

**THE BARANGAYS IN MANDALUYONG CITY: AN ANALYSIS OF  
THEIR ROLES IN THE DELIVERY OF BASIC SERVICES TOWARD  
RESPONSIVE AND EFFECTIVE LOCAL GOVERNANCE**

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### *Introduction*

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).

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, Mandaluyong 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.

Mandaluyong City is used as the locale of the study. Over the last 20 years, Mandaluyong City is proud to have made significant strides before the Congress enacted the Local Government Code of 1991 (LGC), the enabling law for the "localization" policy.

Mandaluyong has a total land area of 1.126 hectares. This constitutes 1.77% of the 636 sq.km total land area of Metro Manila which is composed of 16 cities and one municipality. It is bounded on the North by the City of San Juan, on the Northeast by Quezon City, on the East by the Pasig City on the South by Pasig River and the Makati City, and on the West by San Juan City of Manila. The City has a total population of 334,188 (projected using the growth rate 2000-2010 of 1.67). At present, its nicknames are "Tiger City of the Philippines", "Metro Manila's Heart," and the "Shopping Mall Capital of the Philippines". Mandaluyong is composed of 27 barangays divided into two political districts, and signed by President Fidel V. Ramos on February 9, 1994, the conversion of Mandaluyong from municipality to a highly urbanized City.

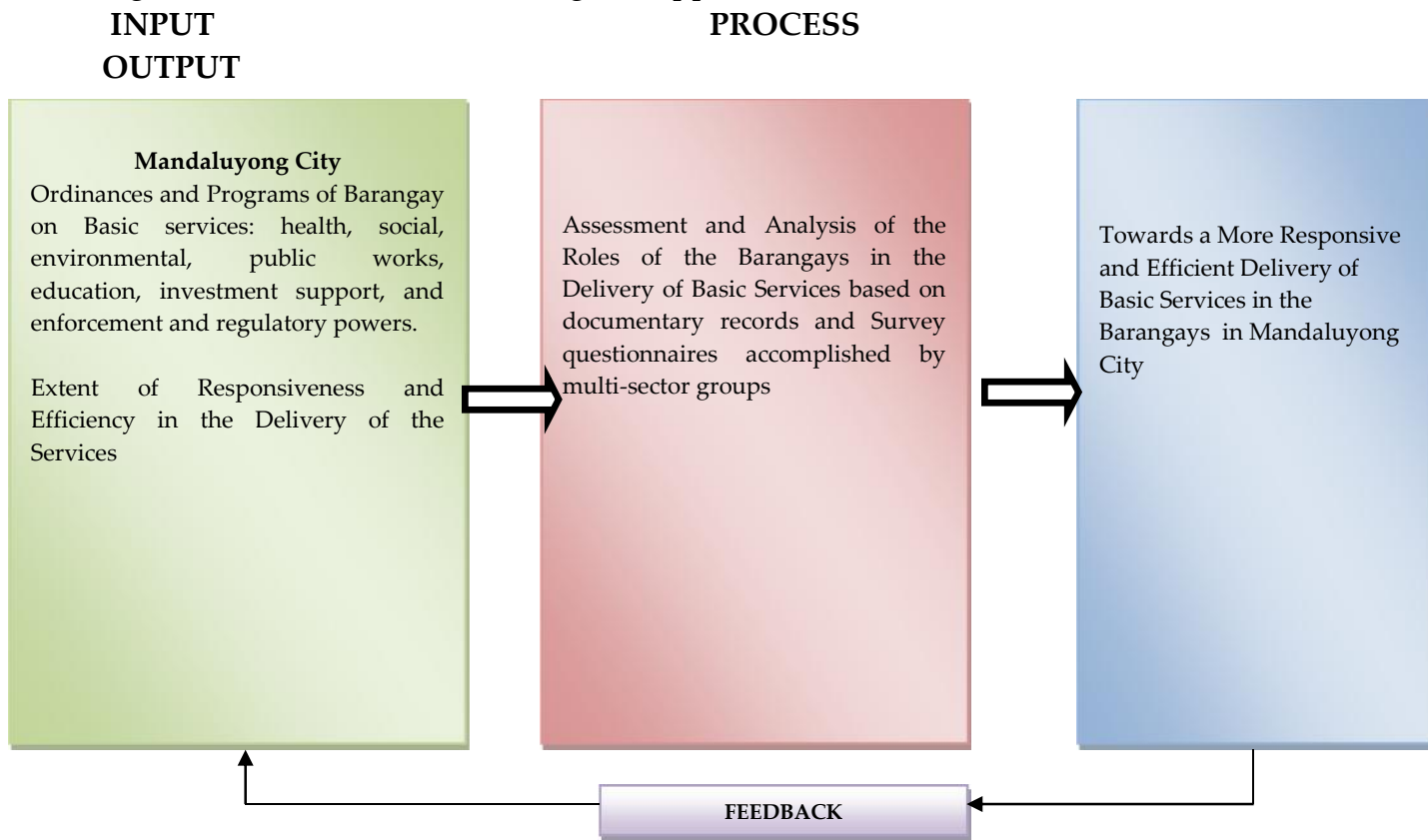
It is in this context that the researcher endeavored to analyze the barangays in Mandaluyong City on their roles in the delivery of basic services.

### **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).

Given the foregoing system's model, the research paradigm of the study is presented in

Figure 2 for clearer understanding and appreciation.



### The Research Paradigm

The input variables in this study include the support the programs of barangays in Mandaluyong City 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 Mandaluyong City and gathering of data in the city records of Mandaluyong City 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 Mandaluyong 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.

### **Statement of the Problem**

The objective of the study was to analyze the support programs in the devolved basic services of the barangays in the City of Mandaluyong for the years 2014 and 2015 and to assess the extent of their responsiveness and 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 Mandaluyong related to the delivery of the following basic services:
  - 1.1. health and hospital services
  - 1.2. social services
  - 1.3. environment
  - 1.4. public works or infrastructure
  - 1.5. investment support, and
  - 1.6. enforcement of regulatory powers
2. How do the multi-sector groups assess the extent of responsiveness of the barangay officials in the selected devolved services?
  - 2.1. business sector
  - 2.2. education sector
  - 2.3. health sectors providers
  - 2.4. education sector
  - 2.5. 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?

### **Scope and Limitation of the Study**

The research focused on the analysis on performance of barangays in Mandaluyong City to support their roles in the responsive and efficient delivery of basic services during the past two years 2014 and 2015 based on documentary evidences and accomplishment reports taken from their barangay offices and the City records. It covers the 27 barangays in Mandaluyong City.

### **Significance of the Study**

The results of the study are expected to serve as indicators for the Barangay officials in Mandaluyong City to reflect on their performance in the delivery of basic services to their constituents.

To the local elected and appointive officials, the findings of this study will provide insights of how to address the demands and needs of their constituents, thus, giving the means of improving and uplifting their performance as local area managers and internalizing their accountability to the people.

Likewise, it supports the continuing efforts of DILG in looking after what happened in local governments after the adoption of the LG Code of 1991 as part of its supervisory functions.

