

# The 2011 Survey on Good Local Governance



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## Contents

<b>I. Introduction .....</b>	<b>2</b>
<b>II. Survey Findings.....</b>	<b>3</b>
Past and Future Quality of Life Trend .....	3
Quality of local governance.....	10
Satisfaction with the ARMM Government .....	16
Most important local problem.....	17
Transactions with local government offices .....	27
Compliance with Full Disclosure Policy.....	29
Development Plans.....	29
Budget .....	29
Procurement.....	30
Expenditures .....	31
Awareness of the Citizen’s Charter .....	32
Disaster preparedness of the City/Municipal Government .....	32
Public private partnerships .....	35
Change in the service of City/Municipal Government in giving local permits .....	37
Satisfaction with the City/Municipal Government on issues .....	37
Social services.....	37
Economic services.....	38
Environment.....	39
Infrastructure.....	39
Institutional .....	39
Trust in City/Municipal Officials and Institutions.....	41
Satisfaction with the City/Municipal Government employees .....	42
Attitudes towards corruption .....	48
Participation in fighting corruption .....	53
Extent of corruption in government .....	56
Personal experience with corruption .....	62
Change in the level of corruption over the past 12 months .....	64
Satisfaction with the Department of Interior and Local Government.....	67
<b>III. Socio-Economic and demographic profile.....</b>	<b>68</b>
<b>IV. Summary and conclusion.....</b>	<b>69</b>

## I. Introduction

The 2011 National Comparative Survey on Good Local Governance is supported by USAID through The Asia Foundation's Transparent Accountable Governance (TAG) project, as part of its advocacy for strong Philippine local governments. The TAG project advances good local governance by building the foundation for civic engagements, and promoting reforms towards service excellence and transparency and accountability in governance processes.

This survey is a follow-up on the 2009 National Survey on Good Local Governance done by Social Weather Stations, and supported by The Asia Foundation. The objective is to obtain a broader set of data to set the agenda for local government reforms. Getting citizens' perception about how efficient and effective their local governments work is a good measure to jumpstart needed institutional or policy reforms in governance.

The study features a 63-item focusing on citizen perception of the quality of local government services, trust rating of local officials and institutions, public-private partnerships, citizen participation, citizen perception of corruption in local governments, the Full Disclosure Policy, Citizen's Charter, and citizen perception of the Department of the Interior and Local Government. The development of the questionnaires used for this survey is a collaborative effort between the Department of Interior and Local Government, the Social Weather Stations, and the Transparent Accountable Governance (TAG) project. The survey covers a nationwide (except National Capital Region) sample of 1,200 household head-respondents plus an over sample of 300 household head-respondents in Autonomous Region of Muslim Mindanao (ARMM).

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## II. Survey Findings

### Past and Future Quality of Life Trend

Compared to six months ago, 32% of household heads say their lives had worsened (termed as Losers), 49% say it stayed the same, and 18% say it had improved (termed as Gainers) [Chart 1].

This gives a Net Gainers-Losers score<sup>1</sup> (the difference of gainers over losers) of -14, 18 points up from -32 (13% gainers, 45% losers) in September 2009.

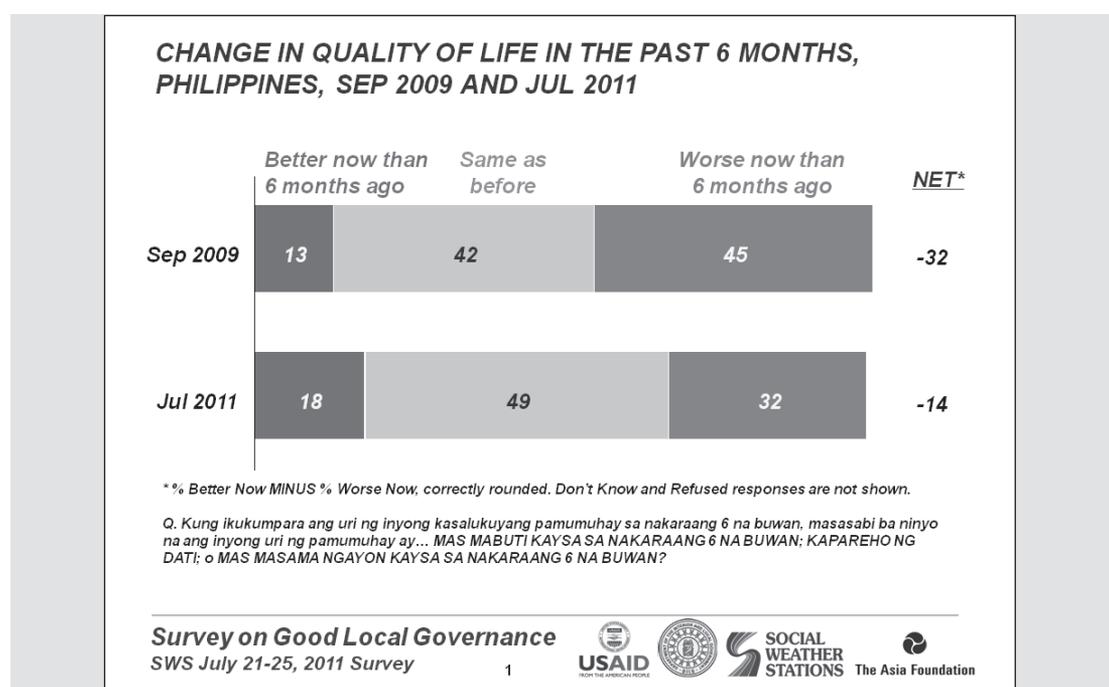
Plurality across the board say their lives stayed the same, ranging from 45% to 52% [Chart 2].

Net Gainers-Losers is least negative in Mindanao at -2 (25% gainers, 27% losers), compared to Balance Luzon at -18 (15% gainers, 33% losers), and the Visayas at -19 (18% gainers, 36% losers, correctly rounded).

It is higher in cities at -6 (22% gainers, 28% losers), than in municipalities at -17 (17% gainers, 34% losers).

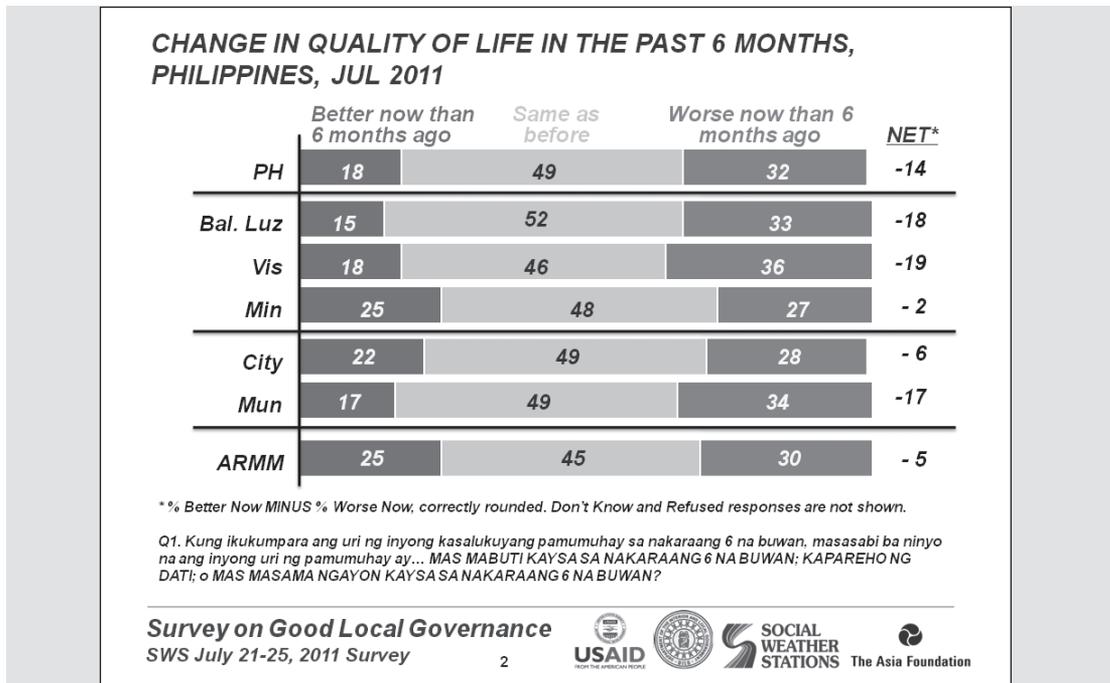
In the Autonomous Region of Muslim Mindanao (ARMM), 25% are gainers, a plurality 45% say their lives stayed the same, and 30% are losers, for a Net Gainers-Losers score of -5.

Chart 1.



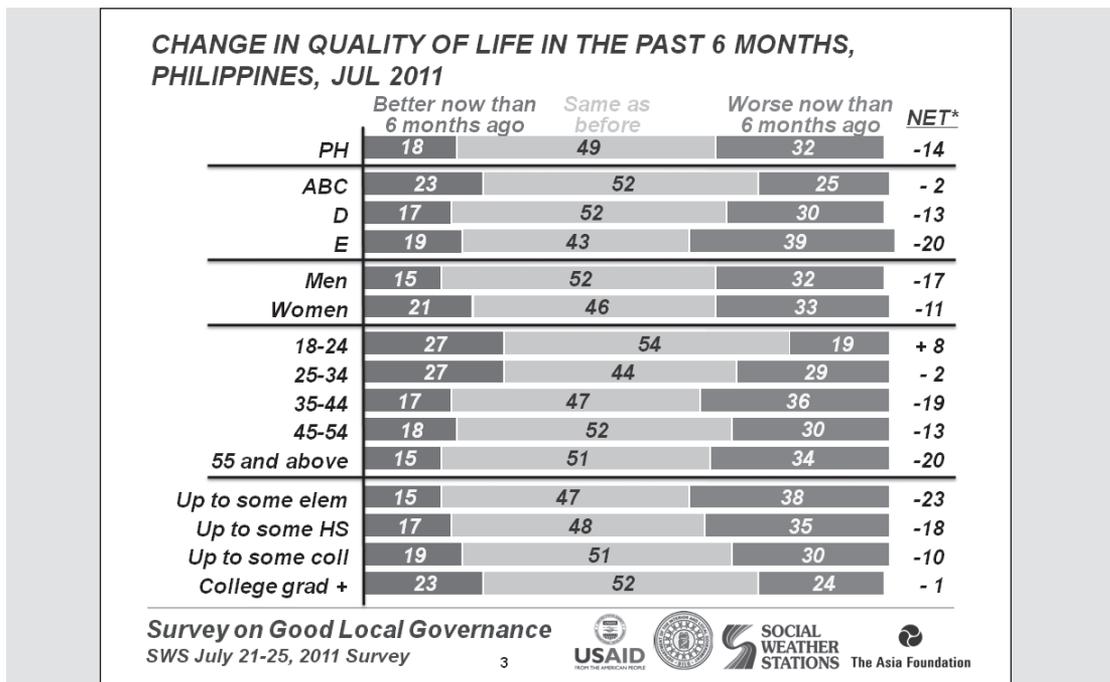
<sup>1</sup>In Net Gainers-Losers and Net Economic Optimism, the most common answers, the median and modal, are in the "low" and "very low" categories. The term "fair" is assigned to the negative category (-9 to zero) since it is above what is normally expected. The term "mediocre" is then assigned to the category between "fair" and "low".

Chart 2.



Net Gainers-Losers tends to be higher in the upper classes ABC at -2 (23% gainers, 25% losers), among 18-24 years old at +8 (27% gainers, 19% losers), and among those with at least a college degree at -1 (23% gainers, 24% losers) [Charts 3].

Chart 3.



Regarding expected change in the quality of personal life, 36% of household heads expect their lives to improve (termed as Optimists), 40% expect it to stay the same, and only 8% expect it to worsen (termed as Pessimists) [Chart 4, Table 1].

This gives a Net Personal Optimism score<sup>2</sup> (the difference of Optimists over Pessimists) of +28, similar to +27 (36% optimists, 9% pessimists) in June 2011.

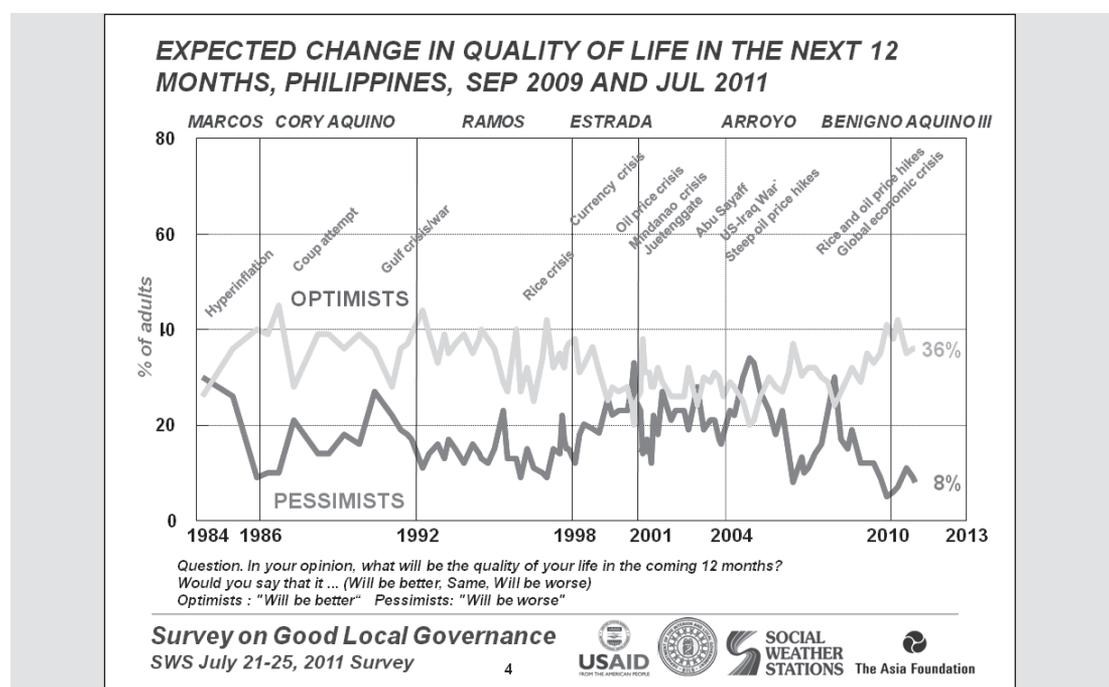
Optimists typically outnumber pessimists, except during the hyper-inflation of 1984, the oil price crisis of 2000 and 2005, and the global economic crises of 2008.

Net Personal Optimism is highest in Balance Luzon at +34 (40% optimist, 6% pessimist), followed by Mindanao at +29 (36% optimist, 7% pessimist), and Visayas at +15 (27% optimist, 12% pessimist) [Chart 5].

It is +29 (38% optimist, 9% pessimist) in cities, similar to +28 (36% optimist, 8% pessimist) in municipalities.

In ARMM, 41% are optimists, 36% say their lives will stay the same, and only 11% are pessimists, for Net Personal Optimism of +30.

Chart 4.



<sup>2</sup>In Net Personal Optimism, scores ranging from +30 and above are termed "very high" and +20 to +29 as "high" since they are higher than what is normally expected, or are above the category containing the median and mode (termed as "fair", ranging from +10 to +19).

Table 1.

EXPECTED CHANGE IN QUALITY OF LIFE: NEXT 12 MONTHS												
	OPTI-PESSI- MSTS MSTS		NET OPT.*		OPTI-PESSI- MSTS MSTS		NET OPT.*		OPTI-PESSI- MSTS MSTS		NET OPT.*	
MARCOS				RAMOS (cont.)				ARROYO (cont.)				
JUL 85	36%	26%	+10	JUN 97	42	9	+33	JAN 04	30	17	+14	
CORY AQUINO				SEP 97	32	15	+17	MAR 04	26	18	+8	
MAY 86	40	9	+31	DEC 97	36	14	+22	JUN 04	29	23	+6	
OCT 86	39	10	+29	JAN 98	33	22	+11	AUG 04	28	22	+6	
MAR 87	45	10	+35	FEB 98	32	17	+15	DEC 04	25	30	-5	
OCT 87	28	21	+7	MAR 98	36	15	+21	MAR 05	20	34	-13	
SEP 88	39	14	+25	APR 98	37	15	+23	MAY 05	21	33	-12	
FEB 89	39	14	+25	ESTRADA				AUG 05	26	27	0	
SEP 89	36	18	+18	JUL 98	38	12	+26	DEC 05	30	23	+6	
APR 90	39	16	+23	SEP 98	31	18	+13	MAR 06	28	18	+10	
NOV 90	36	27	+9	NOV 98	33	20	+12	JUN 06	27	23	+3	
JUL 91	28	22	+6	MAR 99	36	19	+17	SEP 06	32	14	+17	
NOV 91	36	19	+17	JUN 99	31	18	+13	NOV 06	37	8	+29	
FEB 92	37	18	+19	OCT 99	25	25	0	FEB 07	32	12	+20	
APR 92	39	17	+22	DEC 99	28	22	+6	MAR 07	30	13	+17	
RAMOS				MAR 00	27	23	+4	APR 07	31	10	+20	
SEP 92	44	11	+33	JUL 00	28	23	+5	JUN 07	32	11	+22	
DEC 92	39	14	+25	SEP 00	24	28	-5	SEP 07	32	14	+18	
APR 93	33	16	+17	OCT 00	20	33	-13	DEC 07	30	16	+14	
JUL 93	39	13	+26	DEC 00	25	25	0	MAR 08	29	23	+6	
SEP 93	35	17	+18	ARROYO				JUN 08	24	30	-6	
DEC 93	37	15	+22	JAN 01	27	23	+4	SEP 08	26	17	+9	
APR 94	39	12	+27	FEB 01	38	14	+24	DEC 08	30	15	+16	
AUG 94	35	16	+19	MAR 01	31	16	+15	FEB 09	32	19	+14	
NOV 94	38	14	+24	JUL 01	28	22	+6	JUN 09	29	12	+17	
DEC 94	40	13	+27	SEP 01	32	18	+13	SEP 09	35	12	+24	
MAR 95	38	12	+26	NOV 01	29	27	+2	DEC 09	33	12	+21	
JUN 95	36	15	+21	MAR 02	26	21	+5	MAR 10	35	9	+26	
OCT 95	29	23	+6	MAY 02	26	23	+3	JUN 10	41	5	+36	
DEC 95	27	13	+15	SEP 02	25	23	+2	BENIGNO AQUINO III				
APR 96	40	13	+27	NOV 02	32	19	+14	SEP 10	35	6	+32	
JUN 96	27	9	+18	MAR 03	24	28	-5	NOV 10	42	7	+35	
SEP 96	32	15	+17	MAY 03	30	19	+12	DEC 10	35	7	+28	
DEC 96	25	14	+11									

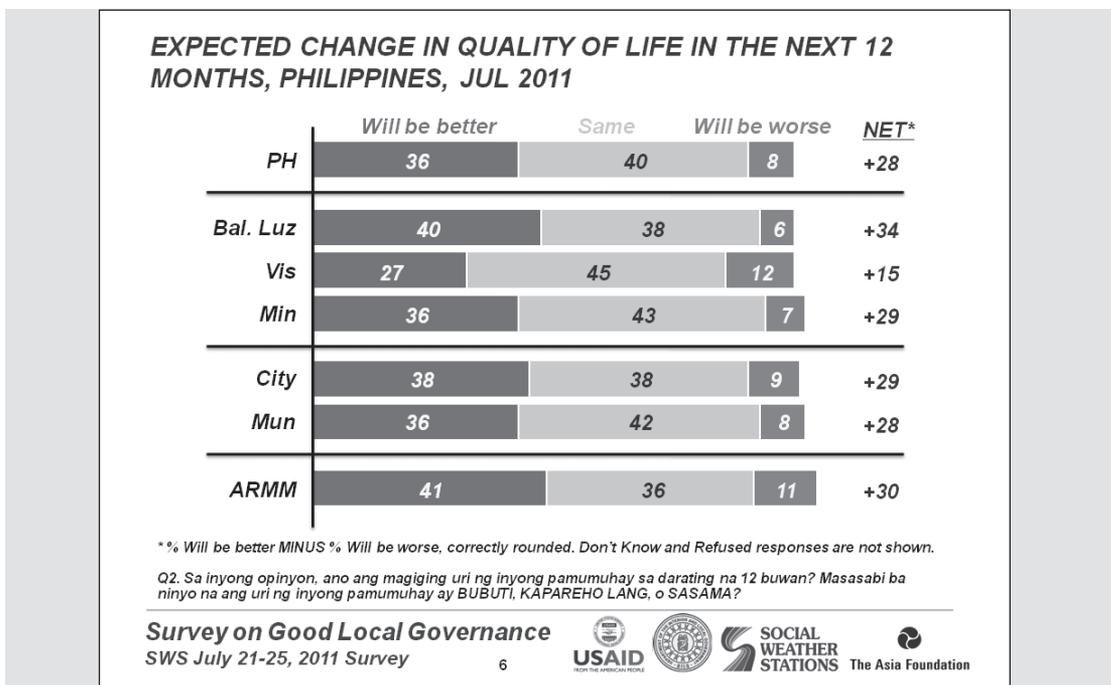
\* % OPTIMISTS MINUS % PESSIMISTS  
Sources: Social Weather Stations (1986-), DAP (1984), and BBC (1985).

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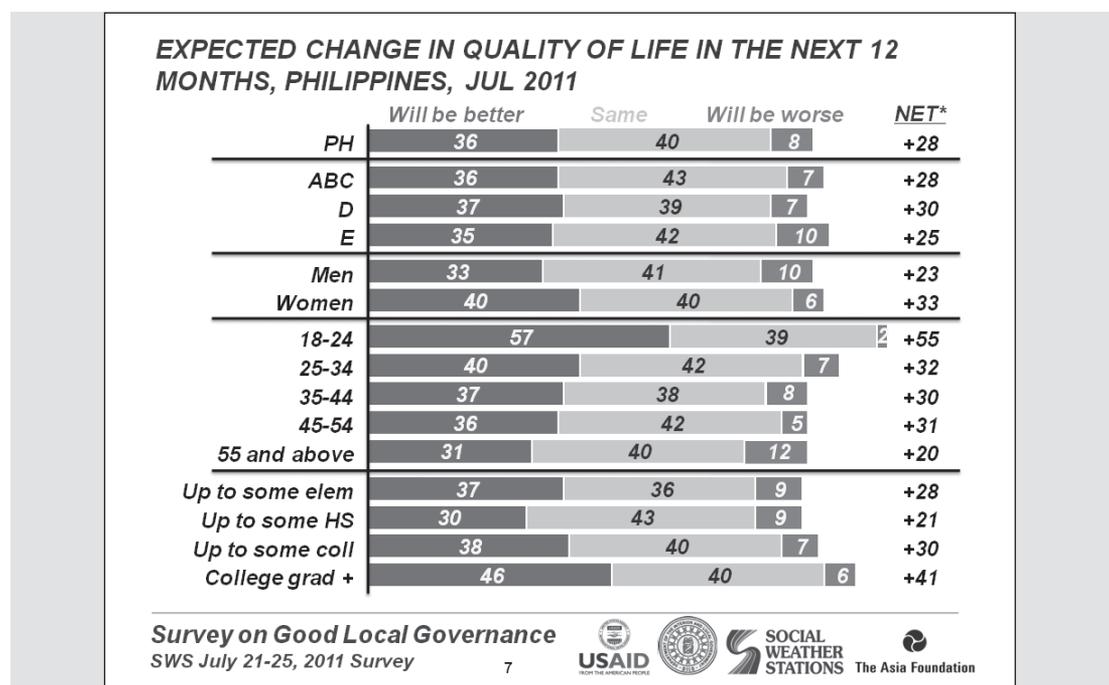
SOCIAL WEATHER STATIONS The Asia Foundation

Chart 5.



