA

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#### Abstract

This study aimed to assess the effectiveness of social services delivery on municipal risk reduction unit of Municipality of Santa Cruz, Laguna. It specifically sought to answer the questions: 1.) What is the level of social services delivery of municipal disaster risk reduction unit in terms of: a.) transparency, b.) accountability, c.) Participation, and d.) responsiveness? 2.) What is the level of effectiveness disaster risk reduction in terms of a.) preparedness, b.) mitigation, c.) disaster response? 3.) Do social services delivery such as the transparency, accountability, participation, and responsiveness have a significant effect with the disaster management in terms of preparedness, mitigation, and disaster response. The researcher employed the descriptive-correlational design in gathering and treating data the foregoing investigation. One hundred (100) residence from the selected Barangay in Santa Cruz, Laguna were the respondents in this study under purposive sampling technique. One set of questionnaire was issued to the actual respondents. To avoid guesswork and obtain reliable data and information, Likert -type of questions were provided. The average mean scores of 3.11, 3.14, 3.11, and 3.14 respectively, that obtained 3.13 implied that respondents' belief on social services delivery such as the transparency, accountability, participation, and responsiveness was moderately high. While the disaster risk reduction system in social services delivery had an average mean scores of 3.23, 3.12, and 2.97 respectively, that obtained the average mean of 3.11, implied that the respondents' belief on the disaster management in terms of preparedness, mitigation, and disaster response was moderately high. The computed p-values of .069, and .743 showed that social services delivery has a significant effect to the preparedness and disaster response of the disaster risk reduction. However, the mitigation showed not significant. In some the disaster risk reduction manifested "moderately high" level of social services delivery with regards to transparency, accountability, participation and responsiveness. Relatively, the disaster management in social services delivery of municipal disaster risk reduction such as preparedness, mitigation, and disaster response were "moderately high". The good governance practices registered "significant relationship" to the disaster risk reduction but there was some circumstance which "not significant". Therefore, the hypothesis stating that the social services delivery has no significant effect to the disaster management was not supported.

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**Introduction:-**

Local government units are responsible in organizing different programs based on the needs of the immediate community, because, community deserves good living, education, security, good health and protection against any threat and intimidation. The Government, as integral part of the state, is divided into different agencies and sectors in order to provide services to the people according to their needs. All government agencies are led by individuals who are highly qualified and elected by the majority of the people in the locality. Elected local government are temporary because after a term, they have to leave the position and the people have the sole agency to place again who they think are the right persons to continue the functions of the agencies. It is stated in the Article X of Philippine Constitution that the local government acts to provide help to the citizens according to their need in the society. Since they can easily approach their local officials, hence, manifest their grievances and give suggestions to further improve services in the locality. Social services needed by all the citizens in making their lives better like protection and security whether man-made or natural disaster. These duties can be done effectively by the authorities through the social services delivery such as: transparency, accountability, participation, and responsiveness. The effect of those social services delivery could make the local government succeed in establishing better disaster risk reduction response. It is better to understand how the social services delivery affect the disaster risk reduction programs of local government units in order to establish better community. Poor management might be a result of gap between state and its constituents if those people in the government failed to provide security and protection in their society. In addition, it can be a cause of social movement by the members of the community. This problem arose decades ago in different place where the authorities only use their position for their own personal interest. It affects not only the economic aspect but also the future leaders of our government. It is the time to become more sensitive on choosing our leaders who will be more responsible and dedicated in their duties and responsibilities. Meskell (2009) believed that transparency is the fundamental responsibility of the democratic government. He called for the creation of an open government directive that would require the agencies to reveal their inner workings and make their data public. Transparency is important in the government and the duly authorities in order to have a harmonious and progressive state. The late Secretary Jessie Robredo of Department of Interior and Local Government encourage LGU's in the entire Philippines through recognizing local units who foster good governance to practice transparency and good housekeeping (D.O. No. 149 s 2010). According to Kakumba (2012), participation must translate into effective representation and empowerment before benefits for all can be realized to spearhead poverty reduction. For Majid (2010), fulfillment of responsibilities as an obligation shows how much as one is dutiful. People around expect to do things because they are due or ought to be done. Government is expecting more responsible officials to act on their duties based on the needs of the people in their respective jurisdictions. Perry and Lindell (2003) enumerated the disaster preparedness from the planning perspective, identified ten guiding principles to be adhered during the planning process. For Veenema (2007), mitigation includes measure taken to reduce the harmful effects of a disaster by attempting to limit its impact on human health, community function, and economic infrastructure. The local government units are trying to minimize the effects of any form of disasters. It will be successful through the creation of agency that will be more responsible to act when disaster occur in the expected and hazard prone. In addition, Veenema (2007) believed that disaster response or emergency management is the organization of activities used to address the event. Disaster response plans are most successful if they are clear and specific, simple to understand, use an incident command, are routinely practiced, and updated as needed. Citizens call for the active participation in establishing our community to decide for the development of the socio-political awareness and response. As mandate of the law they to disclose the process of spending government funds and programs conducted for the good of their constituents. At the end of each year the barangay secretary is required to submit to the DILG accomplishment reports in different aspects for performance evaluation of local officials. This study aims to assess effect of social services delivery of the LGU's on the effective disaster risk reduction response. The local government unit become aware on how to perform their duties and responsibilities to the people and to the mandates of the law.