### **REVIEW OF RELATED LITERATURE AND STUDIES**

This chapter includes the review of literature and studies which are related to the present study.

#### **Foreign Literature**

Keen and Scase (1998) have noted that local government has experienced an unprecedented rate of change during the 1980s and 1990s, which has been precipitated mainly, but not exclusively, by the policies of successive conservative governments. According to them, an increasing volume of public sector literature has identified the development of a “new managerialist” approach within local government, involving, essentially a move from bureaucratic and professionally-dominated administration to a more flexible, customer-oriented, private sector style of management and service provision. The direction of change is from the traditional and self-sufficient local authority, which engaged a near monopoly in service provision, to an enabling, competitive and mixed economy authority. Local authorities are now not mere purchasers, but are expected to be responsible for specifying and enabling, rather than directly providing, the services to be delivered by separate providers—by private and voluntary sector organizations as well as authorities own workforces. Traditional management systems, based on hierarchical, and relatively centralized control systems are seen as giving way to arm’s length negotiated relationships between group managers. More decentralized control systems focus on clear specification of performance outcomes within the context of strategic and devolved management processes. Devolved management involves managers at the lowest possible level having more authority over resources, greater scope for decisions, accountability for achieving agreed targets. They operate within the appendage of corporate-wide mission and core value statement and strategic planning systems, incorporating resource utilization and service delivery targets



against which each manager's work unit performance is assessed. Overall, the changes can be seen as representing moves towards the reinvention of government, a thesis developed by Osborne and Gabler(2001) , with emphasis on structures which are mission rather than rule-driven, decentralized and entrepreneurial.

Schiavo-Campo and Surdaram (2001) pointed out the dysfunction of national control of local government. One of these dysfunctions is over – control, hereby the sub-national governments are merely administrative arms of the central government. According to them, over-control could inhibit the effectiveness and responsiveness of local government units. It is, therefore, desirable to move away from detailed and rigid regulation and financial control toward managing for due process and results. More helpful are normative controls, such as centrally specified personnel qualifications, design standards for infrastructure, building codes, NGO involvement, and the protection of human rights and minorities. Transparency can be promoted by requiring local bodies to publish their budgets, including subsidies for services, in simplified formats. In addition, to the control function, central government has a positive role to play in facilitating decentralized administration, and in promoting national and social goals. Shifts in the style of government intervention from inquisition to assistance and capacity building will develop positive attitudes in the local staff.

In 1993, a year after the Local Government Code became effective, the LGA – DILG initiated the "Galing Pook Awards Program". It is annual selection of innovative and best practices in local governance that was inspired by a similar program being implemented by the Kennedy School of Government of the Harvard University." The Innovations and Excellence Program" of the Institute of Public Administration of Canada (IPAC) that recognized best practices in the Canadian bureaucracy also inspired the *Galing Pook* Program. The general objectives were to identify best practices in local governance that would serve as models of excellence and inspiration for the local governments.

The winners of the Galing Pook Awards were selected based on the following criteria: effectiveness of service delivery; positive socio-economic and/or environmental impact; promotion of people empowerment; and transferability. To a certain extent, *Galing Pook* winners have been described as "best practices" at the local level, connoting some kind of a high "industry standard" for good governance. The following is a sampling of " best" and " good" practices at the local level that somehow have demonstrated innovativeness, creativeness, and initiative at the local level with the general objective of doing things better, and, if necessary, differently, towards better local governance. They can be classified under any of the following sectoral areas: local resource generation; environmental management; health services; inter-local cooperation; government-civil society collaboration; people's participation; productivity improvement; and livelihood generation (Brillantes, 2008).

On local resource generation, Victorias, a small municipality in Negros Occidental, responded to the housing needs of its constituents by floating bonds. This was initiated by the mayor with the assistance of national government agencies such as the National Home Mortgage Fund; The City of Mandaluyong constructed a new public market after its old one was burned down through Build–Operate–Transfer (BOT) arrangement and joint venture with the private sector. This was initiated by the mayor, a former judge, who took advantage of the newly passed BOT law, coupled with the powers devolved to local governments under the Local Government Code.

The *Paglilingkod Abot Kamay* program of Magsaysay, Davao del Sur, has brought the local government unit closer to the populace by delivering basic services at the *barangay* level. Transactions with government offices can now be made right in their own *barangay* thereby improving local revenue collection. Furthermore, this strategy provided the LGU personnel awareness, broader perspective, and greater interaction with the public.

On environmental management, The Bais City Environmental Management Project, a showcase in ecological preservation, came about as a response to a disaster that occurred in nearby Ormoc City and as a response to the concerns of soil erosion, flash floods, biodiversity loss, and overall watershed degradation. It was initiated by the Siliman University and became a joint project of the University and other institutions, such as the University of the Philippines, Dalhousie University (Halifax, Canada), the city government, and CIDA. The program basically established an agro–industrial center located in the lowlands and the development and installation of an eco–tourism program with the accompanying infrastructure, institutional, and agricultural support. On the other hand, The “Save the Maasin Watershed in Iloilo” was a program that mobilized more than 5,000 participants from all sectors of Ilonggo society who actively participated in the massive tree planting programs every start of the rainy season. Participants included corporations, private companies, NGOs, Pos, schools and the tri–media network.

On social welfare and health services, the Primary Health Care (PHC) Program of Surigao City is a self-help program that promotes community awareness on health and allows community participation in health programs and activities using the PHC approach in line with the government’s people empowerment program. The provincial government of Negros Oriental set up a community primary hospital in the hinterlands of the province to provide basic health services to the people and meet their minimum basic needs. In the process, it also became a counter–insurgency strategy. In Dumarao, Capiz, a community health volunteer was assigned in each *barangay* to assist the rural midwife in primary health care.

On housing, Legaspi City and Victorias in Negros Oriental floated bonds to meet the demands for housing among its people. The bonds have already been redeemed. Both local



governments have identified other projects that could be supported by a similar bond floatation scheme.

On *Inter-Local Cooperation*, various municipalities in Mindanao sharing common boundaries and strategic directions have launched agro-industrial councils featuring cooperative arrangements among themselves. Though not amalgamated, these municipalities recognized the value of synergy rooted in economic, rather than political, cooperation. A group of five upland municipalities in Capiz and Aklan formed the Central Panay Economic Union that opened trade and market relations with other municipalities in Capiz and Aklan.

On people's participation and empowerment, a "People's Congress" is regularly held by the mayor of Dumarao, Capiz. It is an expanded municipal development council that brings together the various sectors of the municipality to address pressing local issues and concerns, and to chart out common strategies to address them. The volunteerism program in Olongapo City, though quite controversial, has demonstrated how the people and the government can become partners in responding to crises ( in this case, the eruption of the Mount Pinatubo) and together work for the rehabilitation of the area and generate livelihood project.