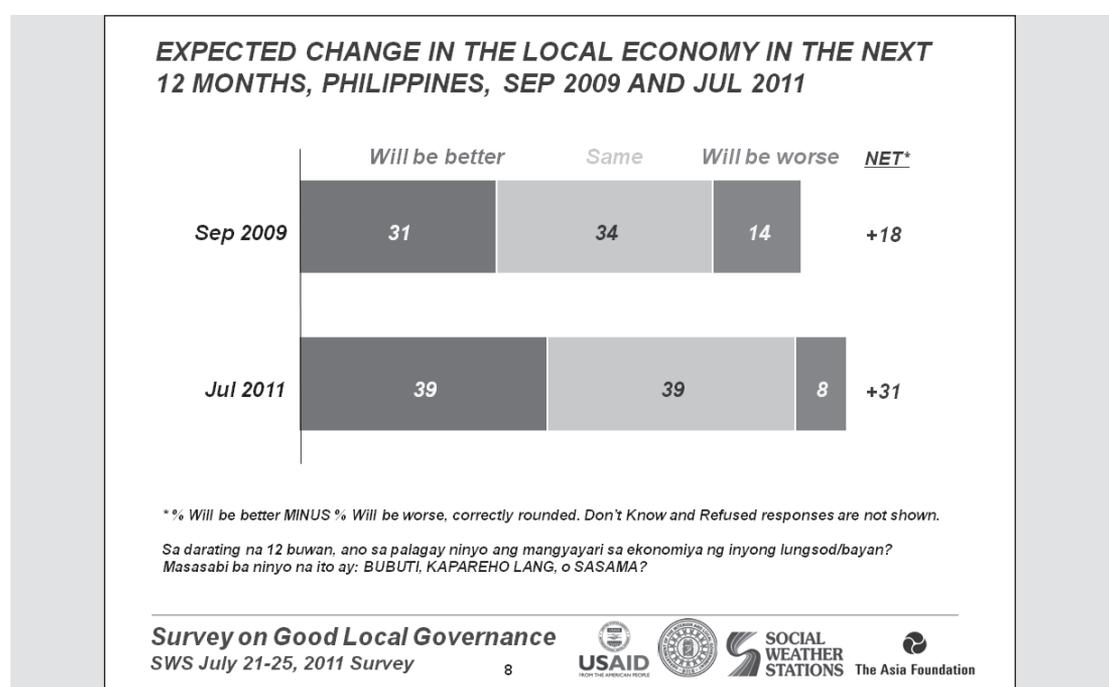
Net Personal Optimism tends to be higher among class D at +30 (37% optimist, 7% pessimist), among women at +33 (40% optimist, 6% pessimist), among 18-24 years old at +55 (57% optimist, 2% pessimist), and among those with college degree and above at +41 (46% optimist, 6% pessimist, correctly rounded) [Chart 6].

Chart 6.



On the matter of the general local economy next year, 39% are optimistic that it would get better, and only 8% are pessimistic it would get worse, for a Net Economic Optimism score of +31 (the difference of % optimists over % pessimists), 13 points up from net +18 (31% optimist, 14% pessimist) in September 2009 [Charts 7].

Chart 7.

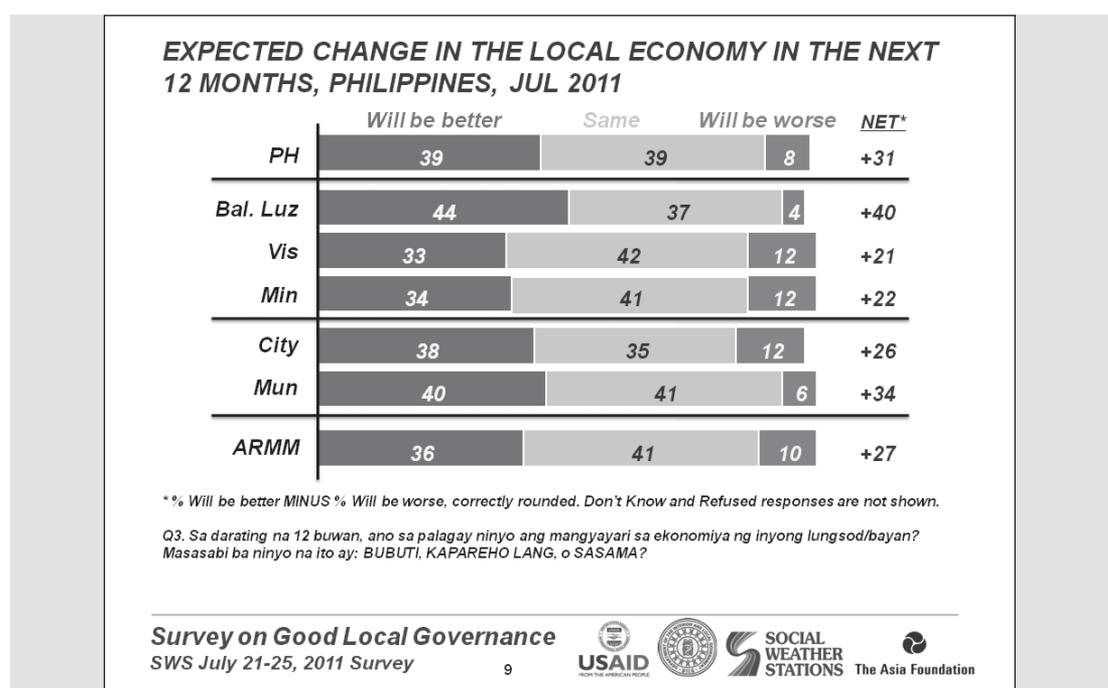


Net Economic Optimism is higher in Balance Luzon at +40 (44% optimist, 4% pessimist), compared to Mindanao at +22 (34% optimist, 12% pessimist), and Visayas at +21 (33% optimist, 12% pessimist) [Chart 8].

It is also higher in municipalities at +34 (40% optimist, 6% pessimist) compared to cities at +26 (38% optimist, 12% pessimist).

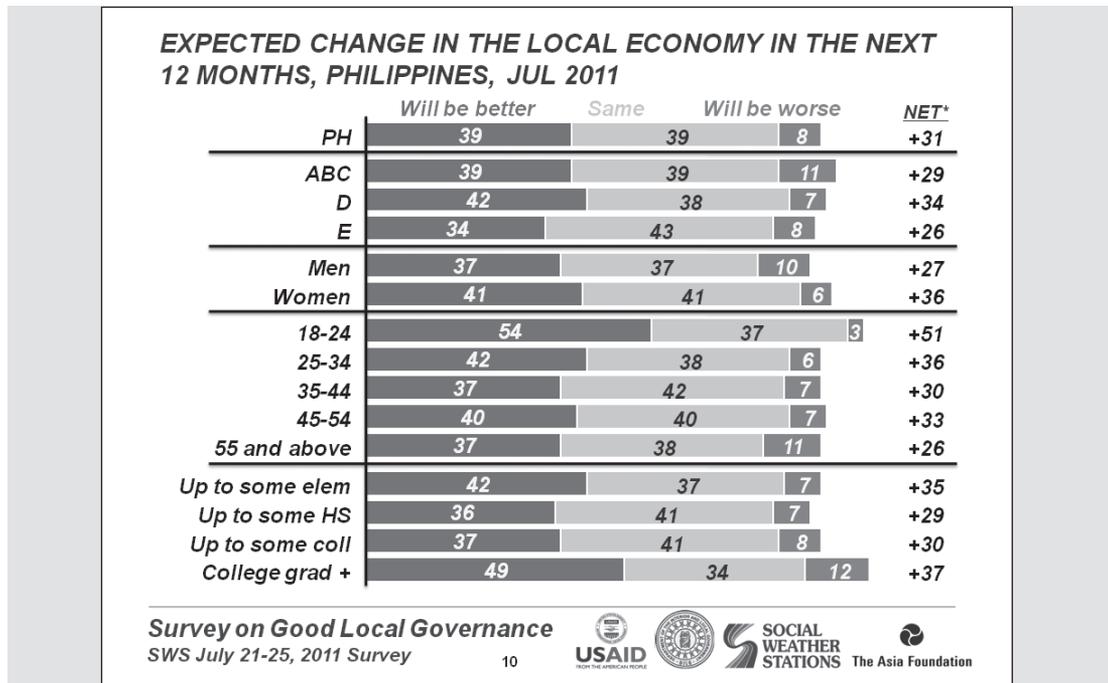
In ARMM, 36% are optimistic the local economy will get better, 41% say it will stay the same, and 10% are pessimistic, for a Net Economic Optimism of +27, correctly rounded.

**Chart 8.**



Optimists consistently dominate over pessimists across demographics, with Net Economic Optimism higher in class D at +34 (42% optimist, 7% pessimist, correctly rounded), among women at +36 (41% optimist, 6% pessimist, correctly rounded), among 18-24 years old at +51 (54% optimist, 3% pessimist), and among those with at least a college degree at +37 (49% optimist, 12% pessimist) [Chart 9].

Chart 9.



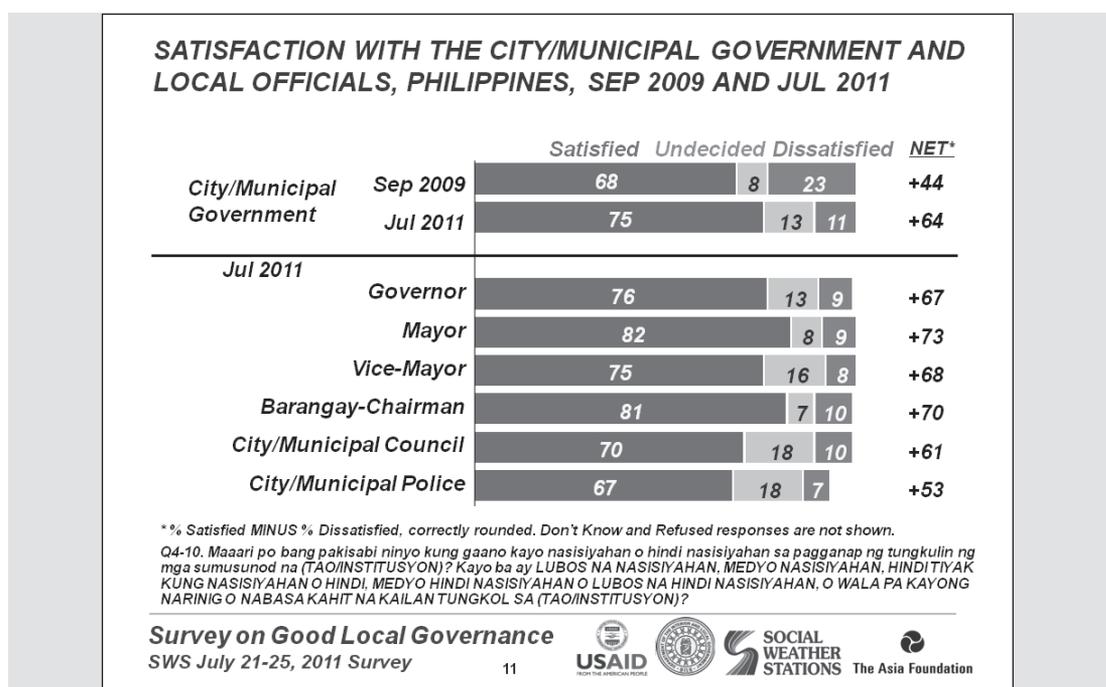
## Quality of local governance

The July 2011 survey found 75% of household heads satisfied and 11% dissatisfied with the performance of the City/Municipal Government as a whole, for a *very good* net satisfaction score<sup>3</sup> of +64 (% satisfied minus % dissatisfied), 20 points higher than the good net +44 (68% satisfied, 23% dissatisfied, correctly rounded) in September 2009 [Chart 10].

Obtaining *excellent* net satisfaction ratings are the Mayor, with +73 (82% satisfied, 9% dissatisfied), and the Barangay-Chairman, with +70 (81% satisfied, 10% dissatisfied, correctly rounded).

Scoring *very good* net satisfaction ratings are the Vice-Mayor, with +68 (75% satisfied, 8% dissatisfied, correctly rounded), Governor, with net +67 (76% satisfied, 9% dissatisfied), City/Municipal Council, with +61 (70% satisfied, 10% dissatisfied, correctly rounded), and City/Municipal police, with +53 (67% satisfied, 7% dissatisfied, correctly rounded).

Chart 10.



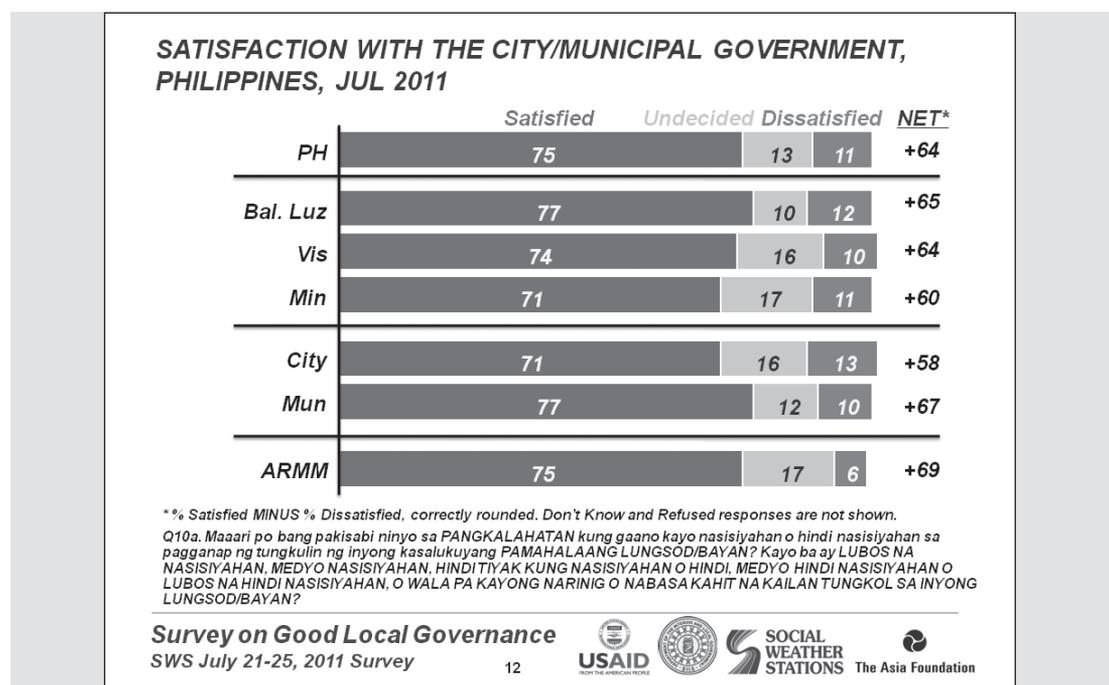
Net satisfaction with the overall **City/Municipal Government** is *very good* across the board: it is +65 (77% satisfied, 12% dissatisfied) in Luzon, +64 (74% satisfied, 10% dissatisfied) in the Visayas, and +60 (71% satisfied, 11% dissatisfied) in Mindanao as a whole [Chart 11].

The City/Municipal Government also obtained *very good* net satisfaction ratings of +67 (77% satisfied, 10% dissatisfied) in municipalities, and +58 (71% satisfied, 13% dissatisfied) in cities.

It is also *very good* in the ARMM at net +69 (75% satisfied, 6% dissatisfied).

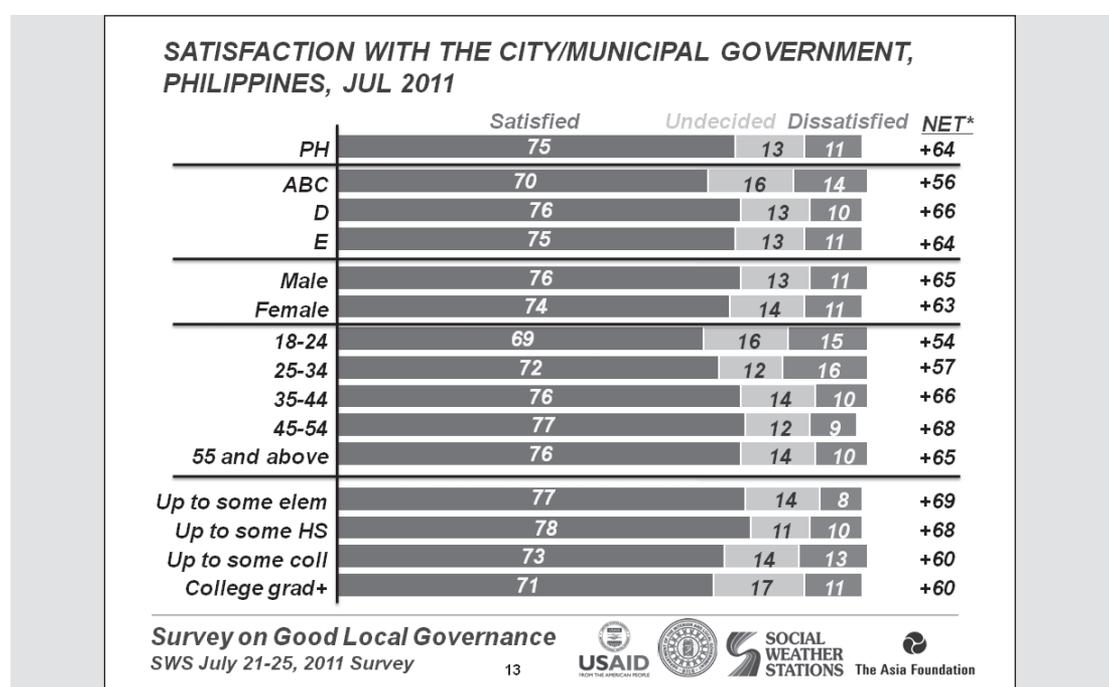
<sup>3</sup>SWS terminology for Net Satisfaction and Net Trust Ratings: +70 and above, "excellent"; +50 to +69, "very good"; +30 to +49, "good"; +10 to +29, "moderate"; +9 to -9, "neutral"; -10 to -29, "poor"; -30 to -49, "bad"; -50 to -69, "very bad"; -70 and below, "execrable". A single-digit net satisfaction is considered not significantly different from zero.

Chart 11.



Net satisfaction with the City/Municipal Government is also *very good* in the rest of the demographics, with stronger support coming from class D at +66 (76% satisfied, 10% dissatisfied), among 44-55 years old at +68 (77% satisfied, 9% dissatisfied), and among those with at most some elementary education at +69 (77% satisfied, 8% dissatisfied) [Charts 12].

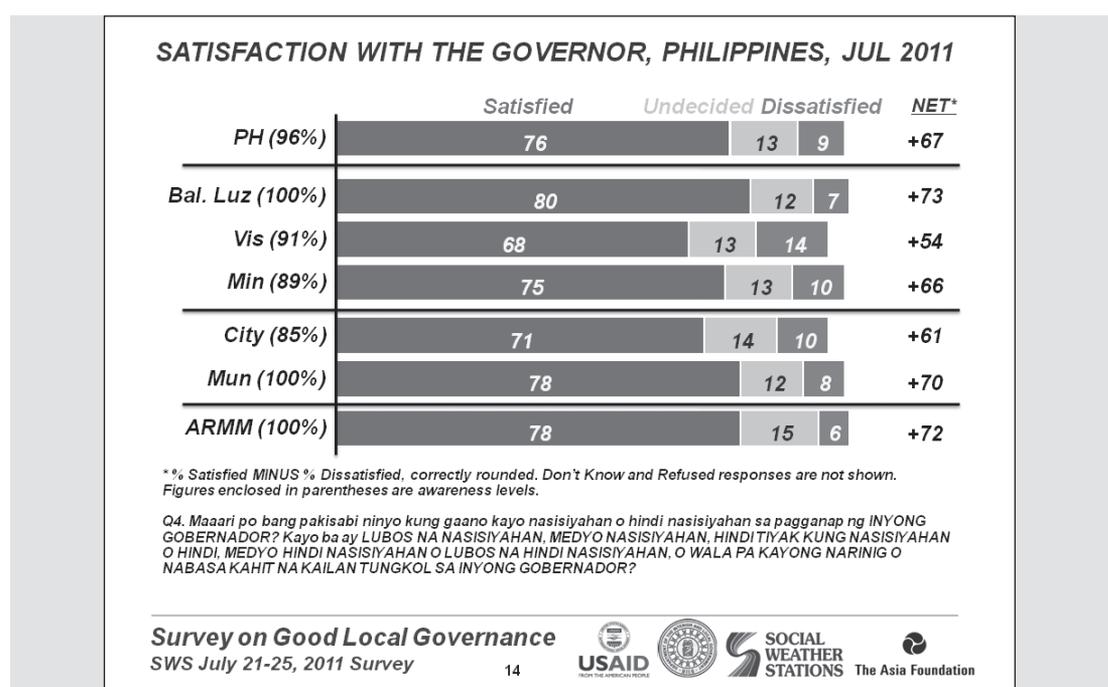
Chart 12.



The **Governor** obtained *excellent* net satisfaction ratings in Balance Luzon at +73 (80% satisfied, 7% dissatisfied), in overall municipalities at +70 (78% satisfied, 8% dissatisfied), and in the ARMM at +72 (78% satisfied, 6% dissatisfied) [Charts 13].

It obtained *very good* net satisfaction rating in Mindanao at +66 (75% satisfied, 10% dissatisfied, correctly rounded), in the Visayas at +54 (68% satisfied, 14% dissatisfied), and in overall cities at +61 (71% satisfied, 10% dissatisfied).