**Methodology:-**

The descriptive method was used in this study for it aimed to provide information about the social services delivery and its effect to the disaster management of local government units. This research is descriptive because it described the information contained many indices, such as the mean, and median. Survey questionnaire was made as the research instrument to gather data and then summarized the characteristics of individuals or groups or physical environments. (Fraenkel and Wallen, 2006). Hence, design was considered most appropriate to use the descriptive

method since the main purpose of this study was to determine the effect of social services delivery on the effective disaster management of local government unit. A questionnaire in the form of checklist was used to gather information the needed in the accomplishment of the study validated of the faculty members of the college of teacher education specialized in social sciences. The self-administered questionnaires were presented in the two parts, the social services delivery such as: transparency, accountability, participation, and responsiveness and disaster management such as preparedness, mitigation, and disaster response. The respondents were the heads of the families of selected households. The researcher used the quota sampling to obtain twenty(20) respondents in five (5) selected barangays in Municipality of Santa Cruz, Laguna. Before the conduct of this study, permission was first sought to the selected Barangay Chairperson in Santa Cruz, Laguna. Upon the approval of the Barangay Chairperson, the questionnaires were distributed to them in order to gather the information needed for this study. The responses were tabulated for the statistical treatment data. It was done in order to know the level of performance of the local government official of selected barangay in Santa Cruz, Laguna. Weighted mean was used to determine the level of social services delivery and disaster management of local government unit. Analysis of Variance was use to find the effectiveness of the social services delivery and disaster management response in municipality of Santa Cruz, Laguna.

## Result And Discussion:-

### Mean Level of Social Services Delivery

The following tables shows the mean level of social services delivery of municipal risk reduction in terms of Transparency, Accountability, Participation, and Responsiveness

**Table 1:-** Mean Level of Social Services Delivery of Municipal Risk Reduction Units in terms of Transparency.

Statements	Mean	Verbal Interpretation
1. Do the LGU's disclose the spending of government funds?	3.22	Average
2. Do the LGU's conduct public forum regularly?	3.10	Average
3. Do the LGU's efficiently disseminate the information to the public?	3.15	Average
4. Do the LGU' s open for public documents to their constituents?	3.05	Average
5. Do the LGU's regularly report the incoming and outgoing resources?	3.03	Average
<b>Overall Mean</b>	<b>3.11</b>	<b>Average</b>

### Legend:

Range	Remarks	Verbal Interpretation
4.50 – 5.00	Strongly Agree	Very High
3.50 – 4.49	Agree	High
2.50 – 3.49	Moderately Agree	Average
1.50 – 2.49	Disagree	Low
1.00 – 1.49	Strongly Disagree	Very Low

The respondents perceived that LGU's level of Social Services Delivery in terms of Transparency items, disclose the spending of government funds (M=3.22, SD=0.76), conducting of public forum regularly (M=3.10, SD=0.77), efficiently disseminated the information to the public (M=3.15, SD=0.76), open for public documents to their constituents (M=3.05, SD=0.78), and regularly report the incoming and outgoing resources (M=3.03, SD=0.66).

The overall mean of 3.11 indicated that the respondents perceived that LGU's has an average in social services delivery in terms of Transparency.

Findings were supported by Alfonso (2014) There is increasing pressure on state and local governments to be transparent. The ultimate goal of increased transparency is to improve the accountability and the efficiency of government through

greater citizen awareness. However, despite the abundance of data now available at the click of a button, citizens are still distrustful and dissatisfied with government policies. Transparency is important in the government and the duly authorities in order to have a harmonious and progressive state.