On productivity improvement and management innovations, Naga City reinvented its government by focusing on four major areas of local government productivity and by harnessing the potentials of computers. Transparency of information, predictability, accessibility of services, and quality of results were key features of the local government services, ranging from obtaining business permits and licenses to documents from the local civil registrar. In 1991, the Tripartite Industrial Peace Council (TIPC) of Mandaue City was launched pursuant to an executive order issued by President Corazon Aquino. The TIPC serves as a consultative body among labor, management and government sectors, and acts as an advisory body to government agencies, particularly the Department of Labor and Employment (DOLE), in the promulgation of policies, rules, and regulations. The Council has gradually narrowed the gap between the government and the workers, and has become a mechanism by which to work out their differences and conflicting interests, and find a middle ground.

On livelihood generation, the municipal government of Guagua, Pampanga, provided the framework for livelihood generation that enabled its people to plant sampaguita flowers and supply various outlets in Metro Manila. The City of Marikina provided livelihood opportunities to its people, particularly the youth, through the *barangay talyer* (shop in every village) program. Among other things, tools are made available to the people who can borrow and use them for livelihood generation activities, ranging from manufacturing, repair and renovation, to sculpting.

As defined by Gow (2001), an innovation is “an idea, a technique, or a device that was new to the adopting body, no matter whether it was something completely new to the world or something borrowed in whole or in part. “he adds, “ Most innovations either reflect a desire of political leaders for greater control of spending, administration, or bureaucrats, or some outside demand for change.” The good and best practices cited here reveal several factors that brought about innovation at the local level. The following were among the key factors: *A hospital policy environment*. In the case of the Philippines, the Constitution guarantees the autonomy of local governments.

Kaban Galing, the Philippine Case Bank on Innovation and Exemplary Practices in Local Governance compiled by the Local Government Academy (2001) has shown the case of Barangay Barangka, Marikina City. Being the gateway to Manila, Quezon City and other nearby LGUs, with a population of 25, 348 and a land area of 116.96, and with booming business activity comes along the migration of people to the city, and to the barangay particularly. This results to increased need for public services and basic facilities and has contributed to the prevalence of peace and order related incidents including the safety of the barangay constituents. To address these serious concerns, the Sangguniang Barangay of Barangka enacted in 2000 Barangay Ordinance # 05, series of 2000 requiring all transient employees / workers in any commercial, industrial and residential establishments and construction sites in the barangay to register and secure working permit from the barangay. The cost is P10.00 per applicant and is issued corresponding IDs. The permit is valid for one year and is renewable.

Barangay Barangka has also enacted a number of ordinance prescribing fees and charges for specific service or facility use as follows: (a) Barangay Ordinance No. 02, series of 2004 - regulating the use of the urban Bliss Barangka Covered Court; (b) Barangay Ordinance NO. 02, series of 2000 – imposing a barangay clearance fee on all cinema / film showing, musical or concerts and other amusement or entertainment activities to be conducted in the barangay with a Php 500.00 fee. Violation of such ordinance carries a Php 1,000.00 penalty; (c) Barangay Ordinance No. 03, series of 2000 – imposing a clearance fee on all diggings and / or excavations for the installation of electrical, telephone and cable lines , repairs of water and sewer lines and such other lawful purposes. A fee of Php500.00 is imposed on such diggings and failure to comply on the part of the contractor carries a Php1,000.00 penalty; (d) Barangay Ordinance No. 04, series of 2000 – Imposing a clearance fee on all commercial billboards, signboards and other forms of outdoor advertisements installed within the barangay. Amount of fee is Php500.00 and penalty for violations isPhp1,000.00 ; and (e) Barangay Ordinance No. 04, series of 1997 – Amending Ordinance No.03, authorizing the Barangay to collect a filing fee of every case filed in the Lupong Tagapamayapa of the Barangay.

Best principles and good governance, as manifested in actual government practices of some of the best leaders, the effects of performance in local governments in the Philippines, are the main focus of the reviewed studies and literature, which are essential aids in providing direction to this researcher in the conduct of the present study.

## RESEARCH METHODOLOGY

This chapter describes the research method used in the sources of data, the population and the sampling technique, description of the respondents, and the statistical treatment of data gathered.

### Research Method Used

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 Mandaluyong. 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 2014 and 2015. 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.

### Sources of Data

Documents from the City Hall and the various barangays under study were the main sources of data in analyzing the performance of each barangay in the City during the years 2014 and 2015. The documents include the Resolutions and Ordinances enacted by the City and Barangay Councils - the Sangguniang Panlungsod and Sangguniang Pambarangay.

**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	%
Addition Hills	5	4.1	5	3.5	8	6.2	5	3.5	23	4.3
Bagong Silang	5	4.1	5	3.5	8	6.2	5	3.55	23	4.3
Barangka Drive	4	3.3	5	3.5	5	3.9	10	6.9	24	4.5
Barangka Itaas	5	4.1	6	4.2	5	3.9	8	5.5	24	4.5
Burol	5	4.1	4	2.9	5	3.9	7	4.8	21	3.9
Buwayang Bato	4	3.3	5	3.5	4	3.1	5	3.4	18	3.4
Daang Bakal	5	4.1	5	3.5	6	4.7	5	3.5	21	3.9
Hagdang Bato	5	4.1	6	4.2	4	3.1	5	3.4	20	3.7
Highway Hills	5	4.1	5	3.6	5	3.9	5	3.4	20	3.7
Hulo	5	4.1	11	7.8	4	3.1	4	2.8	24	4.5
Ilaya	5	4.1	14	9.9	5	3.9	13	9.0	37	6.9
Mabini JRizal	5	4.1	5	3.5	5	3.9	5	3.5	20	3.7
Malamig	5	4.1	5	3.5	5	3.9	7	4.8	22	4.1
Mauway	4	3.4	4	2.9	6	4.7	5	3.5	19	3.6
Namayan	6	5.0	7	4.9	5	3.9	4	2.8	22	4.1
New Zaniga	7	6.0	6	4.2	5	3.9	5	3.4	23	4.3
Old Zaniga	4	3.3	5	3.5	5	3.9	6	4.1	20	3.7
Pag Asa	6	5.0	8	5.6	6	4.7	8	5.5	28	5.2
Plainview	5	4.1	5	3.5	5	3.9	5	3.4	20	3.7
Pleasant Hills	6	5.0	5	3.5	5	3.9	7	4.8	23	4.3
Poblacion	5	4.1	5	3.5	5	3.9	7	4.8	23	4.3
San Jose	6	5.0	6	4.2	5	3.9	4	2.8	21	3.9
WackWack	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) Addition Hills, (2) Bagong Silang, (3) Barangka Drive, (4) Barangka Itaas, (5) Burol, (6) Buwayang Bato, (7) Daang Bakal, (8) Hagdang Bato, (9) Highway Hills, (10) Hulo, (11) Ilaya, (12) Mabini J. Rizal, (13) Malamig, (14) Mauway, (15) Namayan, (16) New Zaniga, (17) Old

Zaniga, (18) Pag-asa, (19) Plainview, (20) Pleasant Hills, (21) Poblacion, (22) San Jose and (23) WackWack.