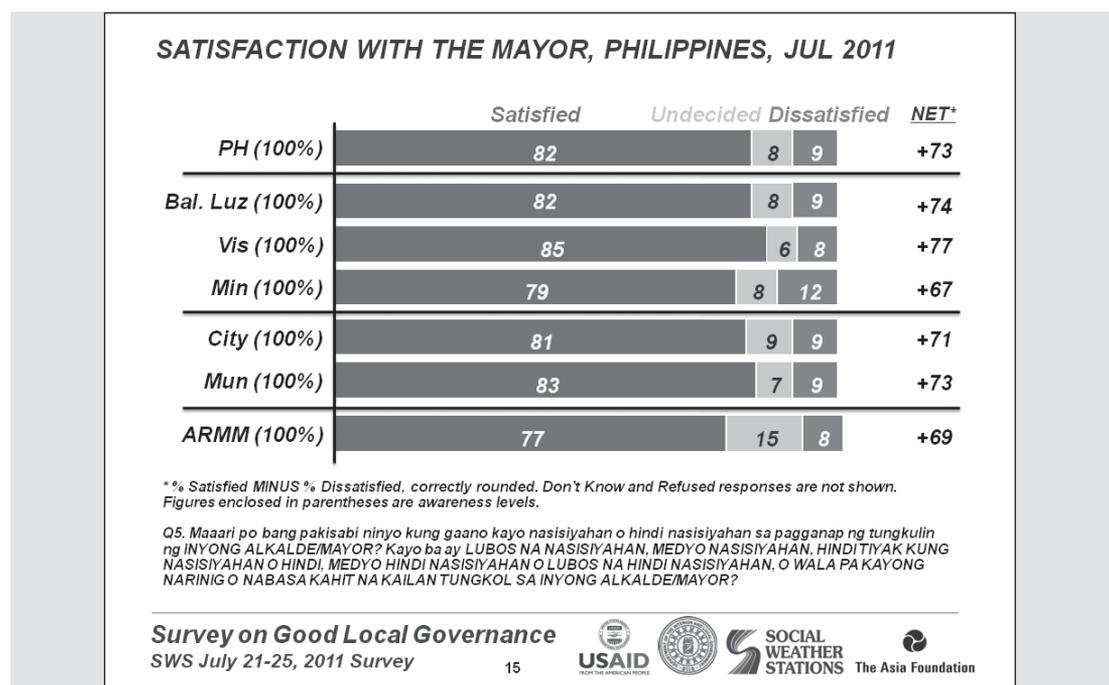
Chart 13.



The **Mayor** obtained *excellent* net satisfaction ratings in most areas: it is +77 (85% satisfied, 8% dissatisfied) in the Visayas, +74 (82% satisfied, 9% dissatisfied) in Balance Luzon, +73 (83% satisfied, 9% dissatisfied) in municipalities, and +71 (81% satisfied, 9% dissatisfied) in cities [Charts 14].

It obtained *very good* net ratings in Mindanao at +67 (79% satisfied, 12% dissatisfied) and in the ARMM at +69 (77% satisfied, 8% dissatisfied).

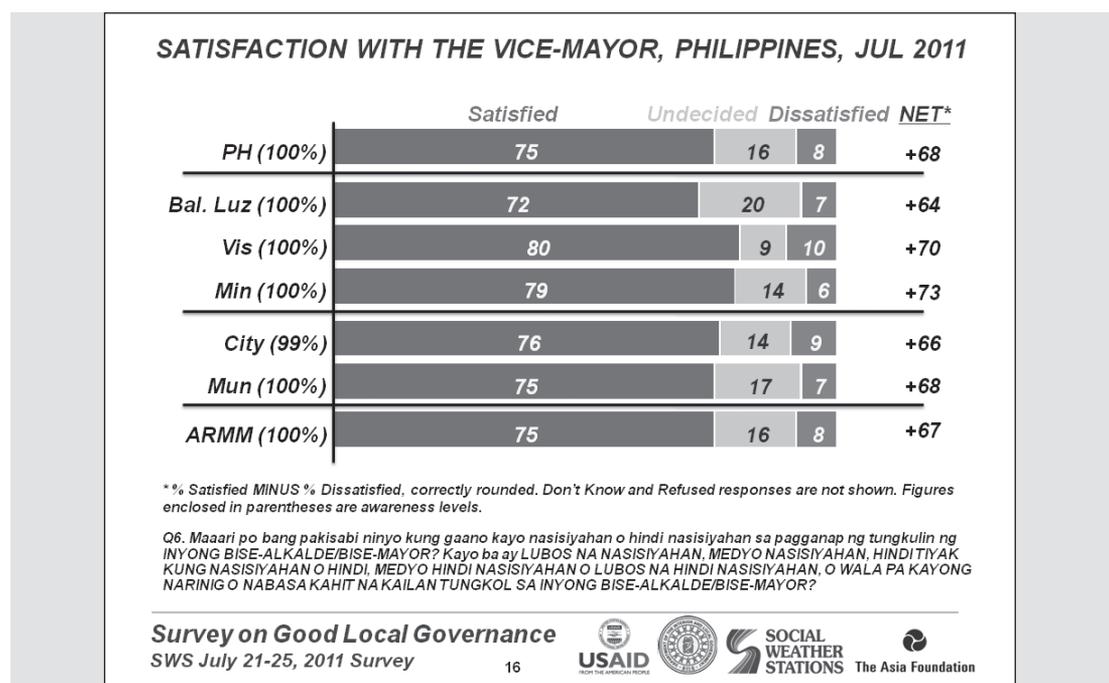
Chart 14.



vNet satisfaction with the **Vice-Mayor** is *excellent* in Mindanao at +73 (79% satisfied, 6% dissatisfied), and in the Visayas at +70 (80% satisfied, 10% dissatisfied) [Charts 15].

It is *very good* in Balance Luzon at +64 (72% satisfied, 7% dissatisfied, correctly rounded), in municipalities at +68 (75% satisfied, 7% dissatisfied), in cities at +66 (76% satisfied, 9% dissatisfied, correctly rounded), and in the ARMM at +67 (75% satisfied, 8% dissatisfied).

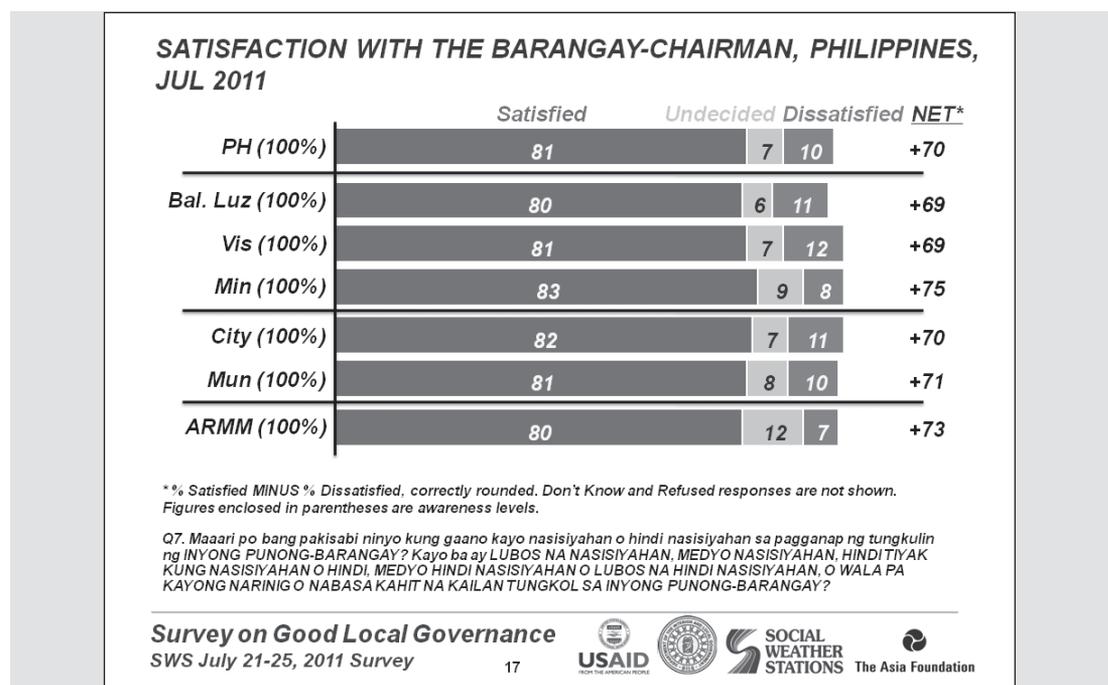
Chart 15.



The **Barangay-Chairman** obtained *excellent* net satisfaction ratings in Mindanao at +75 (83% satisfied, 8% dissatisfied), in overall municipalities at +71 (81% satisfied, 10% dissatisfied), and in overall cities at +70 (82% satisfied, 11% dissatisfied, correctly rounded) [Chart 16].

It obtained *very good* net ratings in Balance Luzon at +69 (80% satisfied, 11% dissatisfied), in the Visayas at +69 (81% satisfied, 12% dissatisfied), and in the ARMM at +73 (80% satisfied, 7% dissatisfied).

Chart 16.

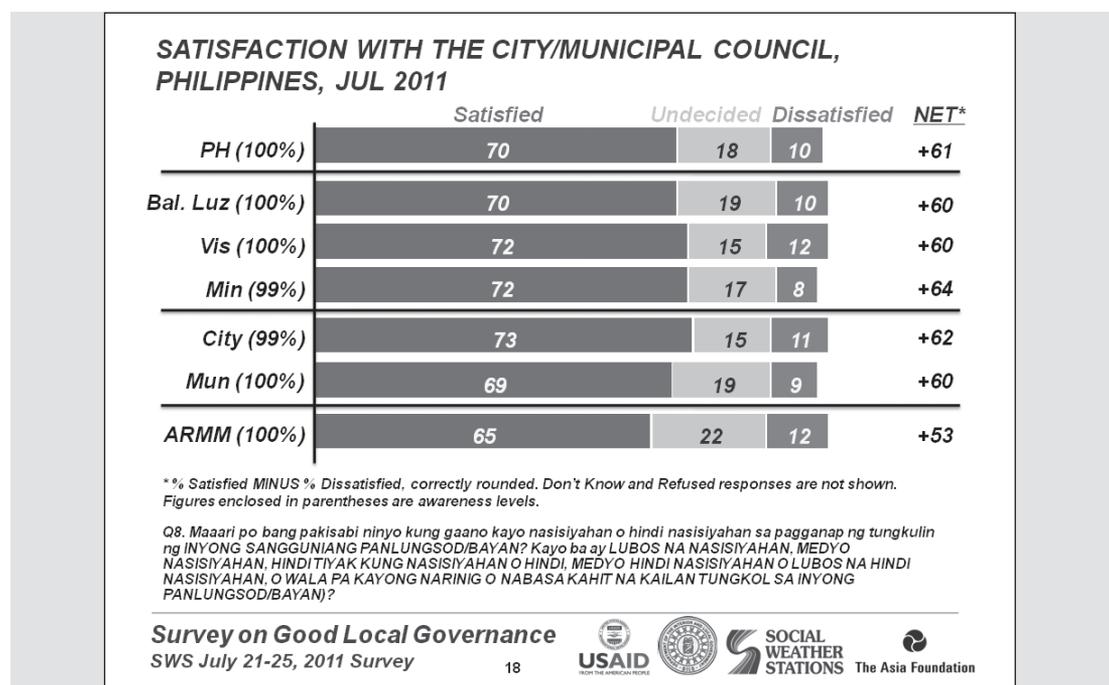


Net satisfaction with the **City/Municipal Council** is *very good* in all areas: it is +64 (72% satisfied, 8% dissatisfied) in Mindanao, +60 (70% satisfied, 10% dissatisfied) in Balance Luzon, and +60 (72% satisfied, 12% dissatisfied) in the Visayas [Chart 17].

It is also *very good* in both cities and municipalities, at +62 (73% satisfied, 11% dissatisfied) and +60 (69% satisfied, 9% dissatisfied), respectively.

In the ARMM, 65% are satisfied with the performance of the City/Municipal Council, 22% are undecided, and 12% are dissatisfied, for a *very good* net rating of +53.

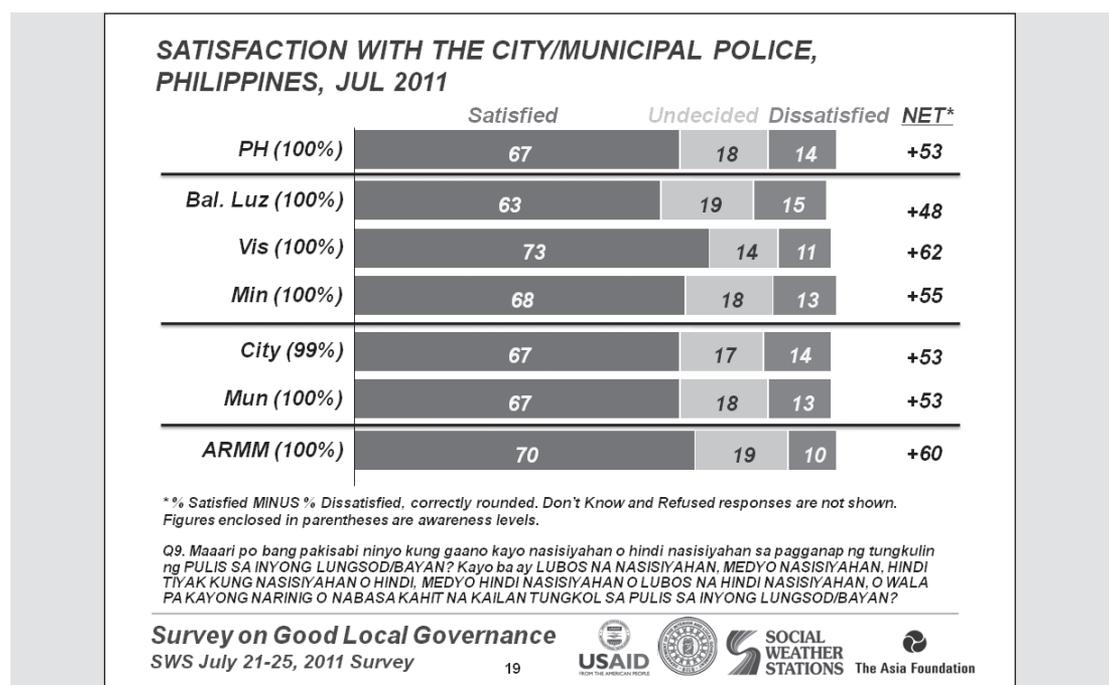
Chart 17.



On the performance of the **City/Municipal police**, net satisfaction is *very good* in the Visayas at +62 (73% satisfied, 11% dissatisfied), and in Mindanao at +55 (68% satisfied, 13% dissatisfied), while it is a *good* net +48 (63% satisfied, 15% dissatisfied) in Balance Luzon [Chart 18].

It is a *very good* net +53 in both cities (67% satisfied, 14% dissatisfied) and municipalities (67% satisfied, 13% dissatisfied, correctly rounded), and a *very good* +60 (70% satisfied, 10% dissatisfied) in the ARMM.

Chart 18.



## Satisfaction with the ARMM Government

Asked to rate the performance of the **ARMM Government**, 27% of household heads say they are satisfied, 27% are undecided, and 33% are dissatisfied, for a *neutral* net satisfaction rating of – 6 [Chart 19].

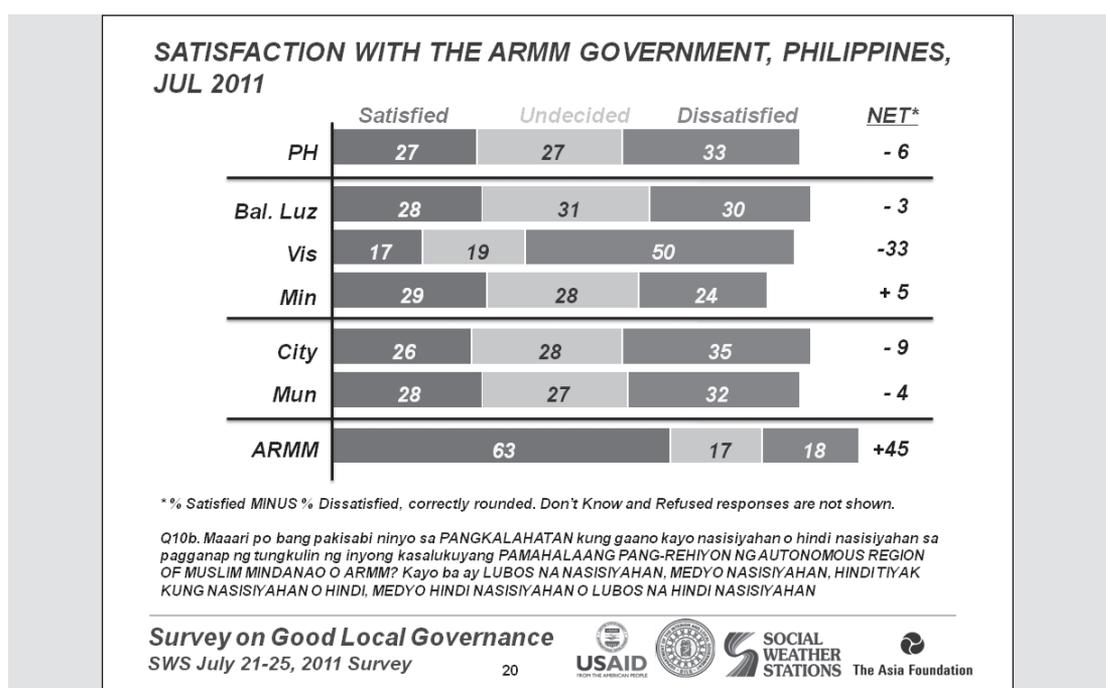
Net satisfaction with the ARMM Government is *neutral* in both Mindanao at +5 (29% satisfied, 24% dissatisfied) and Balance Luzon at –3 (28% satisfied, 30% dissatisfied, correctly rounded).

Dissatisfaction with the ARMM Government is dominant in the Visayas, where it obtained a *bad* net satisfaction score of –33 (17% satisfied, 50% dissatisfied).

It obtained *neutral* net satisfaction ratings in municipalities at –4 (28% satisfied, 32% dissatisfied) and cities at –9 (26% satisfied, 35% dissatisfied).

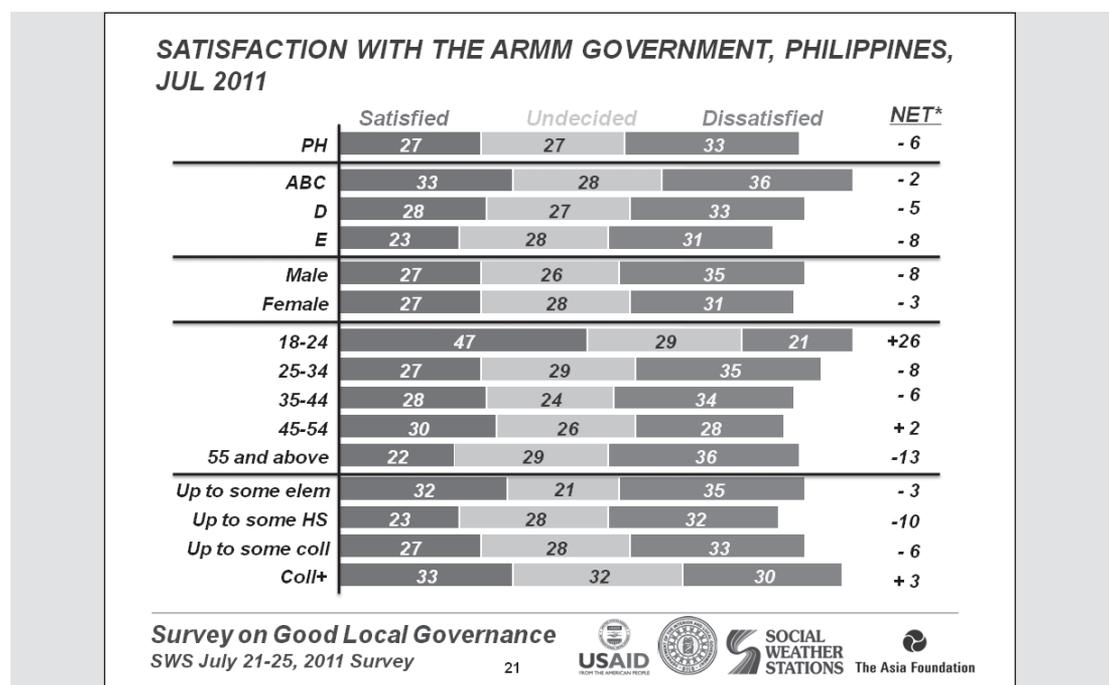
Public satisfaction with the ARMM Government is highest in the Autonomous Region of Muslim Mindanao, with a good net satisfaction rating of +45 (63% satisfied, 18% dissatisfied).

Chart 19.



Net satisfaction with the ARMM Government is *neutral* across demographics, except among 18-24 years old at a *moderate* net +26 (47% satisfied, 21% dissatisfied), among 55 years old and above at a *poor* net –13 (22% satisfied, 36% dissatisfied), and among those with at most some high school education at a *poor* net –10 [Chart 20].

Chart 20.



### Most important local problem

In the July 2011 survey, 36% percent of household heads mentioned issues related to Economy as the most important problem of the city/municipality, followed by 12% Infrastructure, 11% Social services, 9% Crime, 3% Security, 3% Governance, 2% Agriculture, 2% Environment, and 1% Democracy [Table 2].

This is similar to September 2009 when 44% cited Economy, 12% Infrastructure, 13% Social services, 5% Crime, 2% Security, 4% Governance, 3% Environment, and 2% Democracy as the most important local problem.

One out of five (21%) in July 2011 did not mention any local problem considered important, slightly higher than 16% in September 2009.

Table 2.

<b>MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, SEP 2009 AND JUL 2011</b>		
	<u>Sep 2009</u>	<u>Jul 2011</u>
<b>Economy</b>	<b>44%</b>	<b>36%</b>
<b>Infrastructure</b>	<b>12</b>	<b>12</b>
<b>Social services</b>	<b>13</b>	<b>11</b>
<b>Crime</b>	<b>5</b>	<b>9</b>
<b>Security</b>	<b>2</b>	<b>3</b>
<b>Governance</b>	<b>4</b>	<b>3</b>
<b>Agriculture</b>	<b>--</b>	<b>2</b>
<b>Environment</b>	<b>3</b>	<b>2</b>
<b>Democracy</b>	<b>2</b>	<b>1</b>
<b>Others</b>	<b>0</b>	<b>1</b>
<b>None</b>	<b>16</b>	<b>21</b>

*Note: Don't Know and Refused responses are not shown.*

*Q. Ano naman po sa palagay ninyo ang pinakamabigat na problema ng inyong lungsod/bayan sa kasalukuyan? (OPEN-ENDED/UNAIDED) (PROBE FOR ONE SPECIFIC ANSWER ONLY)*

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SWS July 21-25, 2011 Survey

22

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Under the general category of Economy, unemployment is the single most common complaint, cited by 22%, followed by high price of commodities (7%) and poverty (4%) [Table 3].

The most cited problem on Infrastructure refers to roads and bridges, among others (6%), followed by water supply (3%).

On matters of Social Services, the most common problems are disasters (6%) and garbage collection (2%).

On the matter of Crime, the most cited problems are robbery/hold-ups (3%), illegal drugs (2%), and murder/killings (2%).

Peace and order (3%) is the most common problem cited under Security.

Corruption and public morality (2%), on the other hand, are the most mentioned problems under Governance.

Garbage disposal (1%) is the most cited local problem on matters related to the Environment, while political problems (1%) are most cited on the issue of Democracy.