**Table 2:-** Mean Level of Social Services Delivery of Municipal Risk Reduction Units in terms of Accountability.

Statements	Mean	Verbal Interpretation
1. Do the LGU's promote the use of teams for problem solving and decision making?	3.09	Average
2. Do the LGU's use a measurement system to hold organizations accountable?	3.27	Average
3. Do the LGU's maintain dedication and commitment to the accountability system?	3.20	Average
4. Do the LGU's listen and incorporate feedback from internal and external community?	3.05	Average
5. Do the LGU's foster moral and ethical accountability?	3.10	Average
<b>Overall Mean</b>	<b>3.14</b>	<b>Average</b>

Legend:		
Range	Remarks	Verbal Interpretation
4.50 – 5.00	Strongly Agree	Very High
3.50 – 4.49	Agree	High
2.50 – 3.49	Moderately Agree	Average
1.50 – 2.49	Disagree	Low
1.00 – 1.49	Strongly Disagree	Very Low

The respondents perceived that LGU's level of Social Services Delivery in terms of Accountability items, promote the use of teams for problem solving and decision making (M=3.09, SD=0.73), use a measurement system to hold organizations accountable (M=3.27, SD=0.69), maintain dedication and commitment to the accountability system (M=3.20, SD=0.74), listen and incorporate feedback from internal and external community (M=3.05, SD=0.64), and foster moral and ethical accountability (M=3.10, SD=0.63).

The overall mean of 3.14 indicated that the respondents perceived that LGU's has an average in social services delivery in terms of accountability.

Findings were supported by Robredo (2010) that what we are accountable to is not what they have done, but what impact in the lives of the Filipino they have created. Each official must not only be committed to the people they are accountable but must be answerable to what they are accountable. It suggests that any person is accountable to each and every one in the society.

**Table 3:-** Mean Level of Social Services Delivery of Municipal Risk Reduction Units in terms of Participation.

Statements	Mean	Verbal Interpretation
1. Do the LGU's encourage citizens to establish open communication to it's local government units?	3.37	Average
2. Do the LGU's emphasized friendly and courteous service to the public?	3.19	Average
3. Do the LGU's seek to improve the quality of public image service?	3.00	Average
4. Do the LGU's develop civil social organizations to be a part of the government programs?	2.97	Average
5. Do the LGU's established mechanism for cooperation of government organization?	2.90	Average
<b>Overall Mean</b>	<b>3.11</b>	<b>Average</b>

<b>Legend:</b>		
<b>Range</b>	<b>Remarks</b>	<b>Verbal Interpretation</b>
4.50 – 5.00	Strongly Agree	Very High
3.50 – 4.49	Agree	High
2.50 – 3.49	Moderately Agree	Average
1.50 – 2.49	Disagree	Low
1.00 – 1.49	Strongly Disagree	Very Low

The respondents perceived that LGU's level of Social Services Delivery in terms of Participation items, encourage citizens to establish open communication to its local government units (M=3.37, SD=0.75), emphasize friendly and courteous service to the public (M=3.19, SD=0.67), seek to improve the quality of public image service (M=3.00, SD=0.65), develop civil social organizations to be a part of the government programs (M=2.97, SD=0.72), and establish mechanism for cooperation of government organization (M=2.90, SD=0.72).

The overall mean of 3.11 indicated that the respondents perceived that LGU's has an average in social services delivery in terms of participation.

It was supported by Kakumba (2012) citizen participation and representation, but these are yet to be translated into empowerment and shared benefits for the rural poor. Whereas some powers and functions have been devolved to local governments, the cardinal goals of decentralization seem to be elusive, whereby there is less support of the community's role in raising resources for local development, demanding accountability from their leaders, participating in planning, and choosing their leaders without manipulation from the local 'elite' at the time of elections.

**Table 4:- Mean Level Social Services Delivery of Municipal Risk Reduction Units in terms of Responsiveness.**

<b>Statements</b>	<b>Mean</b>	<b>Verbal Interpretation</b>
1. Do the LGU's respond quickly as a great privilege and opportunity to serve?	3.37	Average
2. Do the LGU's relationship between what the public wants and what the government does openly serve?	3.11	Average
3. Do the LGU's promote participatory governance to improve the community?	3.23	Average
4. Do the LGU's use the financial resources for the urgent need of the community?	3.09	Average
5. Do the LGU's create a strong predictor of state policy which might seem reassuring as to the ability to reflect constituent will?	2.92	Average
<b>Overall Mean</b>	<b>3.14</b>	<b>Average</b>