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 Barangka Drive, Buwayang Bato, Mauway, Old Zaniga, and WackWack. Only New Zaniga had seven business sector representatives out of the 23 barangays. 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 Ilaya having the biggest number, 14. Only two barangays had 4 representations, and they are Burol and Mauway.

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 Addition Hills and Bagong Silang. Only two barangays had 4 representative respondents and they are Buwayang Bato and Hagdang Bato. 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 Ilaya getting the biggest, 13 out of the 145 youth, followed by ten (10) from Barangka Drive. 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 (N=121)		Education Sector (N=142)		Health Sector (N=128)		Youth Sector (N = 145)		Total Group N=536	
	F	%	F	%	F	%	F	%	F	%
<u>Gender</u>										
Male	44	36.4	43	30.3	40	31.3	56	38.6	183	34.1
Female	67	55.4	89	62.7	78	60.9	80	55.2	314	58.6
No response	10	8.3	10	7.0	10	7.8	9	6.2	39	7.3
<u>Age</u>										
16 to 20	0	0.0	0	0.0	0	0.0	92	63.4	92	17.2
21 to 30	37	30.6	97	68.3	46	35.9	42	29.0	222	41.4
31 to 40	32	26.4	21	14.8	30	23.4	0	0.0	83	15.5
41 to 50	23	19.0	14	9.9	18	14.1	0	0.0	55	10.3
51 & above	19	15.7	4	2.8	14	10.9	0	0.0	37	6.8
No response	10	8.3	6	4.2	20	16.6	11	7.6	47	8.8
<u>Civil Status</u>										
Single	52	43.0	52	36.6	56	43.8	115	79.3	275	51.3
Married	47	38.8	64	45.1	46	35.9	23	15.9	180	33.6
Widower	5	4.1	2	1.4	3	2.3	0	0.0	10	1.9
No response	17	14.1	24	16.9	23	18.0	7	4.8	71	13.2
<u>Educational Attainment</u>										
Elementary	7	5.8	0	0.0	0	0.0	8	5.5	15	2.8
High School	35	28.9	0	0.0	14	10.9	81	55.9	130	24.3
College	45	37.2	102	71.8	87	68.0	47	32.4	281	52.4
Postgraduate	11	9.1	15	10.6	10	7.8	2	1.4	38	7.1
No response	23	19.0	25	17.6	17	13.3	7	4.8	72	13.4

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.

## **PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA**

This chapter is devoted to the presentation, analysis and interpretation of the results of the study.

**1. The following ordinances from the City government enacted by the Sangguniang Panlungsod during the year 2014 supported the programs, projects and activities of the 27 barangays in the city.**

### **1.1. Enacted Ordinances of the Implementation of Specific Programs for Health and Social Services**

There were many enacted ordinances implemented for specific programs such as health and other social services. For health concerns of the residents of the City the following ordinances were enacted. On February 1995, circular no. 146S-1995 regulated the administration and operation of the Mandaluyong Public Market. On Oct. 20, 1998, circular no. 193 S-1998 the Disabled Persons Affairs Division was created in the organizational structure and

appropriated funds for the purpose, and on Dec. 5, 2005 Circular no. 330, S-2005 providing medical health care and certain benefits to hospitalized/confined low-salaried City hall employees, Barangay officials, tanods, Sangguniang Kabataan Barangay chairpersons, policemen and firemen at Mandaluyong City Medical Center, Health Centers and lying-in clinics in the City of Mandaluyong.

To improve standard of living, Circular no. 159, S-1996 dated 2 May 1996 was enacted creating the Mandaluyong Housing and Development Board, defining its power and functions, providing funds therefore, and for other purposes. On November 6, 2002 Circular no. 256, S-2002 restricted stray animals from roaming or loitering at public places for other purposes. To protect the youth, Circular no. 207, S-1999, dated 27 April 1999, was enacted creating the Council for Youth Affairs and other purposes and circular no. 323, S-2005, dated 5 December 2005 was passed prohibiting the commercial exploitation of children below eighteen (18) years of age and providing penalties thereof.

For the assurance of cleanliness and safety of the City residents, Circular no. 312, S-2005 while on 12 September 2005 the sanitation code of Mandaluyong City pursuant to the Local Government Code of 1991 and other pertinent laws, was prescribed, Circular No. 353, S-2005 dated 5 December 2005, required all owners/operators of bottled water filling stations operating within the City of Mandaluyong to submit for inspection by the City health officers water samples for testing and providing penalties for violation thereof. Also, Circular no. 347, S-2005 dated 5 December 2005 banned smoking in the City of Mandaluyong and providing penalty for violation thereof.

For the senior citizens, additional assistance was given through Circular no. 248, S-2001, dated 5 December 2005 amending ordinance No. 155, S-1995 extending mortuary assistance in the amount of two thousand pesos (P2,000.00) to the heirs of the registered senior citizen of Mandaluyong City whose income is below sixty thousand pesos (P60,000.00) per annum. The data imply that the City is concerned in promoting health and well-being of the residents. The Department of Health has developed and signed a National Policy on Infant and Young Child Feeding in line with the Global Strategy and recommends the following infant and young child feeding practices for the optimum growth and development of the infant and young child; Breastfeeding initiated within one (1) hour after birth; Exclusive breastfeeding for the first six (6) months of life; and continue breastfeeding up to two (2) years and beyond with the introduction of safe, affordable and appropriate complementary food starting at six (6) months of life.

The Ordinance states that the public, especially pregnant mothers, should be well informed about the advantages of infant breastfeeding like the following: For infants, it prevents malnutrition and premature or early deaths; protection from infectious diseases which is due

to the presence of protective antibodies in the breast milk; breastfeeding is always fresh and relatively free from contamination; breastfeeding yields smarter children with increased IQ points, that cannot be provided by infant formula; and lessens the risk for diabetes, obesity and some cancers later in life. The benefits for the breastfeeding mother are: reduces blood loss after birth; delays return of fertility for at least six (6) months after delivery which can be a temporary birth spacing method; and reduces the risks for reproductive cancers like breast cancer, and cancer of the ovaries and uterus.

## **1.2. Enacted Ordinances Supportive of the Implementation of Specific Programs for Peace and Order**

The Ordinances supportive of the barangay on the implementation of and delivery of programs related to Peace and Order were as follows:. To maintain peace and order in each barangay Circular no. 305,S-2012, dated 30 May 2014 granting authority to the City government of Mandaluyong to extrajudicially abate legal easements and nuisances and impose fees to service providers making use of such easement and/or servitude of public property and Circular 293,S-2009 dated 1, September 2012 provided for the creation and composition of the Mandaluyong City Anti-Drug Abuse Council (MADAC), the institutionalization of MADAC secretariat, and for other purposes.