Matters about the Economy consistently top the most important local problem in all areas: it is cited by 43% in the ARMM, 41% in the Visayas, 36% in Mindanao in general, and 32% in Balance Luzon.

Infrastructure is the second most mentioned problem in Mindanao in general (19%), ARMM (15%), and the Visayas (12%). Social Services, on the other hand, is the second most mentioned problem in Balance Luzon (17%)

Table 3.

**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

*page 1 of 7*

	<i>PH</i> (100%)	<i>BAL</i> <i>LUZ</i> (51%)	<i>VIS</i> (22%)	<i>MIN</i> (23%)	<i>CITY</i> (29%)	<i>MUN</i> (71%)	<i>ARMM</i> (4%)
<b>ECONOMY</b>	36%	32%	41%	36%	33%	37%	43%
Unemployment	22	22	22	22	21	22	32
High price of commodities	7	7	7	7	4	7	3
Poverty	4	3	6	3	4	4	3
Low Income	1	0.1	2	0.4	1	1	1
Low Productivity	0.3	0	1	1	0.1	0.4	0
Other economic problems	1	0.3	1	2	1	1	2

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

23






**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

*page 2 of 7*

	<i>PH</i> (100%)	<i>BAL</i> <i>LUZ</i> (51%)	<i>VIS</i> (22%)	<i>MIN</i> (23%)	<i>CITY</i> (29%)	<i>MUN</i> (71%)	<i>ARMM</i> (4%)
<b>INFRASTRUCTURE</b>	12%	9%	12%	19%	10%	13%	15%
Roads, bridges, etc.	6	3	7	13	3	7	3
Water supply	3	2	3	3	2	3	5
Transportation/traffic	1	2	1	0.4	3	1	0.3
Electricity problems	1	1	0	1	1	1	7
Public markets	0.1	0	0	0.3	0	0.1	0
Other infrastructure problems	1	1	1	1	1	1	0

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

24






**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

page 3 of 7

	<u>PH</u> (100%)	<u>BAL</u> <u>LUZ</u> (51%)	<u>VIS</u> (22%)	<u>MIN</u> (23%)	<u>CITY</u> (29%)	<u>MUN</u> (71%)	<u>ARMM</u> (4%)
<b>SOCIAL SERVICES</b>	11%	17%	6%	3%	11%	11%	8%
Disasters	6	9	4	2	7	6	7
Garbage collection	2	4	0	0.2	2	2	1
Housing problems	1	2	1	1	1	1	0.3
Education problems	1	1	0.4	0	0.5	0.6	0.3
Caregiving	0.4	1	0.2	0.2	1	0.3	0
Other social services problems	0.2	0.4	0.2	0	0.1	0.3	0

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

25



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The Asia Foundation

**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

page 4 of 7

	<u>PH</u> (100%)	<u>BAL</u> <u>LUZ</u> (51%)	<u>VIS</u> (22%)	<u>MIN</u> (23%)	<u>CITY</u> (29%)	<u>MUN</u> (71%)	<u>ARMM</u> (4%)
<b>CRIME</b>	9%	9%	7%	10%	13%	7%	6%
Robbery/hold-ups	3	3	2	2	3	3	0.3
Illegal drugs	2	3	1	3	5	1	2
Murder/killings	2	2	1	2	2	2	1
Illegal gambling	1	1	1	0.4	1	0.5	0
Carnappings	0.4	0	0	2	1	0.2	0
Kidnappings	0.1	0	0	0.4	0.4	0	1
Other crimes	1	0.4	2	0.4	1	1	1

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

26



SOCIAL WEATHER STATIONS  
The Asia Foundation

**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

page 5 of 7

	<u>PH</u> (100%)	<u>BAL</u> <u>LUZ</u> (51%)	<u>VIS</u> (22%)	<u>MIN</u> (23%)	<u>CITY</u> (29%)	<u>MUN</u> (71%)	<u>ARMM</u> (4%)
<b>SECURITY</b>	3%	3%	3%	3%	4%	3%	5%
Peace and order	3	3	3	2	4	3	5
Internal rebellion	0.3	0.4	0	1	0	0.5	0
External threat	0.1	0	0	0.3	0	0.1	0
Other security problems	0.1	0	0	0.3	0	0.1	0
<b>GOVERNANCE</b>	3%	2%	5%	2%	3	2	1%
Corruption/public morality	2	1	4	2	3	1	1
Other governance problems	1	1	1	0	1	1	0.3

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

27

**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

page 6 of 7

	<u>PH</u> (100%)	<u>BAL</u> <u>LUZ</u> (51%)	<u>VIS</u> (22%)	<u>MIN</u> (23%)	<u>CITY</u> (29%)	<u>MUN</u> (71%)	<u>ARMM</u> (4%)
<b>AGRICULTURE</b>	2%	2%	1%	4%	1%	2%	2%
<b>ENVIRONMENT</b>	2	2	1	2	3	1	1
Garbage disposal	1	2	0.3	1	3	1	1
Pollution	0.3	0.3	0.2	0.3	0.1	0.4	0
Cleanliness	0.2	0	0.2	1	0.3	0.1	0.3

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

28



**MOST IMPORTANT LOCAL PROBLEM, PHILIPPINES, JUL 2011**

page 7 of 7

	<u>PH</u> (100%)	<u>BAL</u> <u>LUZ</u> (51%)	<u>VIS</u> (22%)	<u>MIN</u> (23%)	<u>CITY</u> (29%)	<u>MUN</u> (71%)	<u>ARMM</u> (4%)
<b>DEMOCRACY</b>	1%	1%	1%	1%	1%	1%	0%
Political problems, national or local	1	1	1	1	0.4	1	0
Human rights	0.3	0.1	1	.4	1	0.1	0
Other democracy problems	0.1	0	0.3	0	0	0.1	0
<b>OTHERS</b>	1	0.2	2	1	1	1	0.3
<b>NONE</b>	21	22	20	18	19	21	19
<b>DON'T KNOW</b>	1	1	1	1	1	1	0

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

29



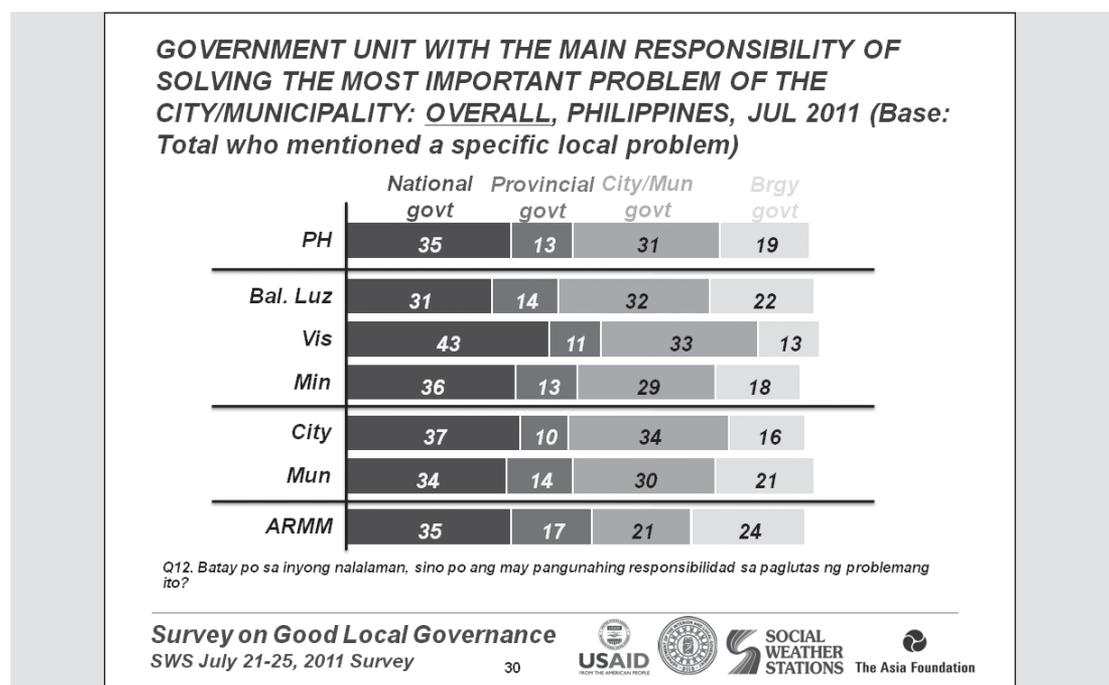
In solving the most important local problem in general, the July 2010 survey found that 35% of household heads say the National Government has the main responsibility, 31% cited the City/Municipal Government, 19% Barangay Government, and 13% Provincial Government [Chart 21].

Compared to September 2009, the proportion of those who see National Government as the one responsible for solving the local problems hardly changed from 34%, while it rose by 6 points for Provincial Government, 5 points for City/Municipal Government, and 2 points for Barangay Government.

Of the four government units, the National Government is more commonly mentioned as the one responsible in solving the most important local problems in the Visayas (43%), in Mindanao (36%), in both cities (37%) and municipalities (34%), and in the ARMM (35%)

The City/Municipal Government consistently came in as second in all areas except in Balance Luzon where it scored 32%, just a point above National Government (31%), and in the ARMM, where it placed third at 21%, just below Barangay Government (24%).

Chart 21.



Compared to September 2009, the National Government is still most cited as the one responsible in solving problems related to Economy and Governance. On solving both issues, the City/Municipal Government is consistently the second most cited [Table 4].

The National Government (39%) is also most cited for solving problems related to Agriculture.

Similar to two years ago, the City/Municipal Government is most cited on solving problems related to Infrastructure (34%), Social Services (38%), Crime (42%), Security (58%), and Environment (38%).

The Barangay Government is still second most cited for solving Infrastructure (26%), Social Services (28%), Crime (36%), and Environment (35%), while the National Government remains second most cited for solving matters of Security (24%).

The City/Municipal Government (31%), Provincial Government (31%), and National Government (30%) are now equally most mentioned when it comes to solving problems about Democracy. In September 2008, the City/Municipal Government (40%) took the top spot, followed closely by the National Government (36%).

Table 4.

**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, SEP 2009 AND JUL 2011 (Base: Total who mentioned a specific local problem)**

Page 1 of 2

		<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
OVERALL	Sep 2009	34%	7%	26%	17%
	Jul 2011	35	13	31	19
ECONOMY	Sep 2009	52	9	24	14
	Jul 2011	50	12	23	12
INFRASTRUCTURE	Sep 2009	20	13	35	32
	Jul 2011	25	15	34	26
SOCIAL SERVICES	Sep 2009	31	2	37	29
	Jul 2011	13	20	38	28
CRIME	Sep 2009	21	6	39	33
	Jul 2011	14	7	42	36

**Survey on Good Local Governance**  
 SWS July 21-25, 2011 Survey 31
 




**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, SEP 2009 AND JUL 2011 (Base: Total who mentioned a specific local problem)**

Page 2 of 2

		<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
SECURITY	Sep 2009	26	5	50	19
	Jul 2011	24	9	58	8
GOVERNANCE	Sep 2009	49	10	32	9
	Jul 2011	59	6	34	1
AGRICULTURE	Jul 2011	39	9	19	29
ENVIRONMENT	Sep 2009	10	11	54	25
	Jul 2011	16	11	38	35
DEMOCRACY	Sep 2009	36	20	40	4
	Jul 2011	30	31	31	3

**Survey on Good Local Governance**  
 SWS July 21-25, 2011 Survey 32
 




On specific problems related to Economy, the July 2011 survey found the National Government to be most cited in solving high price of commodities (70%), unemployment (44%), poverty (59), low income (42%), low productivity (44%), and other economic problems (46%) [Table 5].

On Infrastructure, the City/Municipal Government is most cited in solving problems on transportation/traffic (46%), electricity (44%), roads, bridges, etc. (35%), and water supply (27%). The National Government is most mentioned in solving matters of the public markets (100%), while the Barangay Government is most cited for other infrastructure problems (50%).

On specific problems related to Social Services, the City/Municipal Government is most cited in solving housing problems (55%), disasters (41%), and other social services problems (84%). Problems on caregiving (63%) and garbage collection (46%) are seen more the responsibilities of the Barangay Government.

The Barangay (38%) and Provincial (36%) Governments are equally cited in solving problems in education.

On matters related to Crime, the City/Municipal Government is most mentioned when it comes to solving murder/killings (68%), kidnappings (64%), carnappings (61%), and robbery/hold-ups (48%).

The Provincial Government is seen as most responsible in solving illegal gambling (46%), while more look to the Barangay Government in solving illegal drugs (44%) and other crimes (43%).

On Security, the City/Municipal Government is most cited in solving problems of peace and order (54%), internal rebellion (100%), and other security problems (100%). Solving external threat (100%) is seen more a responsibility of the National Government.

On specific problems of Governance, the National Government is most cited in solving corruption/public morality (57%) and other governance problems (63%).

On Environment, the City/Municipal Government is seen most responsible in solving garbage disposal (49%), while the Barangay Government is most cited in dealing with pollution (65%) and cleanliness (74%).

On matters of Democracy, solving political problems (43%) is seen more a responsibility of the National Government. Solving problems on human rights (58%), on the other hand, is seen more a responsibility of the City/Municipal Government, while other democracy problems (100 %) is seen as the responsibility of the Provincial Government.

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Table 5.

**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, JUL 2011, ROW % (Base: Total who mentioned a specific local problem)**

Page 1 of 4

	<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
<b>ECONOMY</b>	50%	12%	23%	12%
Unemployment	44	14	25	14
High price of commodities	70	6	18	1
Poverty	59	13	13	12
Low Income	42	25	11	22
Low Productivity	44	0	34	22
Other economic problems	46	8	23	23
<b>INFRASTRUCTURE</b>	25	15	34	26
Roads, bridges, etc.	30	18	35	16
Water supply	22	10	27	41
Transportation/traffic	25	13	46	16
Electricity problems	9	12	44	35
Public markets	100	0	0	0
Other infrastructure problems	15	22	14	50

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

33

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**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, JUL 2011, ROW % (Base: Total who mentioned a specific local problem)**

Page 2 of 4

	<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
<b>SOCIAL SERVICES</b>	13%	20%	38%	28%
Disasters	15	22	41	20
Garbage collection	8	24	21	46
Housing problems	20	6	55	20
Education problems	7	36	19	38
Caregiving	0	0	37	63
Other social services problems	0	0	84	16
<b>CRIME</b>	14	7	42	36
Robbery/hold-ups	4	0	48	47
Illegal drugs	22	9	22	44
Murder/killings	17	2	68	11
Illegal gambling	14	46	0	40
Carnappings	11	17	61	11
Kidnappings	23	0	64	14
Other crimes	22	0	35	43

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

34

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**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, JUL 2011, ROW % (Base: Total who mentioned a specific local problem)**

Page 3 of 4

	<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
<b>SECURITY</b>	24%	9%	58%	8%
Peace and order	25	10	54	9
Internal rebellion	0	0	100	0
External threat	100	0	0	0
Other security problems	0	0	100	0
<b>GOVERNANCE</b>	59	6	34	1
Corruption/public morality	57	6	37	0
Other governance problems	63	5	26	5
<b>AGRICULTURE</b>	39	9	19	29

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

35



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**GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING SPECIFIC PROBLEMS OF THE CITY/MUNICIPALITY, PHILIPPINES, JUL 2011, ROW % (Base: Total who mentioned a specific local problem)**

Page 4 of 4

	<i>Natl govt</i>	<i>Provl govt</i>	<i>City/Mun. govt</i>	<i>Brgy govt</i>
<b>ENVIRONMENT</b>	16%	11%	38%	35%
Garbage disposal	13	15	49	23
Pollution	35	0	0	65
Cleanliness	0	0	26	74
<b>DEMOCRACY</b>	30	31	31	3
Political problems	43	25	26	0
Human rights	0	28	58	15
Other democracy problems	0	100	0	0
<b>OTHERS</b>	42	9	18	28

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

36



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### Transactions with local government offices

As of July 2011, 72% of household heads consider the procedure or systems in city/municipal offices as transparent or understandable (consisting of 38% definitely transparent/understandable, and 34% somewhat transparent/understandable), up by 14 points from 58% in September 2009 [Table 6].

About a fourth (23%) consider them as not transparent or not understandable (consisting of 18% somewhat not transparent/understandable, and 5% definitely not transparent/understandable). The remaining 4% did not give an answer.

Majorities across the board consider the procedure or systems in city/municipal offices as transparent or understandable: it is highest in Balance Luzon (80%), followed by Visayas (68%), and Mindanao (59%) [Chart 22].

It is also high in both municipalities (73%) and cities (68%), as well as in the ARMM (68%).

Table 6.

**OPINION ON THE OVERALL TRANSPARENCY AND UNDERSTANDABILITY OF THE CITY/MUNICIPAL OFFICES' TRANSACTION PROCEDURES OR SYSTEM, PHILIPPINES, SEP 2009 AND JUL 2011**

	<u>Sep 2009</u>	<u>Jul 2011</u>
<b>Transparent/Understandable</b>	<b>58%</b>	<b>72%</b>
<i>Definitely</i>	23	38
<i>Somewhat</i>	35	34
<b>Not transparent/Not understandable</b>	<b>34</b>	<b>23</b>
<i>Somewhat not</i>	23	18
<i>Definitely not</i>	12	5
<b>Don't know/Can't tell</b>	<b>8</b>	<b>4</b>

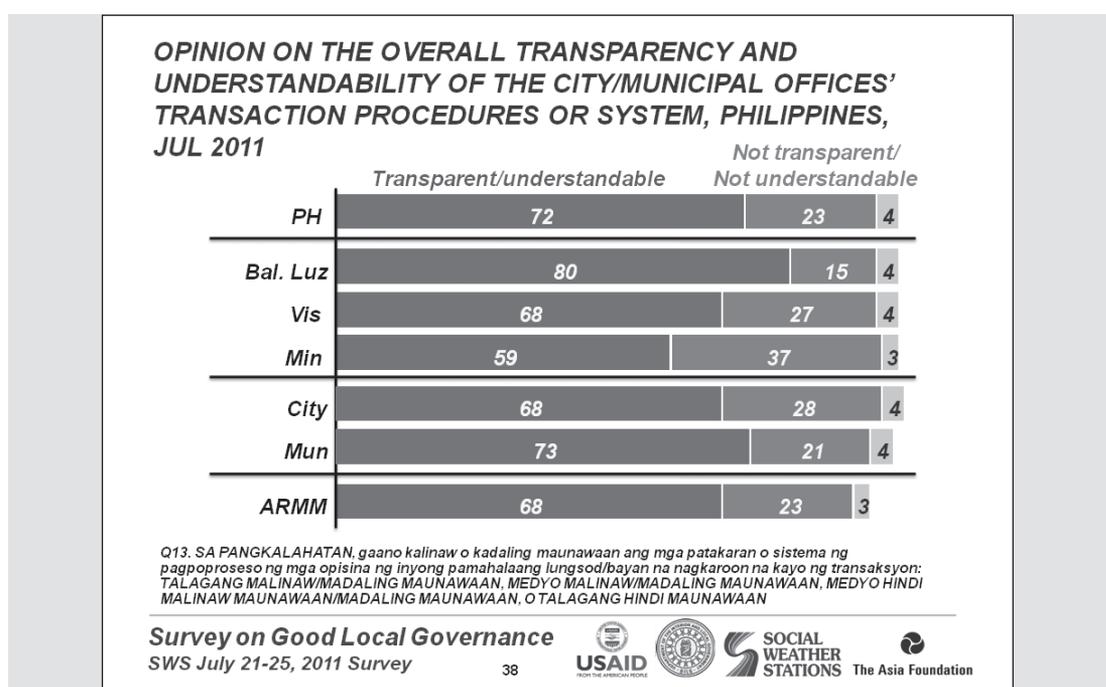
Note: Refused responses are not shown.  
Q. SA PANGKALAHATAN, gaano kalinaw o kadalang maunawaan ang mga patakaran o sistema ng pagpoproseso ng mga opisina ng inyong pamahalaang lungsod/bayan na nagkaroon na kayo ng transaksyon: TALAGANG MALINAW/MADALING MAUNAWAAN, MEDYO MALINAW/MADALING MAUNAWAAN, MEDYO HINDI MALINAW MAUNAWAAN/MADALING MAUNAWAAN, O TALAGANG HINDI MAUNAWAAN.

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey 37






Chart 22.



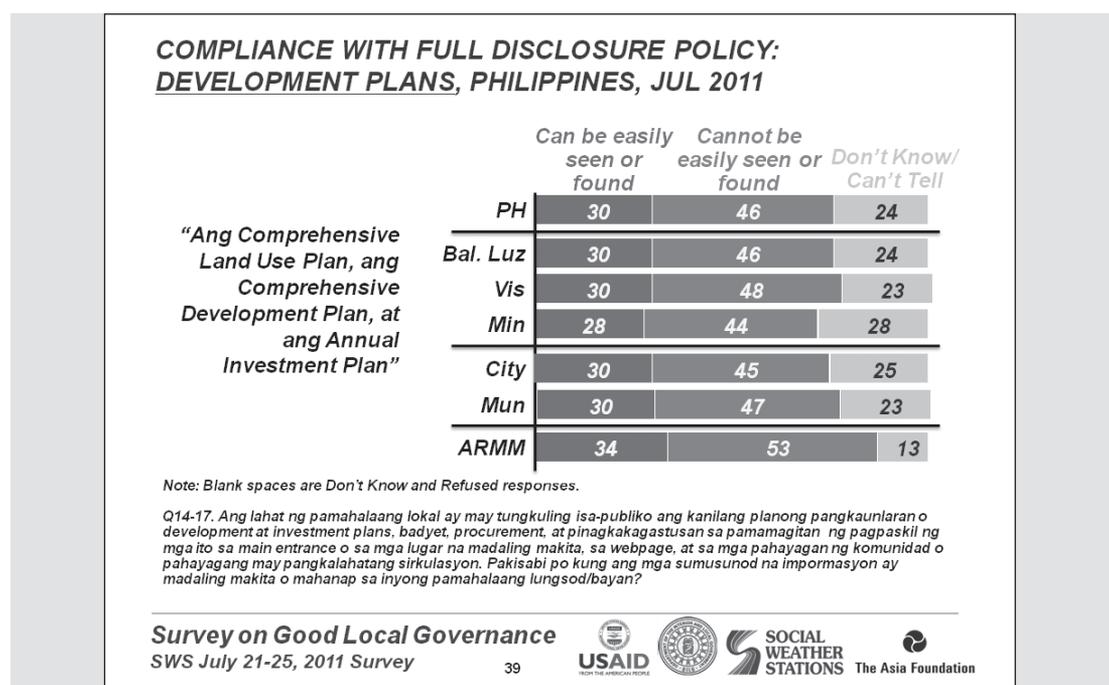
## Compliance with Full Disclosure Policy

**Development Plans.** Overall, a plurality 46% of household heads say the Comprehensive Land Use Plan, Comprehensive Development Plan, and Annual Development Plan cannot be easily found or seen in their city/municipality, while 30% say they can be easily seen or found. A fourth (24%) did not give an answer [Chart 23].