<b>Legend:</b>	
<b>Range</b>	<b>Remarks</b>
4.50 – 5.00	Strongly Agree
3.50 – 4.49	Agree
2.50 – 3.49	Moderately Agree
1.50 – 2.49	Disagree
1.00 – 1.49	Strongly Disagree

The respondents perceived that LGU's level of Social Services Delivery in terms of Responsiveness items, responded quickly as a great privilege and opportunity to serve (M=3.37, SD=0.71), relationship between what the public wants and what the government does openly serve (M=3.11, SD=0.53), promote participatory governance to improve the community (M=3.23, SD=0.53), use the financial resources for the urgent need of the community (M=3.09, SD=0.55), and create a strong predictor of state policy which might seem reassuring as to the ability to reflect constituent will (M=2.90, SD=0.72).

The overall mean of 3.14 indicated that the respondents perceived that LGU's has an average in social services delivery in terms of responsiveness.

Findings were supported by Majid (2010) that fulfillment of responsibilities as an obligation shows how much as one is dutiful. People around expect to do things because they are due or ought to be done. Government is expecting more responsible officials on act to their duties based on the needs of the people in their respective jurisdictions.

### Mean Level of Management System

The following tables shows the mean level of Management System of Local Government Units in terms of Preparedness, Mitigation and Disaster Response.

**Table 5:-** Mean Level of Disaster Management of Local Government Units in terms of Preparedness.

Statements	Mean	Verbal Interpretation
1. Do the LGU's conduct planning relative to different forms preparedness for disaster?	3.68	High
2. Do the LGU's introduced warning system in the community in times of disaster?	3.08	Average
3. Do the LGU's prepare evacuations center in time of disaster?	3.13	Average
4. Do the LGU's organize/assign group of people who will response in times of calamity?	3.09	Average
5. Do the LGU's use funds for relief goods and other forms of assistance to the community after a calamity?	3.18	Average
<b>Overall Mean</b>	<b>3.23</b>	<b>Average</b>

Legend:	
Range	Remarks
4.50 – 5.00	Strongly Agree
3.50 – 4.49	Agree
2.50 – 3.49	Moderately Agree
1.50 – 2.49	Disagree
1.00 – 1.49	Strongly Disagree

The respondents perceived that disaster management of LGU's in terms of Preparedness items, conduct planning relative to different forms preparedness for disaster (M=3.68, SD=0.76), introduce warning system in the community in times of disaster (M=3.08, SD=0.66), prepare evacuations center in time of disaster (M=3.13, SD=0.58), organize/assign group of people who will response in times of calamity (M=3.09, SD=0.70), use funds for relief goods and other forms of assistance to the community after a calamity (M=3.18, SD=0.59).

The overall mean of 3.23 indicated that the respondents perceived that LGU's has an average in disaster management of LGU's in terms of preparedness.

Findings were supported by Perry and Lindell (2003) who enumerated the disaster preparedness from the planning perspective, identified ten guiding principles to be adhered to during the planning process.

**Table 6:-** Mean Level of Disaster Management of Local Government Units in terms of Mitigation.

Statements	Mean	Verbal Interpretation
1. Do the LGU's ensure safety and security of their constituents?	3.22	Average
2. Do the LGU's value Barangay Disaster Risk Reduction Management Council (BDRRMC) in performing their duties?	3.10	Average
3. Do the LGU's create long term solutions against the effect of any form of disaster?	3.03	Average
4. Do the LGU's conduct ocular inspections in the	3.18	Average

community before the disaster happen?		
5. Do the LGU's encourage the community to be more help and participative in times of disaster?	3.05	Average
<b>Overall Mean</b>	<b>3.12</b>	<b>Average</b>
<b>Range</b>	<b>Remarks</b>	<b>Verbal Interpretation</b>
4.50 – 5.00	Strongly Agree	Very High
3.50 – 4.49	Agree	High
2.50 – 3.49	Moderately Agree	Average
1.50 – 2.49	Disagree	Low
1.00 – 1.49	Strongly Disagree	Very Low

The respondents perceived that disaster management of LGU's in terms of Mitigation items, ensure safety and security of their constituents (M=3.22, SD=0.70), valued Barangay Disaster Risk Reduction Management Council (BDRRMC) in performing their duties (M=3.10, SD=0.59), create long term solutions against the effect of any form of disaster (M=3.03, SD=0.56), conduct ocular inspections in the community before the disaster happen (M=3.18, SD=0.69), and encourage the community to be more help and participative in times of disaster. (M=3.05, SD=0.63).