To sustain the peace and order program, Circular no. 103,S-1992, dated 9 September, 1992 was issued regulating the establishment, operation and maintenance of cockpits in Mandaluyong City; Circular no. 146,S-1996, dated 16 February, 1995, regulates the administration and operation of the Mandaluyong Public Market, while Circular no 284,S-2004,dated 28 July, 2004 amended Section 6 of Ordinance No. 189, 1998 entitled "An ordinance regulating the operation of commercial bingo in the City of Mandaluyong, prescribing requirements and the imposition of taxes and/or levies and penalties thereto." Circular no 357,S-2005,dated 6 December 2005 regulated the establishment and operation of amusement and entertainment establishments. Furthermore, Circular no 342,S-2005,dated 5 December 2005 prohibited any person, entity or company doing business of whatsoever nature, converting or otherwise appropriating any street, sidewalk or other places or portions thereof, as shop, working area, warehouse or office and other purposes.

Circular no 344,S-2005, dated 5 December 2005 prohibited owners and/or operators of certain establishments from using or otherwise converting portions of streets, sidewalks, alleys, driveways and/or spaces reserved for vehicles parking or intended as pedestrian walkways as extension of their respective establishments; while Circular no 344,S-2005, dated 5 December 2005 required all owners and/or operators of movie houses and cockpits Including promoters of entertainment and amusement shows to register their Admission Tickets with the City Government, and for Other Purposes.

Circular No. 345, S-2005, dated 5 December 2005 prohibited owners of residential and commercial establishments along National and City Roads from allowing sidewalk vendors to use the frontage and vicinity of their establishments in selling goods, wares and other merchandise, or consenting to their use of an area inside their establishment in order to avoid being apprehended by enforcers on sidewalk vendors.

Circular No. 329,S-2005, dated 30 May 2005 regulates the conduct of fire safety inspection within the territorial jurisdiction of the City of Mandaluyong. To be safe on the road, the following ordinances were enacted on December 5, 2005: Circular numbers, 322, S-2005 regulating the use of cellular phone and other similar telecommunication devices or gadgets by motorists while their vehicles are in motion ; 324, S-2005 curfew ordinance for minors in the City of Mandaluyong; 325, S-2005 requiring all drivers of passenger jeepneys, motorized tricycles and pedicabs for hire plying within the territorial boundaries of Mandaluyong City to secure a driver's identification card and imposing penalties for violation thereof and for relevant purposes; 332, S-2005 prohibiting jaywalking and prescribing penalties for traffic violation thereof and Circular No. 358, S 2005 enacted the Traffic Management Code of the City of Mandaluyong.

Moreover, other ordinances to promote peace and order program were issued: Circular no 307, S-1995 dated 2 June 1995 regulating the installation and display of billboards and advertising signs and imposing tax/ permit fees thereof circular no 319,S-2005,dated 5 December 2005 Anti-Conflict of Interest Ordinance; Circular no 321,S-2005,dated 5 December 2005 prohibiting the use of colored bulbs, and /or reflectorized / colored shades by vegetable, fish and meat vendors and traders; Circular no 321,S-2005,dated 6 December 2005 adopting an integrated zoning regulations for the City of Mandaluyong.

The Hazard Pay being received by the enforcer shall not be deducted from the amount as computed above; (2) Three percent (3%) of total amount of fines and penalties collected from apprehensions and/or revenues made/generated by each Enforcement Unit shall be given to each Head of Enforcement Unit as incentive. The following are the Enforcement Units, to wit:

- a. Anti-Smoke Belching Unit
- b. Sidewalk Enforcement Unit
- c. Tricycle and Pedicab Enforcement Unit
- d. Anti-Smoking Unit
- e. Mandaluyong Police Enforcement Unit
- f. Traffic Enforcement Group, Motorcycle Unit
- g. Towing and Parking Monitoring Enforcement Unit-TPMO
- h. Other units as may be duly deputized by the City Mayor.

### **1.3. Enacted Ordinances Supportive of the Implementation of Specific Programs for Public Works or Infrastructure Services**

A good number of ordinances were enacted to support the implementation of programs and projects for Infrastructure Services. Circular no. 201, S-1999 dated 5 February 1999 prescribes fees for the use of the City gymnasium and its facilities. Circular no. 345, S – 2005 dated December 5, 2005, prohibits owners of residential and commercial establishments along National and City Roads from allowing sidewalk vendors to use the frontage and vicinity of their establishments in selling goods, wares and other merchandise, or consenting to their use of an area inside their establishment in order to avoid being apprehended by enforcers on sidewalk vendors; and Circular no.322, S- 2006 regulating the use of cellular phone and other similar telecommunication devices or gadgets by motorists while their vehicles are in motion. Ordinance No. 435, S-2009 appropriated funds for additional capital outlay for 2009 and for other purposes was enacted by the Sangguniang Panlungsod of Mandaluyong City. The source of funds of this supplemental Budget in the amount of Pesos: Three Hundred Million Thirty Four Thousand Four Hundred Sixty Six (P300, 034, 466.00) will come from the General Fund amounting Three Hundred Million (P 300, 000, 000.00) pesos.

### **1.4. Enacted Ordinances Supportive of the Implementation for Environmental Services**

Examining the records regarding the available ordinances enacted by the Sangguniang Panlungsod prior to the years under study, 2009 and 2010, the following ordinances were found supportive of the programs related to Environmental Services: Circular no. 311,S-2005, dated 5 September 2005 prohibits the under-delivery and/or short selling of gas, illegal trading of gasoline retail outlets and mandating the quarterly inspection and calibration of dispensing pump meters of all gasoline retail outlets within the territorial jurisdiction of Mandaluyong City by the City Treasurer's Office and imposing penalty for violation thereof. To solve the problem in air pollution, Circular no. 346,S-2005, dated 5 December 2005 penalizing smoke belching vehicles plying within the territorial jurisdiction of the City of Mandaluyong.

To reduce the waste within Mandaluyong, Circular no. 355,S-2005, dated 5 December 2005 known as an Omnibus ordinance adopting guidelines and procedures for a unified approach on Solid Waste Management in Mandaluyong City. In Barangay Hulo, the residents are recycling plastic materials into bricks and blocks.

This year, the City is adopting a no use of plastic bag in stores and supermarkets. In other schools, like RTU, they are not allowing any use of any plastic materials like plastic glasses, etc.



### 1.5. Ordinances Related to Regulations Enforcement

Ordinance No.443, S-2009 amends section 153-aof Ordinance No. 358, s-2005 Traffic Management Code of the City of Mandaluyong provides (INCENTIVES TO ENFORCEMENT UNITS.) For all collected fines and penalties from the issuance of the OVRs, a fifteen percent(15%) incentive shall be paid in the following manner: (1) Ten percent (10%) to all enforcers of all Enforcement Units, including the duly deputized units by the Office of the Mayor, indicated in the immediately succeeding paragraph. It shall be based on the total amount of fines and penalties collected from apprehensions and/or revenues made/generated by each individual enforcer. The Hazard Pay being received by the enforcer shall not be deducted from the amount as computed above; (2) Three percent (3%) of total amount of fines and penalties collected from apprehensions and/or revenues made/generated by each Enforcement Unit shall be given to each Head of Enforcement Unit as incentive.