Pluralities across the board say their city/municipality's development plan cannot be easily seen or found: it is 48% in the Visayas, 46% in Balance Luzon, and 44% in Mindanao.

In the ARMM, over half (53%) say their city/municipality's development plan cannot be easily seen or found, while 34% say otherwise. The remaining 13% have no answer.

Chart 23.

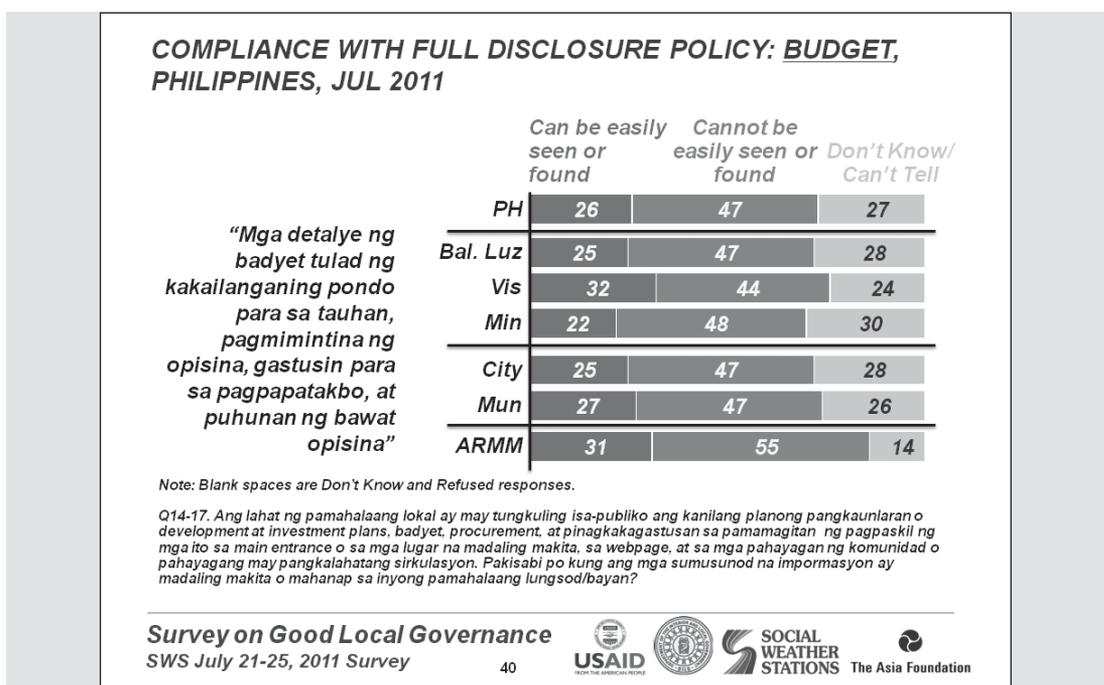


**Budget.** A plurality 47% say their city/municipality government's budget details are not easily seen or found, while 26% say they are. Over a fourth (27%) did not give an answer on this matter [Chart 24].

The proportion of those who say they cannot easily see or find their city/municipality government's budget details is highest in Mindanao (48%), followed by Balance Luzon (47%), and Visayas (44%).

This view is shared by pluralities of 47% in both cities and municipalities, and a majority 55% in the ARMM.

Chart 24.

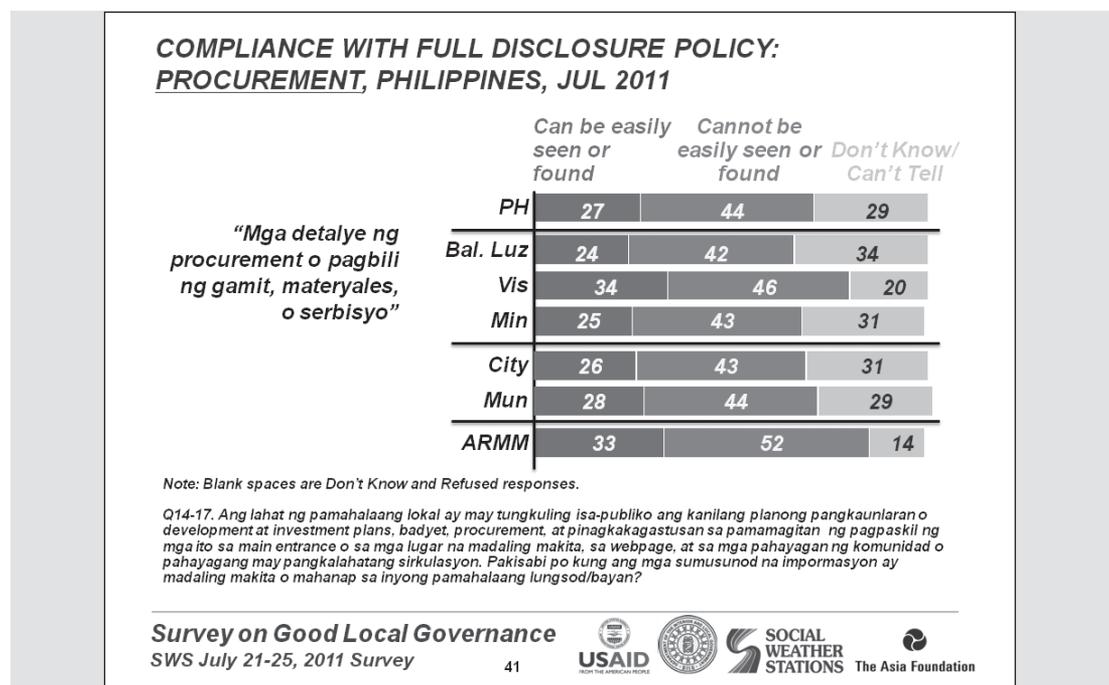


**Procurement.** According to 44% nationwide, details about their city/municipality government's procurement are not easily seen or found. Over a fourth (27%) say they are easily seen or found, and 29% did not give an answer [Chart 25].

Visayas has the most proportion of household heads (46%) claiming that procurement details are not easily seen or found in their city/municipality, compared to Mindanao (43%) and Balance Luzon (42%).

Pluralities in both municipalities (44%) and cities (43%), and over half (52%) in the ARMM, share this view.

Chart 25.

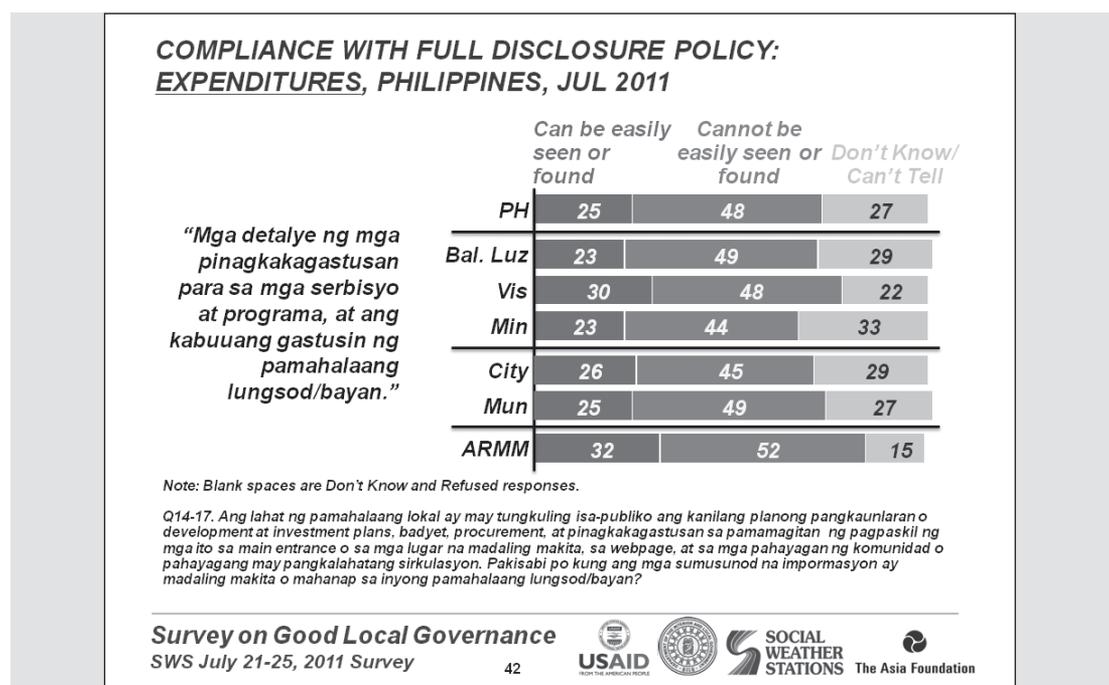


**Expenditures.** Nearly half (48%) say the details of their city/municipality government's expenditures are not easily seen or found, 25% say they are, and 27% did not give an answer [Chart 26].

The proportion of those who claim their City/Municipal Government's expenditure details are not easily seen or found is highest in Balance Luzon (49%), followed by Visayas (48%), and Mindanao (44%).

This view is shared by 49% in municipalities, 45% in cities, and 52% in the ARMM.

Chart 26.



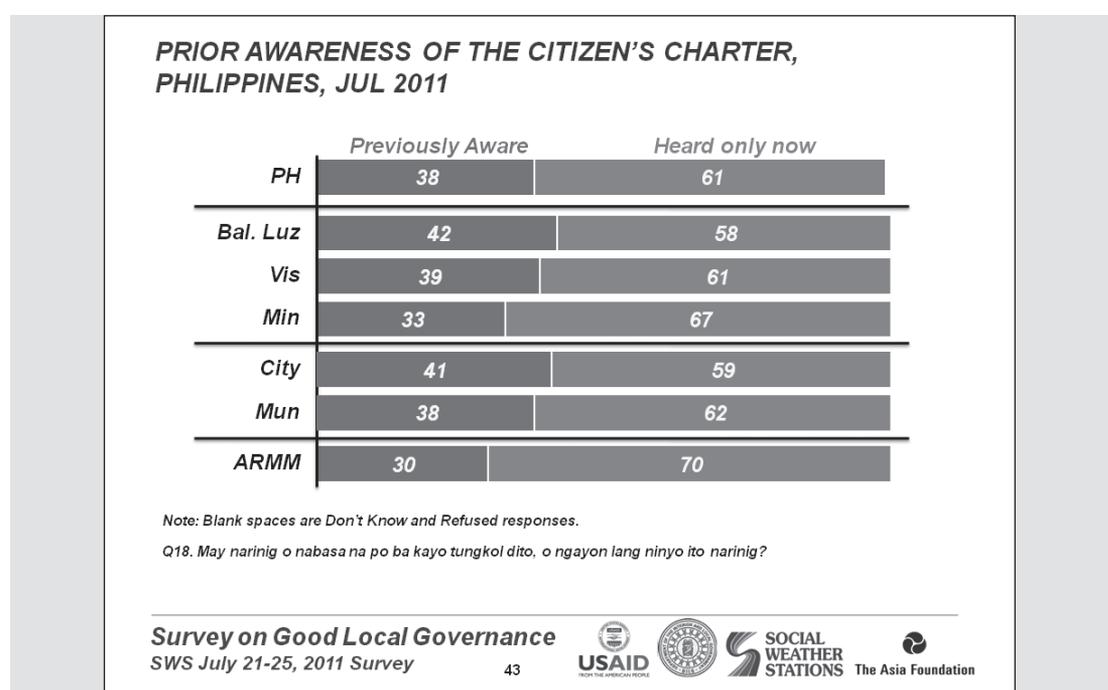
### Awareness of the Citizen's Charter

The July 2011 survey found that 38% of household heads have previous awareness of the Citizen's Charter, while the bulk of 61% learned about it during the interview [Chart 27].

Prior awareness of the Citizen's Charter is highest in Balance Luzon (42%), followed by Visayas (39%) and Mindanao (33%). It is slightly higher in overall cities (41%) than in overall municipalities (38%).

Three out of ten (30%) in the ARMM are previously aware of the Citizen's Charter.

Chart 27.



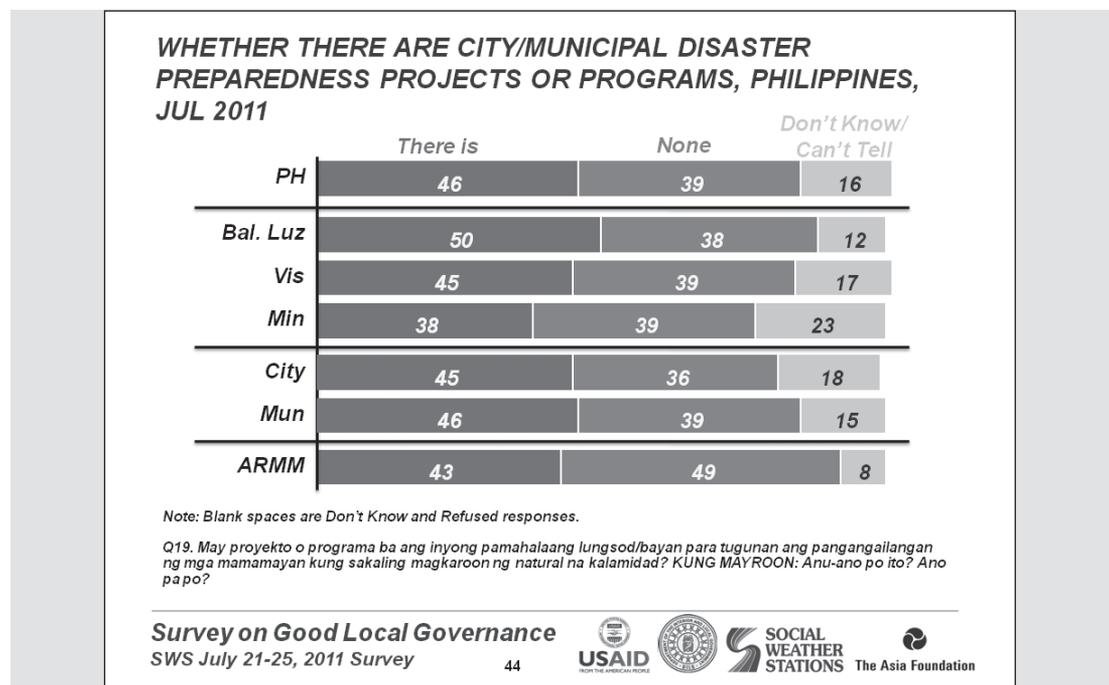
### Disaster preparedness of the City/Municipal Government

Nearly half (46%) of household heads nationwide say there are disaster preparedness projects and programs in their city/municipality, with the largest proportions coming from Balance Luzon (50%) and the Visayas (45%) [Chart 28].

Pluralities of 46% in municipalities and 45% in cities are also aware of disaster preparedness projects and programs.

Mindanao, however, is split among 39% who are not aware and 38% aware, while almost half (49%) in the ARMM are not aware of disaster preparedness projects and programs in their city/municipality.

Chart 28.



Distribution of relief goods is the most common form of disaster preparedness program/project, cited by 26% of household heads [Table 7].

Obtaining single-digit scores are disaster preparedness programs/projects related to financial aid (5%), provision of evacuation shelters (3%), rescue operations (3%), disaster preparedness training (3%), clean-up and tree planting (3%), infrastructures construction and repair (2%), housing repair and relocation (2%), livelihood (1%), and others (3%).

Distribution of relief goods is consistently the most mentioned disaster preparedness program/project in all areas.

Table 7.

**CITY/MUNICIPAL DISASTER PREPAREDNESS PROJECTS OR PROGRAMS: OVERALL, PHILIPPINES, JUL 2011 (Multiple response)**

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
Distribution of relief goods	26%	32%	18%	19%	21%	28%	32%
Financial aid	5	3	9	5	7	4	3
Provision of evacuation shelters	3	5	2	2	3	4	1
Rescue operations	3	4	5	1	5	2	2
Disaster preparedness training	3	4	4	1	3	3	0
Clean-up and tree planting	3	2	3	4	3	3	0
Infrastructures construction and repair	2	3	2	2	3	2	2
Housing repair and relocation	2	3	2	1	1	3	2
Livelihood	1	1	1	3	1	1	1
Others	3	2	4	5	4	3	7
None	39	38	39	39	36	39	49
Don't know	16	12	17	23	18	15	8

*Q19. May proyekto o programa ba ang inyong pamahalaang lungsod/bayan para tugunan ang pangangailangan ng mga mamamayan kung sakaling magkaroon ng natural na kalamidad? KUNG MAY ROON: Anu-ano po ito? Ano pa po?*

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

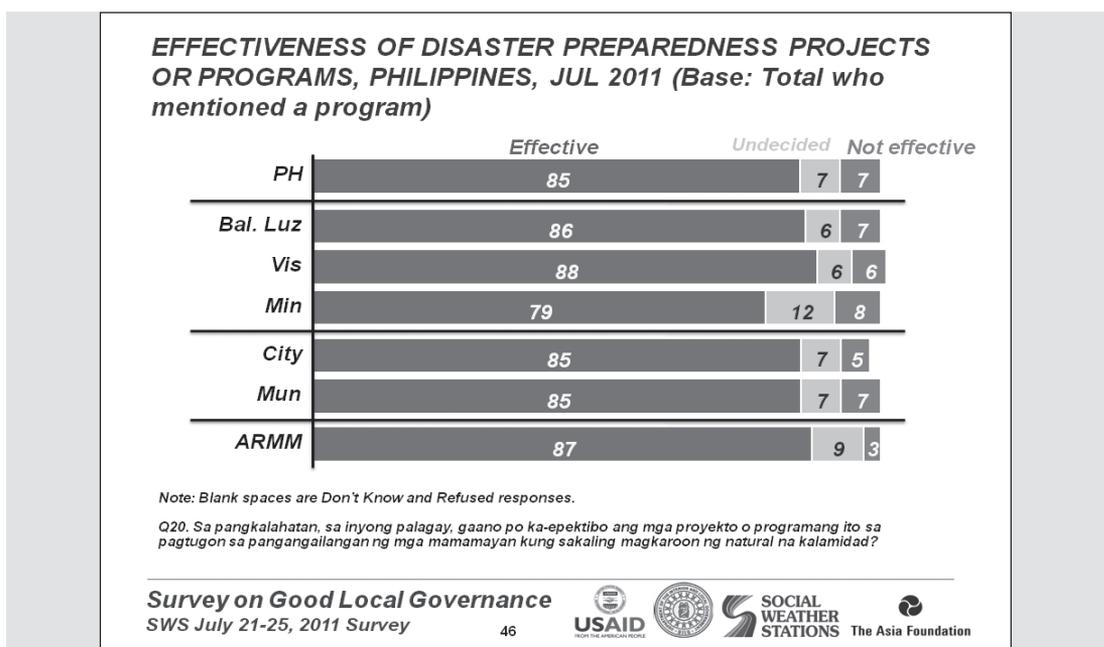
45

Among those who mentioned any disaster preparedness program/project, a majority 85% say these programs/projects are effective, consisting of 49% very effective and 36% somewhat effective. Seven percent say they are either somewhat not effective (5%) or not at all effective (2%). The remaining 7% are undecided [Chart 29].

Majorities in all areas say the disaster preparedness programs/projects in their city/municipality are effective: 88% in the Visayas, 86% in Balance Luzon, and 79% in Mindanao.

This opinion is shared by majorities in both cities (85%) and municipalities (85%), and in the ARMM (87%).

Chart 29.

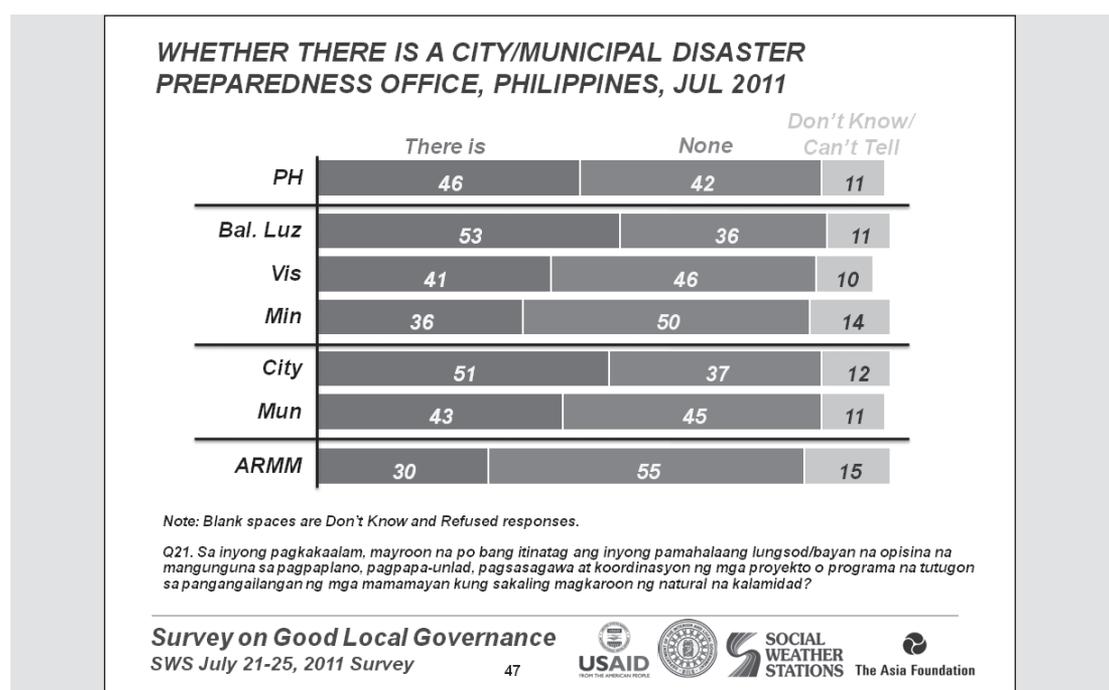


Nationwide, 46% of household heads say there is a disaster preparedness office in their city/ municipality, with the largest proportion coming from balance Luzon (53%), followed by Visayas (41%) and Mindanao (36%) [Chart 30].

Half (51%) in cities say there is such an office in their area, slightly higher compared to 43% in municipalities.

In the ARMM, 30% say there is a disaster preparedness office in their city/municipality.

Chart 30.



### Public private partnerships

Over half (55%) of household heads are not aware of any project or program being implemented by their City/Municipal Government together with non-government organizations (NGO's) or people's organizations [Chart 31].

Of those who are aware, health programs (6%) topped the list, followed by livelihood assistance programs (3%), road improvement/construction (3%), construction/improvement of infrastructures (3%), and Pantawid Pamilyang Pilipino Program (4Ps) (3%). Other responses obtained 1% or less, while one out of five (21%) did not give an answer.

Majorities of 57% in Balance Luzon and 56% in the Visayas, and half (50%) in Mindanao, are not aware of public-private partnership projects or programs. This is also true for half (50%) in the ARMM. Of the projects and programs mentioned, health programs are most mentioned in Balance Luzon (8%) and the Visayas (7%), while the Pantawid Pamilyang Pilipino Program (4Ps) topped the list in Mindanao (10%) and in the ARMM (12%) in particular.