The overall mean of 3.23 indicated that the respondents perceived that LGU's has an average in disaster management of LGU's in terms of mitigation.

Findings were supported by Veenema (2007) that mitigation includes measure taken to reduce the harmful effects of a disaster by attempting to limit its impact on human health, community function, and economic infrastructure. The local government units are trying to minimize the effects of any form of disasters. It will be successful through the creation of agency that will be more responsible to act when disaster occur in the expected and hazard prone.

**Table 7:- Mean Level of Disaster Management of Local Government Units in terms of Disaster Response.**

Statements	Mean	Verbal Interpretation
1. Do the LGU's provide sufficient funds for disaster consequence/victims?	2.94	Average
2. Do the LGU's purchase advanced equipment to be use before and after disaster occur?	3.19	Average
3. Do the LGU's conduct training on the disaster risk prevention?	3.01	Average
4. Do the LGU's conduct post-disaster assistance to all affected by the calamity?	2.89	Average
5. Do the LGU's ensure information dissemination in times of disaster?	2.81	Average
<b>Overall Mean</b>	<b>2.97</b>	<b>Moderately High</b>

Legend:		
Range	Remarks	Verbal Interpretation
4.50 – 5.00	Strongly Agree	Very High
3.50 – 4.49	Agree	High
2.50 – 3.49	Moderately Agree	Moderately High
1.50 – 2.49	Disagree	Low
1.00 – 1.49	Strongly Disagree	Very Low

The respondents perceived that disaster management of LGU's in terms of Disaster Response items, provide sufficient funds for disaster consequence/victims (M=2.94, SD=0.57), purchase advanced equipment to be use before and after disaster occur (M=3.19, SD=0.66), conduct training on the disaster risk prevention (M=3.01, SD=0.58), conduct post-disaster assistance to all affected by the calamity (M=2.89, SD=0.62), and ensure information dissemination in times of disaster (M=2.89, SD=0.58).

The overall mean of 2.7 indicated that the respondents perceived that LGU's has moderately high in disaster management of LGU's in terms of disaster response.

Findings were supported by Veenema (2007) that disaster response or emergency management is the organization of activities used to address the event. Disaster response plans are most successful if they are clear and specific, simple to understand, use an incident command, are routinely practiced, and updated as needed.

### Impact of Social Services Delivery of Municipal Disaster Risk Reduction to Disaster Management

The table below shows the impact of Social Services Delivery Municipal Disaster Risk Reduction to Disaster Management of Local Government Unit.

**Table 8:-** Impact of Social Services Delivery to Disaster Management.

Good Governance Practices	Management System	F-value	P-value	Interpretation
Transparency, Accountability, Participation and Responsiveness	Preparedness	2.260	0.0680	Not Significant
	Mitigation	3.180	0.017	Significant
	Disaster Response	0.490	0.743	Not Significant
<b>Legend:</b>				
<b>Range</b>		<b>Verbal Interpretation</b>		
p-value > 0.05		Not Significant		
p-value < 0.05		Significant		

The impact of good governance practices and management system of local government unit terms of preparedness was not significant, while the mitigation interpreted significant, and disaster response was not significant, therefore good governance practices has no direct impact in effective delivery of social services by the local authorities to their constituents. Therefore, the good governance practices have no significant impact to the management system to the local government units' social services delivery. Speer, Lax, and Philips (2010) believed that responsiveness is one duties of the government officials to act accordingly in providing the needs of the people and establishing government. In addition, their duty to encourage the people to be part of transforming the community through respecting duly elected authorities and abiding laws.

### Conclusion And Recommendation:-

As result of the study it was found out that good governance practices of the selected local government units with moderately high in terms of transparency, accountability, participation, and responsiveness while the management system in delivering social services are also moderately high such preparedness, mitigation, and disaster response. Therefore, based on the findings the good governance practices have significant effect in delivering social services of the local officials however the mitigation has no significant effect. On the basis of the major findings and conclusions of the study, the following recommendation are advanced 1.) Municipal Disaster Risk Reduction Unit provide strategic plan, not only in preparedness, mitigation and disaster response but all the other service needs of the people in their locality. 2.) MDRR officials must evaluate the implementation of their services to find out the strength and weaknesses of the programs/activities. 3.) MDRR units are encouraged to coordinate openly with their constituents in giving social services. They should get resources and develop programs in cooperation with different agencies for the sake of the people they are serving. 4.) Local government seeks the collaboration of the private sector in conducting programs for the improvements of the community and benefits of those who needs.

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