The following are the Enforcement Units, to wit:

- a. Anti-Smoke Belching Unit
- b. Sidewalk Enforcement Unit
- c. Tricycle and Pedicab Enforcement Unit
- d. Anti-Smoking Unit
- e. Mandaluyong Police Enforcement Unit
- f. Traffic Enforcement Group, Motorcycle Unit
- g. Towing and Parking Monitoring Enforcement Unit-TPMO
- h. Other units as may be duly deputized by the City Mayor.

(3)Two percent (2%) of total amount of fines, penalties and/or revenues as above mentioned shall be divided pro-rata among the Administrative Staff of each Enforcement Unit; (4) all incentives as above cited shall be paid within five (5) working days after the end of the month covered by the incentives.

**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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Day Care Program	3.94	Re	4.10	Re	3.92	Re	3.85	Re	3.95	Re
Housing	2.99	MR	3.06	MR	2.98	MR	3.99	Re	3.26	MR
Maternal Care Program	3.36	MR	3.58	Re	3.76	Re	3.64	Re	3.59	Re



Smoking, ban in parks, utility vehicles, and other public places	3.00	MR	3.25	MR	3.33	MR	3.38	MR	3.24	MR
<b>Overall rating</b>	<b>3.32</b>	<b>MR</b>	<b>3.50</b>	<b>Re</b>	<b>3.50</b>	<b>Re</b>	<b>3.72</b>	<b>Re</b>	<b>3.51</b>	<b>Re</b>

**Legend: Verbal interpretation (VI):**

4.50-5.00= Very responsive (VR), 3.50-4.49 = Responsive, 2.50-3.49 = Moderately Responsive, 1.50 to 2.49 = Slightly Responsive , 1.00 – 1.49 = Not Responsive

Table 3 shows the extent of responsiveness of the Programs /Ordinances of the City of Mandaluyong City for 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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc.	3.29	MR	3.25	MR	3.60	Re	3.46	Mr	3.40	MR
Prohibiting the use of color bulbs and/or reflectorized/colored shades by vendors and traders	2.88	MR	2.96	MR	3.07	MR	3.05	MR	2.99	MR
Prohibiting vandalism	3.18	MR	3.33	MR	3.81	MR	3.42	MR	3.44	MR
Curfew hours regulating the holding of merry making activities	3.30	MR	3.56	Re	3.52	Re	3.61	Re	3.50	Re
Anti-mendicancy or vagrancy	3.78	Re	3.60	Re	3.67	Re	3.75	Re	3.70	Re
<b>Over-all rating</b>	<b>3.29</b>	<b>MR</b>	<b>3.34</b>	<b>MR</b>	<b>3.53</b>	<b>MR</b>	<b>3.46</b>	<b>MR</b>	<b>3.40</b>	<b>MR</b>

Legend: Verbal interpretation (VI) scale of the computed mean:

4.50-5.00= Very responsive (VR)

3.50-4.49= Responsive (Re)

2.50- 3.49= Moderately responsive (MR)

1.50-2.49= Slightly responsive (SR)

1.00- 1.49=Not 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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Roads	3.58	Re	3.85	Re	3.97	Re	3.73	Re	3.78	Re
School Barangay hall	3.91	Re	3.92	Re	3.91	Re	3.75	Re	3.87	Re
Government Offices	3.76	Re	3.66	Re	3.61	Re	3.56	Re	3.65	Re
De-clogging/ covering manholes	3.58	Re	3.79	Re	3.86	Re	3.55	Re	3.70	Re
<b>Overall rating</b>	<b>3.71</b>	<b>Re</b>	<b>3.81</b>	<b>Re</b>	<b>3.84</b>	<b>Re</b>	<b>3.65</b>	<b>Re</b>	<b>3.75</b>	<b>Re</b>

Legend: Verbal interpretation (VI) scale of the xomputed mean:

4.50-5.00= Very responsive (VR)

1.50-2.49= Slightly responsive (SR)

3.50-4.49= Responsive (Re)

1.00- 1.49=Not responsive

2.50- 3.49= Moderately responsive (MR)

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 de-clogging/ 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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Proper storage and segregation of wastes/ garbage	4.28	Re	4.11	Re	4.25	Re	4.08	Re	4.18	Re
Proper Collection and disposal of wastes. Garbage is collected door to door on specified schedule	4.28	Re	4.27	Re	4.19	Re	4.25	Re	4.25	Re
Prohibition of dumping / throwing of garbage in waterways, canals, creeks/ rivers	4.03	Re	3.80	Re	3.83	Re	4.25	Re	3.98	Re
Garbage bin/trash can in every public vehicle	4.25	Re	4.20	Re	3.94	Re	4.08	Re	4.12	Re
Anti- smoke belching	4.09	Re	3.82	Re	4.03	Re	3.92	Re	3.97	Re
Anti- littering	4.19	Re	3.84	Re	4.17	Re	4.00	Re	4.05	Re

Overall rating	4.19	Re	4.01	Re	4.07	Re	4.10	Re	4.09	Re
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Legend: Verbal interpretation (VI) scale of the xomputed mean:

4.50-5.00= Very responsive (VR)

1.50-2.49= Slightly responsive (SR)

3.50-4.49= Responsive (Re)

1.00- 1.49=Not responsive

2.50- 3.49= Moderately responsive (MR)

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 Mandaluyong 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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Day Care Program	3.78	E	4.08	E	4.04	E	3.69	E	3.90	E
Housing	2.74	ME	2.87	E	2.90	ME	3.01	ME	2.88	ME
Maternal Care Program	3.52	E	3.52	E	3.86	E	3.77	E	3.67	E
Smoking ban in parks, utility vehicles, and other public places	2.81	ME	3.07	ME	3.42	ME	3.10	ME	3.10	ME
<b>Overall rating</b>	<b>3.21</b>	<b>ME</b>	<b>3.39</b>	<b>ME</b>	<b>3.56</b>	<b>E</b>	<b>3.39</b>	<b>ME</b>	<b>3.39</b>	<b>ME</b>

Legend: Verbal interpretation (VI) scale of the xomputed mean:

4.50-5.00= Very Efficient (VR)

1.50-2.49= Slightly Efficient (SE)

3.50-4.49= Efficient (Ef)

1.00- 1.49=Not Effective (NE)



2.50- 3.49= Moderately Efficient (ME)

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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Prohibiting the drinking of beer, liquor, or other alcohol or intoxicating beverages in streets, sidewalks, parks, etc.	3.19	ME	3.36	ME	3.60	ME	3.38	ME	3.38	ME
Prohibiting the use of color bulbs	2.88	ME	3.03	ME	2.98	ME	2.94	ME	2.96	ME

and/or reflectorized/colored shades by vendors and traders										
Prohibiting vandalism	3.60	E	3.31	ME	3.68	E	3.34	ME	3.48	ME
Curfew hours regulating the holding of merry making activities	3.17	ME	3.55	ME	3.66	E	3.59	ME	3.49	ME
Anti-mendicancy or vagrancy	4.06	E	3.60	E	3.67	E	3.75	ME	3.77	E
<b>Overall rating</b>	<b>3.38</b>	<b>ME</b>	<b>3.37</b>	<b>ME</b>	<b>3.52</b>	<b>E</b>	<b>3.40</b>	<b>ME</b>	<b>3.42</b>	<b>ME</b>