Chart 31.

page 1 of 2

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
None	55%	57%	56%	50%	52%	57%	50%
Health programs	6	8	7	2	5	7	6
Livelihood assistance programs	3	3	3	5	4	3	0
Road improvement/construction	3	4	2	3	2	4	1
Construction/improvement of infrastructures	3	3	1	4	1	4	9
Pantawid Pamilyang Pilipino Program (4Ps)	3	0.1	1	10	3	3	12
Scholarships/educational programs	1	2	1	1	2	1	1
Disaster prevention, rescue, and relief	1	2	0.2	1	1	1	2
Agricultural assistance programs	1	1	2	1	1	1	2
Environmental protection	1	1	1	1	2	1	1
Waste management	1	1	1	0	2	0.4	0

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey 48

page 2 of 2

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
Water supply/storage	1%	0.4%	1%	1%	0.4%	1%	2%
Financial assistance programs	1	0.4	1	2	1	0.5	1
Employment programs	1	1	0.2	1	0.3	1	0.3
Street lighting/electricity supply	1	1	0.3	1	0.0	1	0.3
Food assistance programs	1	0.4	0.4	0.2	0.4	1	6
Others (below 0.5%)	2	1	2	2	3	1	5
Don't know/Refused	21	20	22	21	25	19	14

Q22. May narinig o nabasa na ba kayo na anumang proyekto o programa na ipinatutupad ng inyong pamahalaang lungsod/bayan kasama ang non-government organization (NGO) o people's organization (PO)? KUNG OO: Anu-anong proyekto o programa ito? Ano pa po?

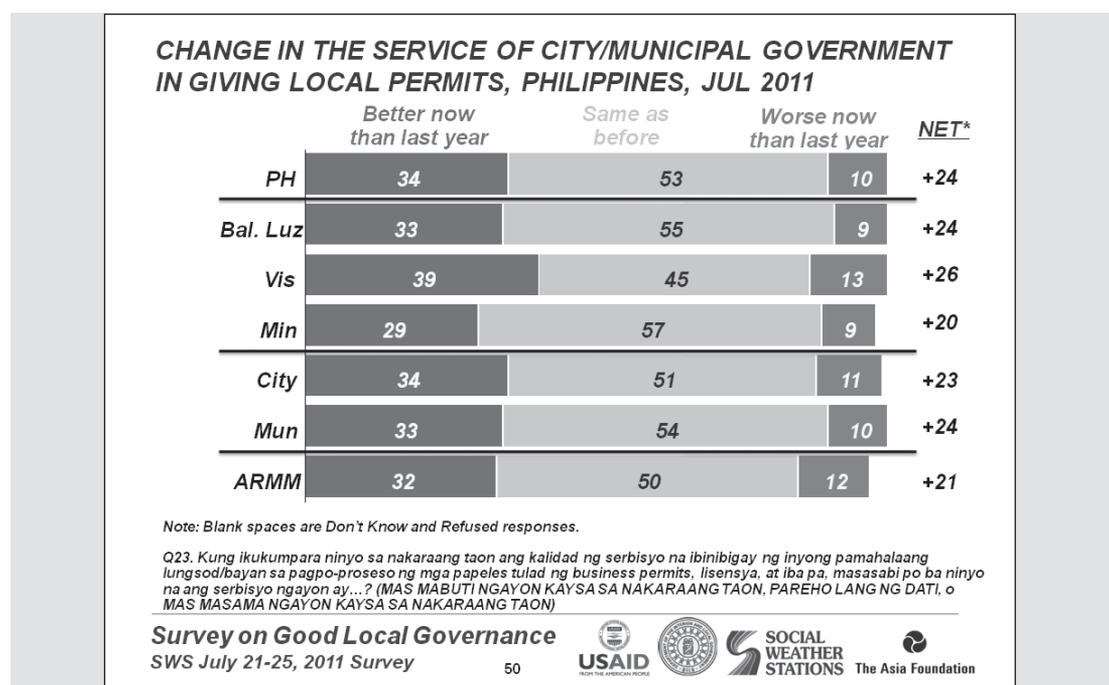
Survey on Good Local Governance  
SWS July 21-25, 2011 Survey 49

### Change in the service of City/Municipal Government in giving local permits

On the quality of City/Municipal Government's service in giving local permits, 34% say it is better now than last year, 53% say it is same as before, and 10% say it is worse now than last year, for a positive net change score of +24 (% better now minus % worse now) [Chart 32].

Those who see better quality of service in giving local permits consistently outnumber those who perceive it as worse: + The net change score is +26 in the Visayas, +24 in Balance Luzon, +20 in Mindanao, and +21 in the ARMM.

Chart 32.



### Satisfaction with the City/Municipal Government on issues

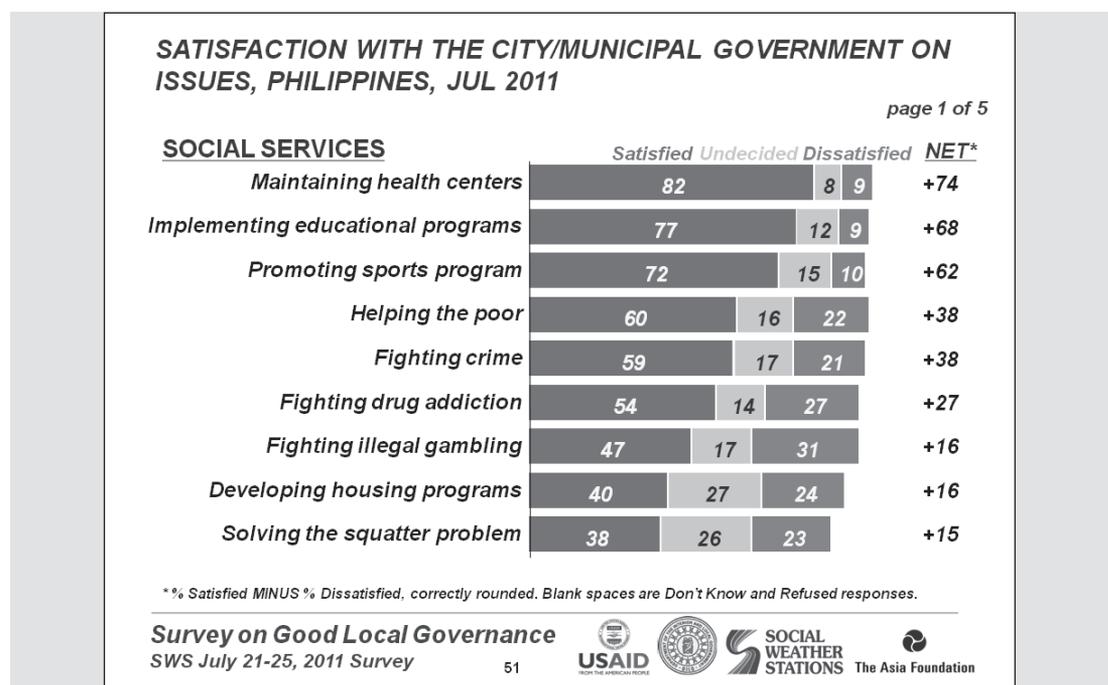
**Social services.** The July 2011 survey found 82% satisfied and only 9% dissatisfied with the performance of the City/Municipal Government on Maintaining of health centers, for an *excellent* net satisfaction rating of +74 [Chart 33].

The City/Municipal Government obtained *very good* net satisfaction ratings on Implementing educational programs (+68) and Promoting sports program (+62).

It received *good* net satisfaction ratings on Helping the poor (+38) and Fighting crime (+38).

It scored *moderate* net ratings on Fighting drug addiction (+27), Fighting illegal gambling (+16), Developing housing programs (+16), and Solving the squatter problem (+15).

Chart 33.

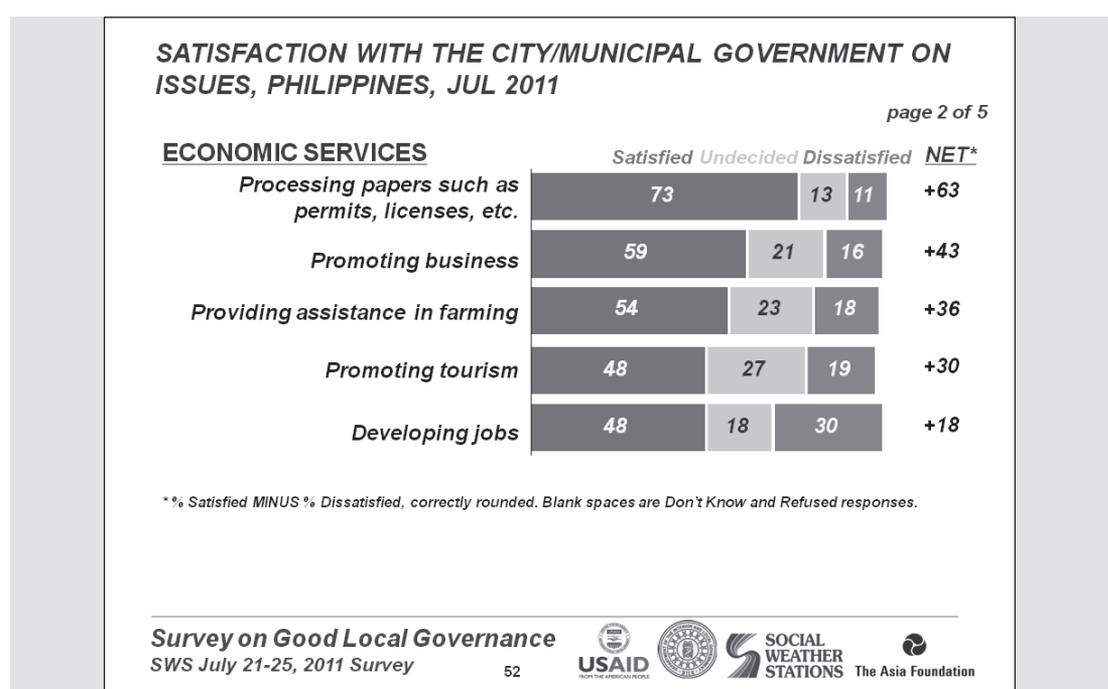


**Economic services.** The City/Municipal Government had *very good* net satisfaction ratings on Processing papers such as permits, licenses, etc. (+63) [Chart 34].

It scored *good* net ratings on Promoting business (+43), Providing assistance in farming (+36), and Promoting tourism (+30).

It had a *moderate* net rating on Developing jobs (+18).

Chart 34.

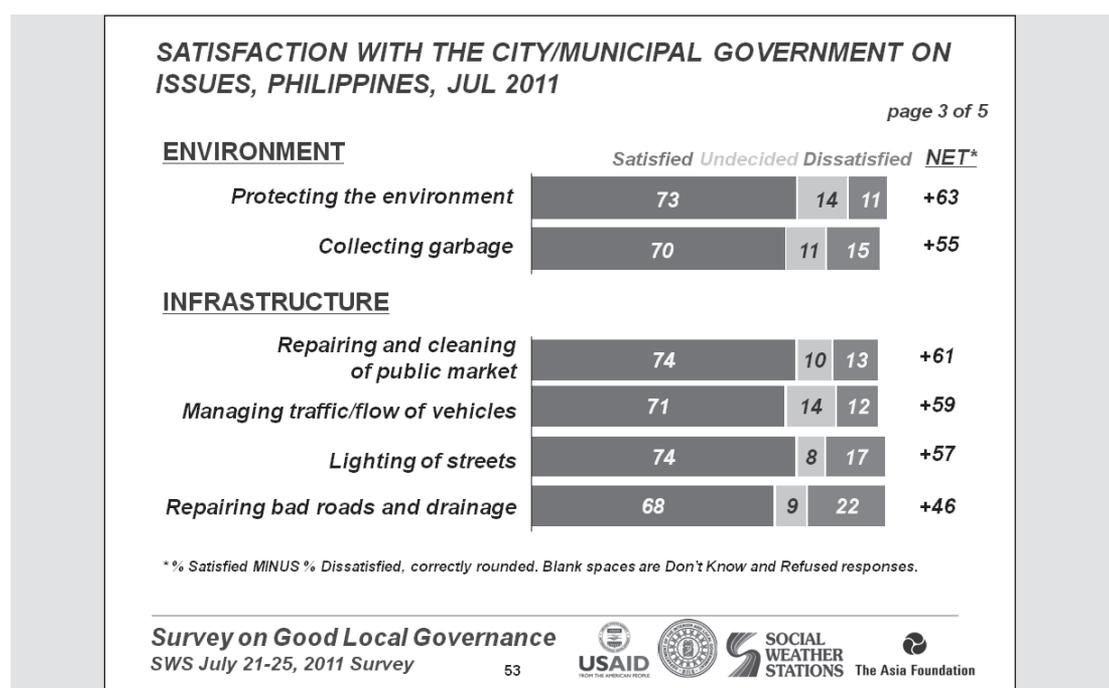


**Environment.** The City/Municipal Government scored *very good* net satisfaction ratings on Protecting the environment (+63) and Collecting garbage (+55).

**Infrastructure.** On issues related to infrastructure, the City/Municipal Government had *very good* net satisfaction ratings on Repairing and cleaning of public market (+61), Managing traffic/flow of vehicles (+59), and Lighting of streets (+57) [Chart 35].

It obtained a *good* net satisfaction rating of +46 on Repairing bad roads and drainage.

Chart 35.

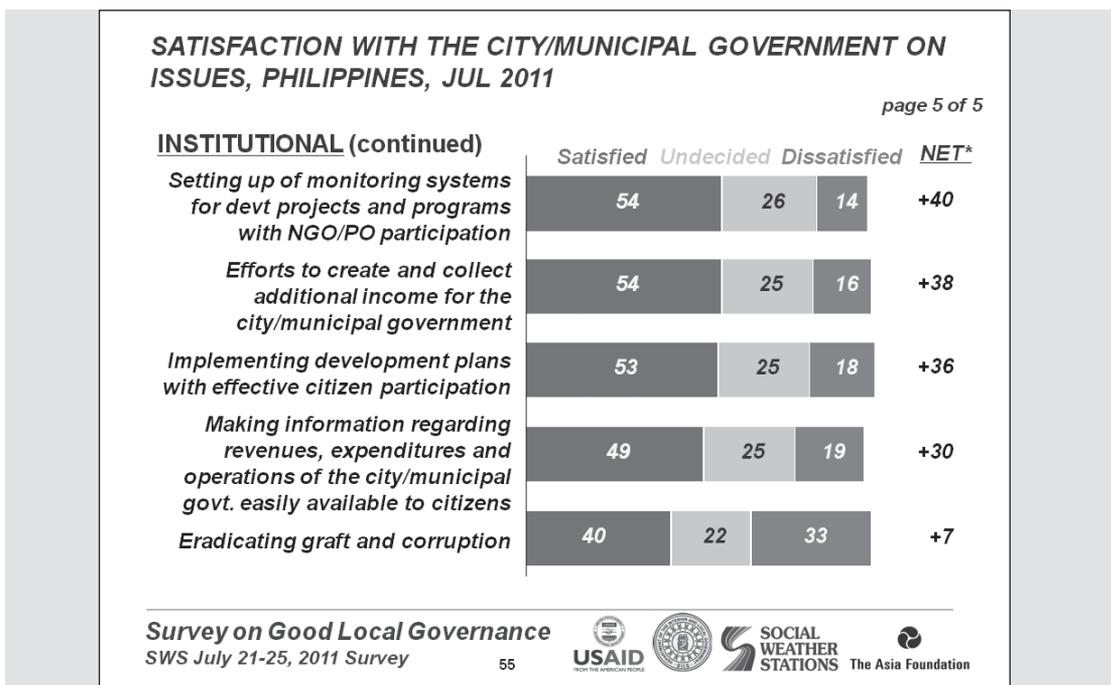
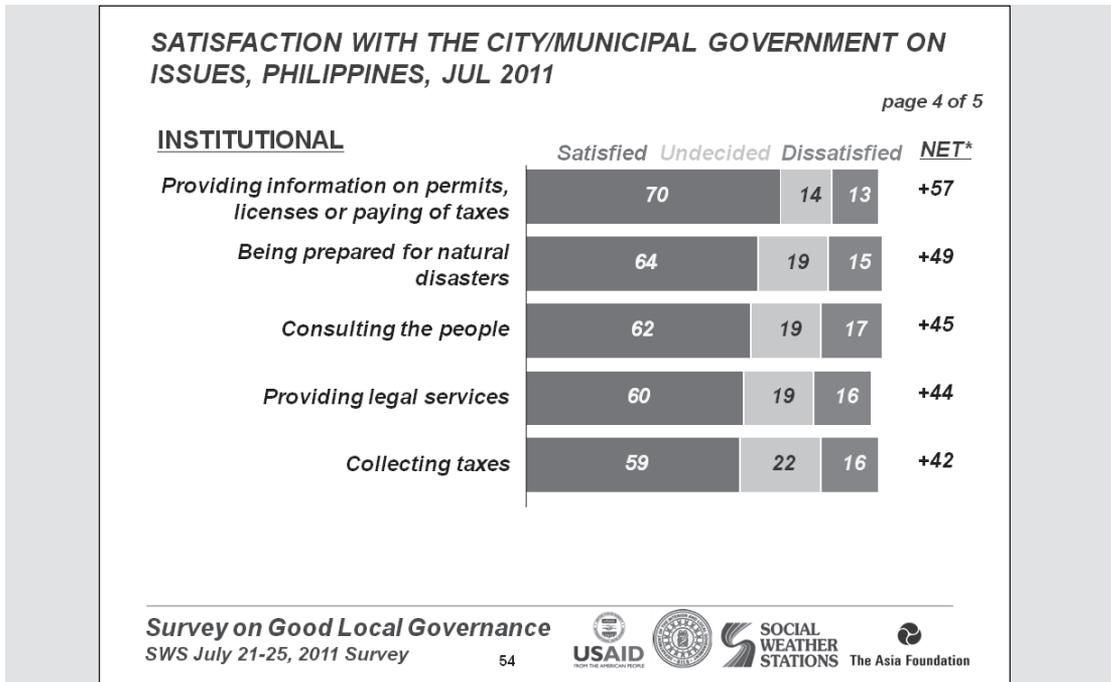


**Institutional.** The City/Municipal Government obtained a *very good* net satisfaction rating of +57 on Providing information on permits, licenses or paying of taxes [Chart 36].

It had *good* net ratings on Being prepared for natural disasters (+49), Consulting the people (+45), Providing legal services (+44), Collecting taxes (+42), Setting up of monitoring systems for development projects and programs with NGO/PO participation (+40), Efforts to create and collect additional income for the City/Municipal Government (+38), Implementing development plans with effective citizen participation (+36), and Making information regarding revenues, expenditures and operations of the city/municipal government easily available to citizens (+30).

It scored a *neutral* net satisfaction rating of +7 on Eradicating graft and corruption.

Chart 36.



To summarize, the City/Municipal Government obtained its highest net satisfaction ratings on the specific issues of Maintaining health centers, Implementing educational programs, Processing papers such as permits, licenses, etc., Protecting the environment, and Promoting sports program [Table 8].

It scored its lowest net ratings on Developing jobs, Fighting illegal gambling, Developing housing programs, Solving the squatter problem, and Eradicating graft and corruption.

Table 8.

<b>NET SATISFACTION WITH CITY/MUNICIPAL GOVERNMENT ON ISSUES, PHILIPPINES, JUL 2011</b>	
<u>Top 5</u>	<u>Net*</u>
1. Maintaining health centers	+74
2. Implementing educational programs	+68
3. Processing papers such as permits, licenses, etc.	+63
4. Protecting the environment	+63
5. Promoting sports program	+62
<u>Bottom 5</u>	
1. Developing jobs	+18
2. Fighting illegal gambling	+16
3. Developing housing programs	+16
4. Solving the squatter problem	+15
5. Eradicating graft and corruption	+7

Net figures = % Satisfied MINUS % Dissatisfied, correctly rounded.

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

56

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### Trust in City/Municipal Officials and Institutions

The July 2011 survey found 81% with much trust and 9% with little trust in the Mayor, for an *excellent* net trust rating of +72 (% much trust minus % little trust), up by 6 points from the *very good* net +66 in September 2009 [Table 9].

Also obtaining an *excellent* net trust rating of +72 is the Barangay Chairman.

Obtaining *very good* net trust ratings are the Vice-Mayor at +69 and the Governor at +68.

Compared to September 2009, net trust ratings rose from *good* to *very good* for the City/Municipal Council, up by 20 points from +47 to +67, and for the City/Municipal Police, up by 12 points from +42 to +54.

Table 9.

	Much Trust		Undecided		Little Trust		Net *	
	Sep 2009	Jul 2011	Sep 2009	Jul 2011	Sep 2009	Jul 2011	Sep 2009	Jul 2011
	<b>The Mayor (100%)</b>	78%	81%	10%	10%	12%	9%	+66
<b>The Barangay Chairman (100%)</b>	--	81	--	8	--	10	--	+72
<b>The Vice-Mayor (100%)</b>	--	76	--	16	--	7	--	+69
<b>The Governor (95%)</b>	--	76	--	14	--	8	--	+68
<b>The City/Municipal Council (100%)</b>	64	75	18	16	17	7	+47	+67
<b>The City/Municipal Police (100%)</b>	63	68	17	16	20	14	+42	+54

\* % Much Trust MINUS % Little Trust, correctly rounded. Don't Know, Can't Say, and Refused responses are not shown. Figures in parentheses are awareness levels for July 2011.

Q. SA MGA SUMUSUNOD, MAAARI PO BANG PAKISABI NINYO KUNG ANG PAGTITIWALA NINYO AY NAPAKALAKI, MEDYO MALAKI, HINDI TIYAK KUNG MALAKI O MALIIT, MEDYO MALIIT, NAPAKALIIT O WALA PA KAYONG NARINIG O NABASA KAHIT NA KAILAN TUNGKOL SA (INSTITUSYON/TAO)? PAKISABI ANG SAGOT NINYO SA PAMAMAGITAN NG PAGLAGAY NG MGA KARD SA NAAANGKOP NA LUGAR SA RATING BOARD NA ITO.

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

57

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### Satisfaction with the City/Municipal Government employees

Majority of 74% are satisfied and 10% are dissatisfied with the services of the City/Municipal Government employees, for a *very good* net satisfaction rating of +63, 13 points up from the *very good* +50 in September 2009 [Table 10].

The net satisfaction rating with the services of the City/Municipal Government employees rose from *very good* to *excellent* in Balance Luzon, up by 15 points from +58 to +73.

It rose from *moderate* to *very good* in the Visayas, up by 27 points from +26 to +53.

It stayed *very good* in Mindanao, although lower by 7 points from +58 to +51.

It is *very good* in both municipalities (+67) and cities (+54), as well as in the ARMM in particular, at +57.

Table 10.