Legend: Verbal interpretation (VI) scale of the computed mean:

4.50-5.00= Very Efficient (VE)

1.50-2.49= Slightly Efficient (SE)

3.50-4.49= Efficient (E)

1.00 - 1.49=Not Efficient

2.50- 3.49= Moderately Efficient (ME)

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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Roads	4.19	E	4.31	E	4.03	E	3.81	E	4.09	E
School and Barangay hall	3.79	E	3.95	E	3.64	E	3.75	E	3.78	E
Government Offices	3.50	E	3.68	E	3.61	E	3.51	E	3.58	E
De-clogging/ covering manholes	3.44	ME	3.13	ME	3.60	E	3.71	E	3.47	ME
<b>Overall rating</b>	<b>3.73</b>	E	<b>3.77</b>	E	<b>3.72</b>	E	<b>3.65</b>	E	<b>3.75</b>	E

Legend: Verbal interpretation (VI) scale of the computed mean:

4.50-5.00= Very Efficient (VE)	1.50-2.49= Slightly Efficient (SE)
3.50-4.49= Efficient (E)	1.00- 1.49=Not Efficient
2.50- 3.49= Moderately Efficient (ME)	

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 de-clogging/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		Total Group N=536	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Proper storage and segregation of wastes/ garbage	4.19	E	4.00	E	4.17	E	4.25	E	4.15	E
Proper Collection and disposal of wastes. Garbage is collected door to door on specified schedule	4.31	E	4.33	E	4.06	E	4.22	E	4.23	E
Prohibition of dumping/ throwing of garbage in waterways, canals, creeks/ rivers	3.84	E	3.80	E	3.92	E	4.03	E	3.90	E
Garbage bin/trash can in every	3.97	E	4.09	E	3.94	E	4.00	E	4.00	E

<b>public vehicle</b>										
<b>Anti- smoke belching</b>	<b>3.91</b>	<b>E</b>	<b>3.78</b>	<b>E</b>	<b>4.00</b>	<b>E</b>	<b>3.89</b>	<b>E</b>	<b>3.90</b>	<b>E</b>
<b>Anti- littering</b>	<b>3.88</b>	<b>E</b>	<b>3.89</b>	<b>E</b>	<b>4.06</b>	<b>E</b>	<b>3.86</b>	<b>E</b>	<b>3.92</b>	<b>E</b>
<b>Overall rating</b>	<b>4.02</b>	<b>E</b>	<b>3.98</b>	<b>E</b>	<b>4.03</b>	<b>E</b>	<b>4.04</b>	<b>E</b>	<b>4.02</b>	<b>E</b>

Legend: Verbal interpretation (VI):

4.50-5.00= Very Efficient (VE)

1.50-2.49= Slightly Efficient (SE)

3.50-4.49= Efficient (E)

1.00- 1.49=Not Efficient

2.50- 3.49= Moderately Efficient (ME)

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 anti-littering (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.

## SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

This chapter is a summary of findings, Conclusions were derived from the findings and the recommendations were based on the conclusions.

### Summary of Findings

The following are the findings of this study:

**1. Ordinances were enacted by the Sangguniang Panglungsod which support the programs of each barangay in the City of Mandaluyong related to the delivery of the following basic services**

#### **1.1. Enacted Ordinances on the Implementation of for Health and Social Services**

Circular no. 193 S–1998 was enacted establishing the Disabled Persons Affairs Division in the organizational structure and Circular no. 330, S–2005 provided medical health care and certain benefits to hospitalized/confined low-salaried City hall employees, Ordinance no. 440, s-2009 directs all concerned stakeholders on the implementation of the national plan of action for infant and young child feeding pursuant to Republic Act No. 7600 and Executive Order No.51, the rooming-in and breastfeeding act and its implementing rules and regulations. The Local Government and all Barangays, communities and workplaces and health facilities are enjoined to comply with the provisions as: no milk companies supported activities; no health workers/BHWs promoting/selling infant formula and other breast milk substitutes; and no materials/items that promote infant formula and other breast milk substitutes should be present at public places. Local Government shall ensure that Health Workers and birth attendants will: help prepare for and initiate exclusive breastfeeding within the first hour after birth; support exclusive breastfeeding for 0-6 months; and support continued breastfeeding up to 2 years and beyond and appropriate solid and semi-solid foods from 6 months onwards.

To improve standard of living, Circular no. 159, S-1996 was enacted creating the Mandaluyong Housing and Development Board, defining its power and functions, providing funds, thereof. Circular no. 256, S-2002 restricted stray animals from roaming or loitering at public places for other purposes. To protect the youth, Circular no. 207,S-1999, dated 27 April 1999, was enacted creating the Council for Youth Affairs and other purposes and circular no. 323,S-2005, dated 5 December 2005 was passed prohibiting the commercial exploitation of children below eighteen (18) years of age and providing penalties thereof.

For the senior citizens, additional assistance was given through Circular no. 248,S- 2001, dated 5 December 2005 amending ordinance No.155,S-1995 extending mortuary assistance in the amount of two thousand pesos (P2,000.00) to the heirs of the registered senior citizen of Mandaluyong City whose income is below sixty thousand pesos (P60,000.00) per annum.

Ordinance no. 451, s-2010 is an ordinance amending sections 1 and 2 of Ordinance no. 193, s-199 created the Disabled Persons Affairs Division in the organizational structure of the City government and appropriating funds for the purpose. This Ordinance amended the term disabled persons to “persons with disabilities” and updating the staffing pattern of the persons with “disabilities affairs division.”

### **1.2 Enacted Ordinances on the Implementation of Specific Programs for Environmental Services**

To reduce the waste within Mandaluyong, Circular no. 355,S-2005, dated 5 December 2005 known as an Omnibus ordinance adopting the guidelines and procedures for a unified approach on Solid Waste Management in Mandaluyong City. In Barangay Hulo, the residents are recycling plastic materials into bricks and blocks. In 2009, the City adopted a no use of plastic bag in stores and supermarkets. In other schools, like RTU, they are not allowing any use of any plastic materials like plastic glasses, etc.

Ordinance No. 436, s-2009 requires fast food restaurants, canteens, carinderias, caterers, eateries, other eating places and other establishments related to food manufacturing, including car/auto repair shops and car wash shops to equip their establishments with “grease traps”, a gadget used to prevent fat, grease and oil components from running through the establishments’ drains into the sewer.

For the assurance of cleanliness and safety of the City residents, Circular no. 312,S-2005 while on 12 September 2005 the sanitation code of Mandaluyong City pursuant to the Local Government Code of 1991 and other pertinent laws, was prescribed, Circular No. 353,S-2005 dated 5 December 2005, required all owners/operators of bottled water filling stations operating within the City of Mandaluyong to submit for inspection by the City health officers water samples for testing and providing penalties for violation thereof . Also, Circular no. 347,S-2005 dated 5 December 2005 banned smoking in the City of Mandaluyong and providing penalty for violation thereof.