<b>SATISFACTION WITH THE SERVICES OF THE EMPLOYEES OF THE CITY/MUNICIPAL GOVERNMENT, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<b>Total PH</b>	<b>Bal. Luz.</b>	<b>Vis.</b>	<b>Min.</b>	<b>City</b>	<b>Mun.</b>	<b>ARMM</b>
<b>Sep 2009</b>							
Satisfied	66%	71%	52%	73%	--	--	--
Undecided	16	15	20	10	--	--	--
Dissatisfied	17	13	26	16	--	--	--
<b>Net*</b>	<b>+50</b>	<b>+58</b>	<b>+26</b>	<b>+58</b>	--	--	--
<b>Jul 2011</b>							
Satisfied	74	80	70	65	67	76	64
Undecided	12	10	12	18	17	10	21
Dissatisfied	10	6	16	14	14	9	7
<b>Net*</b>	<b>+63</b>	<b>+73</b>	<b>+53</b>	<b>+51</b>	<b>+54</b>	<b>+67</b>	<b>+57</b>

\*% Satisfied MINUS % Dissatisfied, correctly rounded. Don't know and Refused responses are not shown.

Q. SA PANGKALAHATAN, gaano po kayo nasisiyahan o hindi nasisiyahan sa serbisyo ng mga empleyado ng inyong pamahalaang lungsod/bayan? Kayo ba ay ... (SHOWCARD) (LUBOS NA NASISIYAHAN, MEDYO NASISIYAHAN, HINDI TIYAK KUNG NASISIYAHAN O HINDI NASISIYAHAN, MEDYO HINDI NASISIYAHAN, LUBOS NA HINDI NASISIYAHAN)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

58

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In a follow-up question asking household heads the reason for their satisfaction with the services of the City/Municipal Government employees, 53% mentioned Helpfulness and 47% Approachable, making them the two most cited reasons for satisfaction [Table 11].

This is similar to September 2009 when being Helpful (57%) and Approachable (56%) also took the top two spots.

Following the two most cited reasons for satisfaction are Courteous (40%), Professional (25%), Prompt service (24%), Knowledgeable and competent (23%), Hardworking (21%), Smiling (18%), Well groomed/neat (15%), and Honest (14%).

Table 11.

**REASONS FOR BEING SATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, SEP 2009 AND JUL 2011**  
(Base: Total satisfied with the services of local government employees)

	<u>Sep 2009</u>	<u>Jul 2011</u>
Helpful	57%	53%
Approachable	56	47
Courteous	42	40
Professional	21	25
Prompt service	24	24
Knowledgeable and competent	19	23
Hardworking	22	21
Smiling	14	18
Well groomed/neat	12	15
Honest	20	14

Q. IF SATISFIED: Alin sa mga sumusunod ang dahilan kung bakit kayo ay NASISIYAHAN sa serbisyo ng mga empleyado ng pamahalaang lungsod/bayan ninyo? Maaari po kayong magbanggit hanggang tatlong sagot. (SHOWCARD) (ALLOW UP TO THREE ANSWERS)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

59






Being *Helpful* tops the responses in Mindanao (70%), Visayas (60%), both municipalities (53%) and cities (52%), and the ARMM (68%). Being *Approachable*, on the other hand, is most cited in Balance Luzon (48%) [Table 12].

Table 12.

**REASONS FOR BEING SATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, JUL 2011**  
(Base: 74% satisfied with the services of local government employees)

	<u>PH</u> (74%)	<u>BAL</u>			<u>CITY</u> (67%)	<u>MUN</u> (76%)	<u>ARMM</u> (64%)
		<u>LUZ</u> (80%)	<u>VIS</u> (70%)	<u>MIN</u> (65%)			
Helpful	53%	43%	60%	70%	52%	53%	68%
Approachable	47	48	53	43	50	46	33
Courteous	40	42	33	38	42	40	65
Professional	25	25	23	26	30	23	25
Prompt service	24	23	38	15	26	23	4
Knowledgeable and competent	23	27	15	20	21	23	15
Hardworking	21	25	19	11	15	23	13
Smiling	18	21	13	15	14	20	20
Well groomed/neat	15	22	6	6	15	15	10
Honest	14	9	16	24	15	13	13

Q61a. IF SATISFIED: Alin sa mga sumusunod ang dahilan kung bakit kayo ay NASISIYAHAN sa serbisyo ng mga empleyado ng pamahalaang lungsod/bayan ninyo? Maaari po kayong magbanggit hanggang tatlong sagot. (SHOWCARD) (ALLOW UP TO THREE ANSWERS)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

60






Being Not approachable (60%) now tops the reasons for dissatisfaction with the services of the City/ Municipal Government employees, overtaking Service is not prompt (47%), which used to be on top spot in September 2009 [Table 13].

These are followed by Not helpful (37%), Not smiling (19%), Lacks knowledge and competence (19%), Dishonest (18%), Lazy (13%), Unprofessional (11%), Discourteous (9%), Not well groomed/neat (7%), and others (1%).

**Table 13.**

<b>REASONS FOR BEING DISSATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, SEP 2009 AND JUL 2011 (Total dissatisfied with the services of local government employees)</b>		
	<u>Sep 2009</u>	<u>Jul 2011</u>
Not approachable	58%	60%
Service is not prompt	60	47
Not helpful	34	37
Not smiling	21	19
Lacks knowledge and competence	15	19
Dishonest	22	18
Lazy	19	13
Unprofessional	10	11
Discourteous	14	9
Not well groomed/neat	3	7
Others	4	1

*Q. IF NOT SATISFIED: Alin sa mga sumusunod ang dahilan kung bakit kayo ay HINDI NASISIYAHAN sa serbisyo ng mga empleyado ng pamahalaang lungsod ninyo? Maaari po kayong magbanggit hanggang tatlong sagot. (SHOWCARD) (ALLOW UPTO THREE ANSWERS)*

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

61

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Being *Not approachable* is the most common reason for dissatisfaction in Balance Luzon (75%) and Mindanao (51%) [Table 14].

In the Visayas, being Not approachable (58%) and Service is not prompt (58%) are equally most cited, while being Not helpful (59%) is the most common complaint in the ARMM.

Table 14.

<b>REASONS FOR BEING DISSATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, JUL 2011</b> (Base: 10% dissatisfied with the services of local government employees)							
	<i>PH</i>	<i>BAL</i>			<i>CITY</i>	<i>MUN</i>	<i>ARMM</i>
	(10%)	<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>	(14%)	(9%)	(7%)
Not approachable	60%	75%	58%	51%	58%	62%	36%
Service is not prompt	47	45	58	39	53	42	14
Not helpful	37	21	43	42	36	38	59
Not smiling	19	26	21	13	17	21	14
Lacks knowledge and competence	19	20	18	19	14	22	9
Dishonest	18	21	11	23	20	17	23
Lazy	13	16	10	12	12	13	27
Unprofessional	11	11	10	11	15	9	23
Discourteous	9	7	8	10	13	9	27
Not well groomed/neat	7	12	4	6	6	8	5
Others	1	0	2	5	3	0	5

Q61b. IF NOT SATISFIED: Alin sa mga sumusunod ang dahilan kung bakit kayo ay HINDI NASISIYAHAN sa serbisyo ng mga empleyado ng pamahalaang lungsod ninyo? Maaari po kayong magbanggit hanggang tatlong sagot. (SHOWCARD) (ALLOW UPTO THREE ANSWERS)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

62

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The July 2011 survey found that 60% agree, 13% neither agree nor disagree, and 26% disagree with the test statement, "Rich or poor, the citizens generally receive equal treatment with services provided by our city/municipal government employees," for a net agreement score of +34 (% agree minus % disagree), 16 points higher than net +18 in September 2009 [Table 15].

Compared to September 2009, perception of equal treatment with services by City/Municipal Government employees strengthened in most areas: net agreement score rose by 24 points in Mindanao, from +24 to +48, and by 10 points in Balance Luzon, from +20 to +30.

It stayed at net +23 in the Visayas, while it is highest in the ARMM at +50.

Table 15.

**TEST STATEMENT: "Rich or poor, the citizens generally receive equal treatment with services provided by our city/municipal government employees." PHILIPPINES, SEP 2009 AND JUL 2011**

	<u>Total PH</u>	<u>Bal. Luz.</u>	<u>Vis.</u>	<u>Min.</u>	<u>City</u>	<u>Mun.</u>	<u>ARMM</u>
<b>Sep 2009</b>							
Agree	52%	53%	54%	54%	--	--	--
Undecided	13	10	13	15	--	--	--
Disagree	34	34	31	30	--	--	--
Net *	+18	+20	+23	+24	--	--	--
<b>Jul 2011</b>							
Agree	60	58	55	68	55	62	67
Undecided	13	13	14	11	11	14	16
Disagree	26	28	31	20	32	24	17
Net *	+34	+30	+23	+48	+23	+38	+50

\* Net figures (% Agree minus % Disagree) correctly rounded. Don't know and Refused responses are not shown.

Q. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa pangungusap na ito: "Mayaman man o mahirap, ang mga mamamayan ay karaniwang nakakatanggap ng pantay na pagtrato sa serbisyong ibinibigay ng aming pamahalaang lungsod/bayan." (LUBOS NA SUMASANG-AYON; MEDYO SUMASANG-AYON; HINDI TIYAK KUNG SUMASANG-AYON O HINDI SUMASANG-AYON; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey

63



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### Attitudes towards corruption

Compared to September 2009, the proportion of household heads who are optimistic that the government can be run without corruption rose from 54% to 65%, while those who are pessimistic that corruption is part of the way government works went from 42% to 33% [Table 16].

Optimism that the government can be run without corruption rose in all areas: it went from 65% to 77% in Mindanao, 64% to 72% in the Visayas, and 47% to 58% in Balance Luzon.

This optimism is shared by majorities in both municipalities (65%) and cities (64%), and in the ARMM (54%).

Table 16.

<b>WHETHER CORRUPTION IS PART OF THE WAY GOVERNMENT WORKS OR GOVERNMENT CAN BE RUN WITHOUT IT, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
“The government can be run without corruption”	54%	47%	64%	65%	--	--	--
“Corruption is part of the way government works”	42	49	31	31	--	--	--
<b>Jul 2011</b>							
“The government can be run without corruption”	65	58	72	77	64	65	54
“Corruption is part of the way government works”	33	41	27	21	34	33	43

*Note: Don't know and Refused responses are not shown.*

*Q. At sa dalawang ito naman po, alin ang mas malapit sa inyong opinyon: ANG KORUPSYON AY BAHAGING PAGPAPATAKBO NG GOBYERNO SA PILIPINAS O ANG GOBYERNO AY MAPAPATAKBO NANG WALANG KORUPSYON?*

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

64

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On why corruption is wrong, 76% believe that corruption is wrong because it hurts the country's development, and 23% say corruption is wrong because it is immoral [Table 17].

This is similar to September 2009 when 76% said corruption hurts national development and 22% said corruption is immoral.

In all areas, majorities believe corruption is wrong because it hurts national development: 80% in Mindanao, 77% in the Visayas, and 75% in Balance Luzon.

This view is shared by majorities of 81% in cities, 74% in municipalities, and 62% in the ARMM.

Table 17.

<b>WHETHER CORRUPTION IS WRONG BECAUSE IT IS IMORAL OR BECAUSE IT HURTS THE COUNTRY'S DEVELOPMENT, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
“Corruption is wrong because it hurts the country's development”	76%	76%	74%	79%	--	--	--
“Corruption is wrong because it is immoral”	22	22	21	18	--	--	--
<b>Jul 2011</b>							
“Corruption is wrong because it hurts the country's development”	76	75	77	80	81	74	62
“Corruption is wrong because it is immoral”	23	24	22	17	18	24	36

*Note: Don't know and Refused responses are not shown.*

*Q. At sa dalawang ito naman po, alin ang mas malapit sa inyong opinyon: ANG KORUPSYON AY MALI SAPAGKAT ITO AY IMORAL O ANG KORUPSYON AY MALI SAPAGKAT ITO AY NAKAKASAMA SA PAG-UNLAD NG ATING BANSA*

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

65

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Compared to September 2009, the proportion of those who say the sources of corruption are the government employees who ask for bribes rose from 69% to 72%, while those who say the sources of corruption are the citizens who bribe went from 25% to 23% [Table 18].

Pointing to government employees who ask for bribes as the source of corruption intensified in most areas: it went from 71% to 77% in Mindanao, and from 68% to 75% in the Visayas. It remained high in Balance Luzon, barely changing from 70% to 68%.

This opinion is shared by majorities in cities (72%), municipalities (71%), and in the ARMM (69%).

Table 18.

<b>WHETHER THE SOURCES OF CORRUPTION ARE THE CITIZENS WHO BRIBE OR THE GOVERNMENT EMPLOYEES WHO ASK FOR BRIBES, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
“The sources of corruption are the government employees who ask for bribes”	69%	70%	68%	71%	--	--	--
“The sources of corruption are the citizens who bribe”	25	24	24	24	--	--	--
<b>Jul 2011</b>							
“The sources of corruption are the government employees who ask for bribes”	72	68	75	77	72	71	69
“The sources of corruption are the citizens who bribe”	23	25	22	18	24	23	25

*Note: Don't know and Refused responses are not shown.*

*Q. At alin pa rin po sa dalawang ito naman po, alin ang mas malapit sa inyong opinyon: ANG PINANGGAGALINGAN NG KORUPSYON AY ANG MGA MAMAMAYAN NA NANUNUHOL O ANG PINANGGAGALINGAN NG KORUPSYON AY ANG MGA EMPLEYADO NG GOBYERNO NA NANGHIHINGI NG SUHOL?*

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SWS July 21-25, 2011 Survey

66

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On the matter of who to blame in a corruption involving a government official and an businessman, the July 2011 survey found that a majority 61% say both are to blame, similar to 63% in September 2009 [Table 19].

Nineteen percent blame the official only, 9% blame mostly the official and somewhat the businessman, 3% blame mostly the businessman and somewhat the official, and 5% blame the businessman only.

Similar to two years ago, majority across the board say both the official and the businessman are to blame, except in the ARMM where only a plurality 48% say so.

The balance of opinions also still leans towards blaming the officials only, with the highest proportions coming from the ARMM (28%), Mindanao in general (26%), and the Visayas (24%).

Table 19.

<b>IF A BUSINESSMAN OR A GOVERNMENT OFFICIAL ARE INVOLVED IN CORRUPTION, WHO IS MORE TO BLAME? PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
The official only	18%	15%	22%	22%	--	--	--
Mostly the official, and somewhat the businessman	8	5	8	11	--	--	--
Both are equally to blame	63	68	57	56	--	--	--
Mostly the businessman, and somewhat the official	5	5	5	4	--	--	--
The businessman only	4	3	5	5	--	--	--
<b>Jul 2011</b>							
The official only	19	13	24	26	17	20	28
Mostly the official, and somewhat the businessman	9	10	6	10	9	9	15
Both are equally to blame	61	69	57	52	65	60	48
Mostly the businessman, and somewhat the official	3	3	4	2	3	3	3
The businessman only	5	4	6	6	3	5	3

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SWS July 21-25, 2011 Survey

67

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Similar to September 2009, the July 2011 survey found that a majority 63% say it is not proper to give gifts nor money to a City/Municipal Government employee to speed up processing, 17% say it is proper to give gifts but not proper to give money, 9% say it is not proper to give gifts but proper to give money, and only 9% say it is proper to give gifts or money [Table 20].

Majorities across the board say that it is not proper to give gifts nor money, except in the ARMM where only 39% say so, 18% say it is proper to give gifts but not proper to give money, 10% say it is not proper to give gifts but proper to give money, and a fourth (26%) say it is proper to give gifts or money.

Table 20.

<b>WHETHER GIVING GIFTS OR MONEY TO A CITY/MUNICIPAL GOVERNMENT EMPLOYEE TO SPEED UP PROCESSING IS PROPER OR NOT, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<i>Sep 2009</i>							
Not proper to give gifts nor money	61%	61%	58%	55%	--	--	--
Proper to give gifts but not proper to give money	14	19	9	5	--	--	--
Not proper to give gifts but proper to give money	8	7	8	11	--	--	--
Proper to give gifts or money	13	7	20	22	--	--	--
<i>Jul 2011</i>							
Not proper to give gifts nor money	63	64	68	60	64	62	39
Proper to give gifts but not proper to give money	17	18	17	17	20	16	18
Not proper to give gifts but proper to give money	9	11	5	9	8	10	10
Proper to give gifts or money	9	6	8	11	7	9	26
<i>Don't Know and Can't Tell responses are not shown.</i>							
<b>Survey on Good Local Governance</b>							
SWS July 21-25, 2011 Survey		68		SOCIAL WEATHER STATIONS		The Asia Foundation	

Plurality still do not tolerate fixers, with 48% of household heads in July 2011 saying it is always wrong to have “fixer” or people who offer help for a fee, hardly changing from 46% in September 2009 [Table 21].

Twenty-one percent say having fixers is wrong in most cases, 22% say it is wrong only sometimes, and only 5% say it is not wrong at all.

Compared to September 2009, opposition to having fixers intensified in most areas: it rose from 39% to 47% in Mindanao as a whole, and from 47% to 53% in Balance Luzon. It hardly changed from 43% to 42% in the Visayas.

Opposition to having fixers is likewise shared by pluralities in municipalities (49%) and cities (47%).

Opinion is mixed in ARMM, where 32% say it is always wrong to have fixers, 32% say it is wrong in most cases, and 24% say it is wrong only sometimes.

Table 21.

<b>OPINION ABOUT HAVING FIXERS OR PEOPLE WHO OFFER TO HELP FOR A FEE, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
Always wrong	46%	47%	43%	39%	--	--	--
Wrong in most cases	20	22	13	17	--	--	--
Wrong only sometimes	23	21	30	25	--	--	--
Not wrong at all	5	5	4	10	--	--	--
<b>Jul 2011</b>							
Always wrong	48	53	42	47	47	49	32
Wrong in most cases	21	20	21	23	26	19	32
Wrong only sometimes	22	22	26	19	20	23	24
Not wrong at all	5	3	7	5	3	5	7

*Note: Don't Know and Can't Tell responses are not shown.*

*Q. Ano po ang masasabi ninyo sa pagkakaroon ng mga fixers o mga taong nag-aalok ng tulong na may bayad sa mga loob ng pamahalaang lungsod/bayan. Ito po ba ay...? (PALAGING MALI; KADALASAN AY MALI; MALI PAMINSAN-MINSAN LANG; HINDI KAILANMAN)*

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SWS July 21-25, 2011 Survey

69

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### Participation in fighting corruption

The July 2011 survey found that 44% agree and 37% disagree with the test statement, "A person like me cannot do anything to reduce corruption in my city/municipality," for a neutral net agreement of +7 (% agree minus % disagree), similar to net +8 (45% agree, 37% disagree) in September 2009 [Table 22].

Compared to September 2009, personal efficacy against local corruption deteriorated in Mindanao as net agreement went from -5 (40% agree, 45% disagree) to +19 (49% agree, 30% disagree), making it weaker compared to the Visayas at net +2 (42% agree, 40% disagree) and Balance Luzon at net zero (41% agree, 41% disagree).

Personal efficacy against local corruption is also weaker in the ARMM, at net +48 (63% agree, 15% disagree).

Table 22.

<b>TEST STATEMENT: "A person like me cannot do anything to reduce corruption in my city/municipality." PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<b>Total PH</b>	<b>Bal. Luz.</b>	<b>Vis.</b>	<b>Min.</b>	<b>City</b>	<b>Mun.</b>	<b>ARMM</b>
<b>Sep 2009</b>							
Agree	45%	52%	44%	40%	--	--	--
Undecided	17	19	16	14	--	--	--
Disagree	37	30	39	45	--	--	--
Net *	+ 8	+22	+ 5	- 5	--	--	--
<b>Jul 2011</b>							
Agree	44	41	42	49	44	44	63
Undecided	18	17	18	19	18	18	22
Disagree	37	41	40	30	38	36	15
Net *	+ 7	0	+ 2	+19	+ 6	+ 7	+48

\* Net figures (% Agree minus % Disagree) correctly rounded. Don't Know and Refused responses are not shown.

Q. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa mga sumusunod na pangungusap: "Ang isang taong katulad ko ay walang magagawa upang mabawasan ang korupsiyon sa aking lungsod/bayan." (LUBOS NA SUMASANG-AYON; MEDYO SUMASANG-AYON; HINDI TIYAK KUNG SUMASANG-AYON O HINDI; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

70

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About two out of five (39%) agree and 22% disagree that "It is easy for anyone who wants to bid on a city/municipal government contract to get information about the bidding," for a net agreement score of +18, 13 points higher than net +5 (31% agree, 26% disagree) in September 2009 [Table 23].

Perceived ease of getting procurement information improved in all areas: net agreement went from +1 to +17 in Mindanao, from +3 to +16 in the Visayas, and from +12 to +18 in Balance Luzon.

Net agreement scores on the ease of getting procurement information are all positive in both cities (+20) and municipalities (+17), as well as in the ARMM in particular (+32).

Table 23.

<b>TEST STATEMENT: "It is easy for anyone who wants to bid on a city/municipal government contract to get information about the bidding." PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<b>Total PH</b>	<b>Bal. Luz.</b>	<b>Vis.</b>	<b>Min.</b>	<b>City</b>	<b>Mun.</b>	<b>ARMM</b>
<b>Sep 2009</b>							
Agree	31%	34%	32%	28%	--	--	--
Undecided	35	36	32	33	--	--	--
Disagree	26	22	29	27	--	--	--
Net *	+ 5	+12	+ 3	+ 1	--	--	--
<b>Jul 2011</b>							
Agree	39	37	44	39	42	38	45
Undecided	33	37	23	34	32	34	39
Disagree	22	20	28	21	21	22	13
Net *	+18	+18	+16	+17	+20	+17	+32

\* Net figures (% Agree minus % Disagree) correctly rounded. Don't Know and Refused responses are not shown.

Q. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa mga sumusunod na pangungusap: "Madali para sa sinuman na gustong mag-bid sa mga kontrata ng pamahalaang lungsod/bayan na makakuha ng impormasyon tungkol sa bidding." (LUBOS NA SUMASANG-AYON; MEDYO SUMASANG-AYON; HINDI TIYAK KUNG SUMASANG-AYON O HINDI; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey 71

On the test statement, "Assuming it takes away only one day from his/her usual activities, a citizen should always accept an invitation to observe a bidding for a city/municipal government contract," 47% agree, 29% are undecided, and 19% disagree, for a net agreement score of +28, higher than +16 in September 2009 [Table 24].

Willingness to participate in the procurement process strengthened in all areas as net agreement scores rose from +7 to +24 in the Visayas, +12 to +23 in Mindanao, and +26 to +31 in Balance Luzon.

Willingness to participate in the procurement process is also higher in the ARMM at net +45.

Table 24.

**TEST STATEMENT: "Assuming it takes away only one day from his/her usual activities, a citizen should always accept an invitation to observe a bidding for a city/municipal government contract." PHILIPPINES, SEP 2009 AND JUL 2011**

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
<b>Sep 2009</b>							
Agree	38%	41%	36%	33%	--	--	--
Undecided	33	37	28	31	--	--	--
Disagree	21	16	28	21	--	--	--
Net *	+16	+26	+7	+12	--	--	--
<b>Jul 2011</b>							
Agree	47	46	51	43	50	46	56
Undecided	29	33	19	31	30	29	31
Disagree	19	15	28	20	17	20	12
Net *	+28	+31	+24	+23	+33	+27	+45

\* Net figures (% Agree minus % Disagree) correctly rounded. Don't Know and Refused responses are not shown.