### **1.3 Enacted Ordinances on the Implementation of Specific Programs for Public Works or Infrastructure**

Circular No. 345, S-2005, dated 5 December 2005 prohibited owners of residential and commercial establishments along National and City Roads from allowing sidewalk vendors to use the frontage and vicinity of their establishments in selling goods, wares and other

merchandise, or consenting to their use of an area inside their establishment in order to avoid being apprehended by enforcers on sidewalk vendors.

Circular No. 329,S-2005, dated 30 May 2005 regulates the conduct of fire safety inspection within the territorial jurisdiction of the City. To be safe on the road, the following ordinances were enacted on December 5, 2005: Circular numbers, 322, S-2005 regulating the use of cellular phone and other similar telecommunication devices or gadgets by motorists while their vehicles are in motion ; 324, S-2005 curfew ordinance for minors in the City of Mandaluyong; 325, S-2005 requiring all drivers of passenger jeepneys, motorized tricycles and pedicabs for hire plying within the territorial boundaries of the City to secure a driver's identification card and imposing penalties for violation thereof and for relevant purposes; 332, S-2005 prohibiting jaywalking and prescribing penalties for traffic violation thereof and Circular No. 358, S 2005 enacted the Traffic Management Code of the City of Mandaluyong.

These enacted ordinances are clear indicators that the City Council or Sangguniang Panlungsod as well as the barangay officials do promote peace and order as an essential ingredient to maintaining social and economic order as well. The more the peaceful the place is, the more attractive to business investors and beneficial to the residential community.

Ordinance No. 435, S-2009 appropriated funds for additional capital outlay for 2009 and for other purposes was enacted by the Sangguniang Panlungsod of Mandaluyong City. The source of funds of this supplemental Budget in the amount of Pesos: Three Hundred Million Thirty Four Thousand Four Hundred Sixty Six (P300, 034, 466.00) will come from the General Fund amounting Three Hundred Million (P 300, 000, 000.00) pesos.

#### **1.4 Enacted Ordinances on the Implementation of Specific Programs for Regulations Enforcement**

Ordinance No.443, S-2009 amends section 153-a of Ordinance No. 358, s-2005 Traffic Management Code of the City of Mandaluyong provides (INCENTIVES TO ENFORCEMENT UNITS.) For all collected fines and penalties from the issuance of the OVRs, a fifteen percent(15%) incentive shall be paid in the following manner: (1) Ten percent (10%) to all enforcers of all Enforcement Units, including the duly deputized units by the Office of the Mayor, indicated in the immediately succeeding paragraph. It shall be based on the total amount of fines and penalties collected from apprehensions and/or revenues made/generated by each individual enforcer. The Hazard Pay being received by the enforcer shall not be deducted from the amount as computed above; (2) Three percent (3%) of total amount of fines and penalties collected from apprehensions and/or revenues made/generated by each Enforcement Unit shall be given to each Head of Enforcement Unit as incentive.

The following are the Enforcement Units: (a) Anti-Smoke Belching Unit, (2) Sidewalk Enforcement Unit, (3) Tricycle and Pedicab Enforcement Unit, (4) Anti-Smoking Unit, (5) Mandaluyong Police Enforcement Unit, (6) Traffic Enforcement Group, Motorcycle Unit, (7)

Towing and Parking Monitoring Enforcement Unit-TPMO, and (8) Other units as may be duly deputized by the City Mayor.

Two percent (2%) of total amount of fines, penalties and/or revenues as above mentioned shall be divided pro-rata among the Administrative Staff of each Enforcement Unit; (4) All incentives as above cited shall be paid within five (5) working days after the end of the month covered by the incentives.

Ordinance No. 434, S-2009 grants franchise to lightspeed on-line gaming corporation to operate an e-games café at Madison Square, Pioneer St. City of Mandaluyong. It is the policy of the City Government to regulate the operation and maintenance of any game of chance or skills in so far as it will not violate other existing and pertinent national laws, decrees, executive orders, circulars and other ordinances and to efficiently and effectively monitor its operation within the City in order to protect the rights and welfare of its citizenry and most especially the youth.

An ordinance was enacted prescribing the amount of interest to be collected on accumulated arrearages of awardees of housing and landed estates and other matters. This Ordinance is also known as "Condonation of Interest on Unpaid Land and Housing Amortizations under the Land for the Landless and Home for the Homeless Program of the City of Mandaluyong". Ordinance No. 449, s-2010 granted franchise to Cloud 9 Holdings, Incorporated to operate a world-class entertainment and gaming center at Robinsons Cybergate 4, EDSA, Mandaluyong City.

On February 1995, circular no. 146S-1995 regulated the administration and operation of the Mandaluyong Public Market.

Ordinance no. 439, s-2009, which prescribes the schedule of fees and charges, policies, guidelines, implementing rules and regulations for services rendered by the City cemetery relative to the disposal of the dead in the City of Mandaluyong, and for other purposes.

### **1.5 Enacted Ordinances on the Implementation of Specific Programs for Peace and Order**

The enacted ordinances supportive of the barangay on the implementation of and delivery of programs related to Peace and Order were as follows:. To maintain peace and order in each barangay Circular no. 305,S-2005, dated 30 May 2005 granting authority to the City government of Mandaluyong to extrajudicially abate legal easements and nuisances and impose fees to service providers making use of such easement and/or servitude of public property and Circular 293,S-2004 dated 1, September 2004 provided for the creation and composition of the Mandaluyong City Anti-Drug Abuse Council (MADAC), the institutionalization of MADAC secretariat, and for other purposes.

## **2. Extent of Responsiveness of the Programs, Projects/Policies of the Barangay Officials As Assessed by the Four Groups of Respondents**

On the over-all rating, the respondents from the education, health sector, and youth sectors with the weighted means of 3.50, 3.50 and 3.72, respectively, considered as responsive all the social and health services. However, the business sector perceive otherwise. Their over-all rating of 3.32 weighted mean is verbally interpreted as moderately responsive; true to 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.

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 only whereas the health sector perceived that the programs and policies on maintenance of peace and order in the City are responsive.

## **3. Extent of Efficiency of the Barangay Officials in Implementing the Programs as Assessed by the Four Groups of Respondents**

An overall mean rating of 3.39 given to programs and policies on social services by the respondents from the business, education, health, and youth sectors are all verbally interpreted as moderately efficient.

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 with the exception of the youth, however, who find the barangay officials not fully efficient probably because they were affected by the restrictions and were deprived of their enjoyment especially the curfew hours where they have to observe. As a whole, 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.

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.

## **4. The challenges faced by the Barangay officials in the delivery of basic services among the local residents.**



Budget is one of the problems faced by the Barangay officials in the delivery of basic services among the local residents especially in a bigger area.

### **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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