Q71. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa mga sumusunod na pangungusap: "Ipagpalagay natin na isang araw lang ang mawawala mula sa kaniyang gawain, ang isang mamamayan ay dapat palaging tumanggap ng imbitasyon na magmasid sa mga bidding ng kontrata ng pamahalaang lungsod/bayan." (LUBOS NA SUMASANG-AYON; MEDYO SUMASANG-AYON; HINDI TIYAK KUNG SUMASANG-AYON O HINDI; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey 72



### Extent of corruption in government

The proportion of household heads who see a lot of corruption in the government eased by 11 point from 58% in September 2009 to 47% in July 2011. The rest see some corruption (32%), a little (11%), and no corruption (4%) [Table 25].

Compared to September 2009, the overall decline in the proportion of those who see a lot of corruption in the government was due to the decline in Balance Luzon, from 60% to 41%, and in the Visayas, from 57% to 52%.

However, this was offset in Mindanao where those who see a lot of corruption in government went from 50% to 57%.

In the ARMM, 38% say there is a lot of corruption in the government, 29% some, 17% little, and 9% none.

Table 25.

<b>OPINION ON EXTENT OF CORRUPTION IN THE GOVERNMENT, PHILIPPINES, SEP 2009 AND JUL 2011</b>							
	<b>Total PH</b>	<b>Bal. Luz.</b>	<b>Vis.</b>	<b>Min.</b>	<b>City</b>	<b>Mun.</b>	<b>ARMM</b>
<b>Sep 2009</b>							
A lot	58%	60%	57%	50%	--	--	--
Some	29	29	25	31	--	--	--
A little	7	5	10	11	--	--	--
None	3	2	3	6	--	--	--
<b>Jul 2011</b>							
A lot	47	41	52	57	53	44	38
Some	32	37	28	24	29	33	29
A little	11	11	14	8	10	12	17
None	4	3	3	4	3	4	9

*Note: Don't Know and Can't Tell responses are not shown.*  
*Q. Gaano kalaki, sa palagay ninyo, ang korupsiyon sa ating gobyerno? (TALAGANG MALAKI; MEDYO MALAKI; KAUNTI; WALA)*

**Survey on Good Local Governance**  
 SWS July 21-25, 2011 Survey 73

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Among those who say there is corruption in the government, over four out of five (84%) believe it happens in the National Government, 64% say City/Municipal Government, 59% Provincial Government, and 38% Barangay Government [Table 26].

This is similar to September 2009 when 88% say corruption happens at the National Government, 58% City/Municipal Government, 52% Provincial Government, and 37% Barangay Government.

Across the board, the National Government is the most cited level of government where corruption is believed to happen, followed consistently by City/Municipal Government, Provincial Government, and Barangay Government.

Table 26.

**LEVEL OF GOVERNMENT WHERE CORRUPTION HAPPENS, PHILIPPINES, SEP 2009 AND JUL 2011 (Base: Total who say there is corruption the government)**

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
<b>Sep 2009</b>							
National government	88%	86%	89%	86%	--	--	--
Provincial government	52	50	54	51	--	--	--
City/Municipal government	58	53	59	58	--	--	--
Barangay government	37	35	38	35	--	--	--
<b>Jul 2011</b>							
National government	84	83	85	89	87	83	73
Provincial government	59	57	64	57	53	61	53
City/Municipal government	64	55	78	69	66	63	64
Barangay government	38	37	40	39	35	39	32

*Note: Don't know and Can't tell responses are not shown.*  
 Q73. Sa iba't ibang lebel ng gobyerno, saan sa palagay ninyo may nangyayaring korupsiyon? Ito po ba ay sa...? (PAMAHALAANG NASYONAL; PAMAHALAANG PANLALAWIGAN; PAMAHALAANG LUNGSOD/BAYAN; PAMAHALAANG BARANGAY)

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 SWS July 21-25, 2011 Survey

74

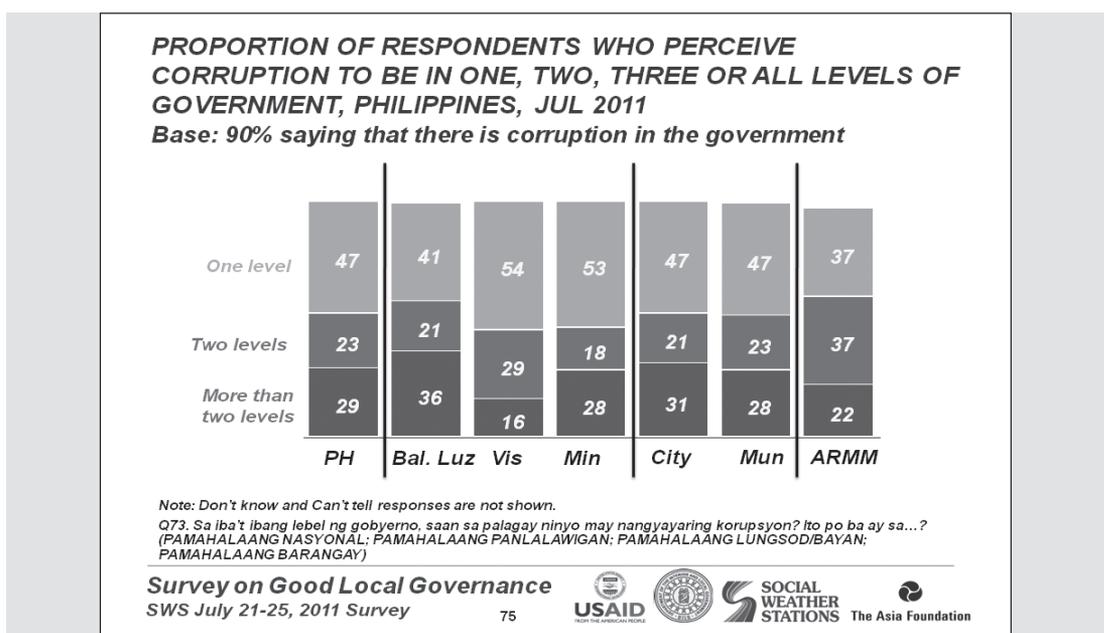





A plurality 47% of those who see corruption in the government cited only one level of government, 23% mentioned two levels of government, and 29% mentioned more than two levels of government [Chart 37].

Plurality across the board cited only one level of government, except in the ARMM where opinion is slightly mixed: 37% mentioned only one level, 37% mentioned two levels, and 22% mentioned more than two levels.

Chart 37.



The July 2011 survey found that 25% household heads see a lot of corruption in the City/Municipal Government, slightly higher compared to 19% in September 2009. The rest say they see some (38%), and a little (29%) [Table 27].

Compared to September 2009, the proportion of those who see a lot of corruption in City/Municipal Government rose from 18% to 32% in Mindanao, and from 13% to 21% in Balance Luzon. It went from 30% to 26% in the Visayas.

Pluralities of 43% in cities, 36% in municipalities, and 45% in the ARMM say they see some corruption in the City/Municipal Government.

Table 27.

<b>OPINION ON EXTENT OF CORRUPTION IN THE CITY/MUNICIPAL GOVERNMENT, PHILIPPINES, SEP 2009 AND JUL 2011 (Base: Total who say there is corruption in the city/mun. government)</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
A lot	19%	13%	30%	18%	--	--	--
Some	44	51	31	40	--	--	--
A little	25	23	25	29	--	--	--
Don't know/can't tell	9	9	11	11	--	--	--
<b>Jul 2011</b>							
A lot	25	21	26	32	25	25	25
Some	38	37	34	44	43	36	45
A little	29	29	35	22	28	29	24
Don't know/can't tell	8	13	4	3	4	10	6

*Note: Refused responses are not shown.*  
 Q74. At dito naman po sa inyong lungsod/bayan... gaano kalaki, sa inyong palagay, ang korupsiyon sa inyong pamahalaang lungsod/bayan? (TALAGANG MALAKI; MEDYO MALAKI; KAUNTI; WALA)

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 SWS July 21-25, 2011 Survey

76

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From a list of 34 local government offices, 40% say corruption happens in the Budget Office, 30% say the Mayor's Office, and 20% say Engineer's Office [Table 28].

Following the top three offices are Barangay Affairs and Public Assistance Center (17%), Treasurer's Office (16%), Business Permit and Licensing Office (16%), Transport and Traffic Management Office (15%), Agriculture Office (13%), Accountant Office (12%), Housing and Development Office (11%), and Health Office (10%).

The rest obtained single-digit scores, while 10% did not give an answer.

The Budget Office is most cited in Balance Luzon (43%) and the Visayas (38%), while the Mayor's Office took the top spot in the ARMM (43%).

The Mayor's Office (39%) and the Budget Office (38%) are equally most cited in Mindanao in general.

Table 28.

**CITY/MUNICIPAL GOVERNMENT OFFICES WHERE THERE IS CORRUPTION, PHILIPPINES, JUL 2011** (Base: 64% who say that there is corruption in the city/municipal government)

page 1 of 3

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
Budget Office	40%	43%	38%	38%	42%	39%	30%
Mayor's Office	30	26	26	39	36	27	43
Engineer's Office	20	17	25	20	25	18	16
Barangay Affairs and Public Assistance Center	17	20	13	16	15	18	19
Treasurer's Office	16	11	14	27	22	14	18
Business Permit and Licensing Office	16	20	12	14	17	15	8
Transport and Traffic Management Office	15	17	9	18	21	12	7
Agriculture Office	13	11	12	16	11	14	19
Accountant Office	12	11	10	17	15	11	8
Housing And Development Office	11	14	10	7	14	10	9
Health Office	10	9	9	12	10	10	12

Survey on Good Local Governance  
SWS July 21-25, 2011 Survey 77





**CITY/MUNICIPAL GOVERNMENT OFFICES WHERE THERE IS CORRUPTION, PHILIPPINES, JUL 2011** (Base: 64% who say that there is corruption in the city/municipal government)

page 2 of 3

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
Public Market Office	9%	8%	11%	11%	9%	9%	10%
Administrator Office	8	8	9	7	8	8	12
Assessors Office	8	11	7	4	7	8	1
Social Welfare and Development Office	7	3	4	14	8	7	25
Planning and Development Office	7	6	7	7	8	6	8
Civil Registrar's Office	7	7	8	6	10	6	8
Legal Office	6	9	4	4	7	6	4
Waterworks System	5	6	4	6	7	5	4
Employment Service Office	5	5	5	5	6	4	2
Environment and Natural Resources Office	4	4	4	5	5	4	4
General Services Office	4	5	4	4	5	4	2
Architect Office	4	7	4	2	5	4	0

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SWS July 21-25, 2011 Survey 78





**CITY/MUNICIPAL GOVERNMENT OFFICES WHERE THERE IS CORRUPTION, PHILIPPINES, JUL 2011** (Base: 64% who say that there is corruption in the city/municipal government)

page 3 of 3

	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
Urban Poor Affairs Office	3%	4%	3%	2%	3%	3%	4%
Cooperative Development Office	3	3	4	2	4	3	4
Nutrition Office	3	3	4	2	4	2	3
Abattoir (CA)/ Public Slaughterhouse	2	3	3	2	2	2	1
Human Resource Management Office/City Personnel Office	2	2	1	3	2	2	3
Population Office	2	2	2	2	2	2	2
Tourism Office	2	1	2	2	3	1	1
Office of the SP Secretary	2	2	1	2	3	1	1
Veterinary Office	2	1	2	2	2	1	1
Information Office	2	2	2	1	1	2	1
EDP/MIS Office	0.5	1	0	1	1	0.5	0
None/Don't Know/Refused	10	15	6	6	6	11	8

Q75a. At saan naman pong opisina ng pamahalaang lungsod/bayan mayroong korupsiyon? Saan pa po? (SHOW LIST).

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SWS July 21-25, 2011 Survey

79



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Asked to give a single office where corruption is considered most widespread, the household head's top ten responses are Budget Office (22%), Mayor's Office (16%), Engineer's Office (7%), Agriculture Office (5%), Transport and Traffic Management Office (5%), Barangay Affairs and Public Assistance Center (5%), Treasurers Office (4%), Business Permit and Licensing Office (4%), Accountant Office (3%), and Public Market Office (3%) [Table 29].

Table 29.

**CITY/MUNICIPAL GOVERNMENT OFFICES WHERE CORRUPTION, IS MOST WIDESPREAD, PHILIPPINES, JUL 2011 (TOP 10)** (Base: 64% who say that there is corruption in the city/municipal government)

TOP TEN

Budget Office	22%
Mayor's Office	16
Engineers Office	7
Agriculture Office	5
Transport and Traffic Management Office	5
Barangay Affairs and Public Assistance Center	5
Treasurers Office	4
Business Permit and Licensing Office	4
Accountant Office	3
Public Market Office	3

Q 75b. Alin po sa mga nabanggit ninyong opisina ng pamahalaang lungsod/bayan ang masasabi ninyong pinakalaganap ang korupsiyon

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80



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### Personal experience with corruption

Among those who say there is corruption in the City/Municipal Government, 62% have personally heard about it in any of its offices, of which 15% just six months ago and 47% over six months ago [Table 30].

This is higher compared to September 2009 when 41% have heard about it.

Thirteen percent, either personally or by one of their family members, have witnessed or experienced corruption, while 9% reported that their friends have witnessed or experienced it.

As of July 2011, only 12% say they did not witness or experience corruption in any of City/Municipal Government offices, compared to 46% in September 2009.

Majorities across the board say they have personally heard about it [Table 31].

Table 30.

<b>PERSONAL EXPERIENCE WITH CORRUPTION IN ANY OF THE CITY/MUNICIPAL GOVERNMENT OFFICES, SEP 2009 AND JUL 2011 (Base: Total who say that there is corruption in the city/municipal government)</b>		
	<u>Sep 2009</u>	<u>Jul 2011</u>
<b>Heard about</b>	<b>41%</b>	<b>62%</b>
<i>Just 6 months ago</i>	8	15
<i>More than 6 months ago</i>	34	47
<b>Self/family member witnessed/experienced</b>	12	13
<i>Just 6 months ago</i>	3	3
<i>More than 6 months ago</i>	8	10
<b>Friend witnessed/experienced</b>	6	9
<i>Just 6 months ago</i>	2	2
<i>More than 6 months ago</i>	4	7
<b>Did not witness/experience any</b>	<b>46</b>	<b>12</b>

*Note: Refused responses are not shown.*

*O. Ito ba ay nabalitaan, nasaksihan, o naranasan ninyo mismo, ng sino mang miyembro ng inyong pamilya, o ng inyong kakilala? KUNG OO: Kailan po ito? NITO LANG NAKARAANG 6 NA BUWAN O MAHIGIT NA 6 NA BUWAN NG NAKARAAN? (MULTIPLE RESPONSE ALLOWED)*

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SWS July 21-25, 2011 Survey

81

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Table 31.

<b>PERSONAL EXPERIENCE WITH CORRUPTION IN ANY OF THE CITY/MUNICIPAL GOVERNMENT OFFICES, JUL 2011 (Base: 64% who say that there is corruption in the city/mun. government)</b>							
	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
<b>Heard about</b>	<b>62%</b>	<b>57%</b>	<b>66%</b>	<b>64%</b>	<b>62%</b>	<b>62%</b>	<b>69%</b>
Just 6 months ago	15	14	14	19	17	15	14
More than 6 months ago	47	43	52	45	45	47	55
<b>Self/family member witnessed/experienced</b>	<b>13</b>	<b>10</b>	<b>18</b>	<b>12</b>	<b>15</b>	<b>12</b>	<b>19</b>
Just 6 months ago	3	1	4	5	4	3	7
More than 6 months ago	10	9	14	7	12	10	12
<b>Friend witnessed/experienced</b>	<b>9</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>11</b>	<b>8</b>	<b>7</b>
Just 6 months ago	2	2	2	2	3	2	2
More than 6 months ago	7	9	5	5	8	6	6
<b>Did not witness/experience any</b>	<b>12</b>	<b>11</b>	<b>10</b>	<b>16</b>	<b>14</b>	<b>11</b>	<b>9</b>
<b>Don't know</b>	<b>8</b>	<b>13</b>	<b>4</b>	<b>3</b>	<b>4</b>	<b>10</b>	<b>6</b>

Note: Refused responses are not shown.

Q76. Ito ba ay nabalitaan, nasaksihan, o naranasan ninyo mismo, ng sino mang miyembro ng inyong pamilya, o ng inyong kakilala? KUNG OO: Kailan po ito? NITO LANG NAKARAANG 6 NA BUWAN O MAHIGIT NA 6 NA BUWAN NG NAKARAAN? (MULTIPLE RESPONSE ALLOWED)

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SWS July 21-25, 2011 Survey

82

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Of those who witnessed or experienced corruption in any City/Municipal Government office, only 7% reported the incident, lower compared to 18% in September 2009 [Table 32].

Of the 93% who did not report the incident, the reasons cited were *It is standard practice anyway* (58%), *Nothing would be done about it anyway* (54%), *Did not know how or to whom to report* (32%), *It's too small a thing to bother about* (32%), *Afraid of reprisal* (18%), and *I don't want to betray anyone* (5%).

*It is standard practice anyway* and *Nothing would be done about it anyway* are two most common reasons for not reporting in Balance Luzon and the Visayas. In Mindanao, the most cited reason is *It's too small a thing to bother about* [Table 33].

In the ARMM, *Did not know how or to whom to report* and *I don't want to betray anyone* are the most common reasons for not reporting the corruption.

Table 32.

**WHETHER THE RESPONDENT REPORTED THE CORRUPTION WITNESSED OR EXPERIENCED, AND THE REASONS FOR NOT REPORTING, PHILIPPINES, SEP 2009 AND JUL 2011**  
(Base: Total who witnessed or experienced corruption in any city/municipal government office)

	Sep 2009	Jul 2011
Reported	18%	7%
Did not report	82	93
<i>It is standard practice anyway</i>	21	58
<i>Nothing would be done about it anyway</i>	26	54
<i>Did not know how or to whom to report</i>	16	32
<i>It's too small a thing to bother about</i>	15	32
<i>Afraid of reprisal</i>	20	18
<i>I don't want to betray anyone</i>	18	5
<i>Cannot prove the corruption</i>	10	--

*Note: Refused responses are not shown.*  
Q77. Ini-report po ba ninyo ang korupsiyon na ito na nasaksihan o naranasan ninyo mismo, ng miyembro ng inyong pamilya, o ng inyong kakilala? KUNG HINDI INI-REPORT: Bakit po hindi ninyo ini-report? (SHOWCARD) (ALLOW MULTIPLE RESPONSE)

**Survey on Good Local Governance**  
SWS July 21-25, 2011 Survey

83






Table 33.

**WHETHER THE RESPONDENT REPORTED THE CORRUPTION WITNESSED OR EXPERIENCED, AND THE REASONS FOR NOT REPORTING, PHILIPPINES, JUL 2011**  
(Base: 22% who witnessed or experienced corruption in any city/municipal government office)

	Total PH	Bal.				City Mun. ARMM		
		Luz.	Vis.	Min.	City	Mun.	ARMM	
Reported	7%	0%	14%	0%	10%	0%	0%	
Did not report	93	100	86	100	90	100	100	
<i>It is standard practice anyway</i>	58	100	71	38	68	38	0	
<i>Nothing would be done about it anyway</i>	54	100	71	24	79	0	0	
<i>Did not know how or to whom to report</i>	32	0	14	62	22	54	67	
<i>It's too small a thing to bother about</i>	32	0	14	76	10	76	0	
<i>Afraid of reprisal</i>	18	100	0	24	27	0	0	
<i>I don't want to betray anyone</i>	5	0	0	0	0	16	67	

*Note: Refused responses are not shown.*  
Q77. Ini-report po ba ninyo ang korupsiyon na ito na nasaksihan o naranasan ninyo mismo, ng miyembro ng inyong pamilya, o ng inyong kakilala? KUNG HINDI INI-REPORT: Bakit po hindi ninyo ini-report? (SHOWCARD) (ALLOW MULTIPLE RESPONSE)

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SWS July 21-25, 2011 Survey

84






### Change in the level of corruption over the past 12 months

Comparing the level of corruption to 12 months ago, a plurality 32% say it the same as before, 29% say it is more widespread now, and 24% say it is more widespread before [Table 34].

Plurality across the board say corruption now is the same as 12 months ago, except in the ARMM where about half (49%) say it is more widespread now.

Table 34.

<b>CHANGE IN THE LEVEL OF CORRUPTION OVER THE PAST 12 MONTHS, JUL 2011</b> (Base: 64% who say that there is corruption in the city/municipal government)							
	Total PH	Bal. Luz.	Vis.	Min.	City	Mun.	ARMM
<b>More widespread now</b>	29%	20%	33%	39%	33%	28%	49%
<i>Much more</i>	13	9	16	18	16	12	16
<i>Somewhat more</i>	16	11	18	21	17	16	32
<b>Same as 12 months ago</b>	32	32	31	32	35	31	36
<b>More widespread 12 months ago</b>	24	21	31	25	23	25	7
<i>Somewhat more</i>	15	15	18	15	16	15	6
<i>Much more</i>	9	6	13	11	7	10	1
<b>No answer</b>	6	12	0	1	4	6	2
<b>Don't know</b>	9	14	5	3	5	10	6

Note: Refused responses are not shown.  
 Q78. Kung ikukumpara sa nakaraang labindalawang buwan, masasabi po ba ninyo na ang lawak ng korupsiyon sa inyong PAMAHALAANG LUNGSOD/BAYAN ngayon ay...? (SHOWCARD)

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85

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As of July 2011, 31% are aware of anti-corruption efforts of their City/Municipal Government, higher compared to 26% in September 2009 [Table 35].

Compared to September 2009, awareness of anti-corruption efforts by the City/Municipal Government rose from 27% to 39% in the Visayas, from 23% to 28% in Balance Luzon, and from 26% to 28% in Mindanao.

About one out of five (22%) household head in the ARMM are aware of anti-corruption efforts by the local government.

Table 35.

<b>AWARENESS OF ANTI-CORRUPTION EFFORT OF THE CITY/MUNICIPAL GOVERNMENT, SEP 2009 AND JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Sep 2009</b>							
Aware	26%	23%	27%	26%	--	--	--
Not aware	74	77	73	74	--	--	--
<b>Jul 2011</b>							
Aware	31	28	39	28	32	31	22
Not aware	56	48	57	68	61	54	71

*Note: Don't know and Refused responses are not shown.*  
*Q. Nitong nakaraang 12 buwan, may narinig o nabasa na po ba kayo na kahit anong gawain ng inyong PAMAHALAANG LUNGSOD/BAYAN para labanan ang korupsiyon?*

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86

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## Satisfaction with the Department of Interior and Local Government

The July 2011 survey found 58% of household heads satisfied and 11% dissatisfied with the Department of Interior and Local Government's (DILG) performance in guiding local governments, for a *good net* satisfaction rating of +48. Eighteen percent are undecided about this matter [Table 36].

The net satisfaction rating of the DILG is *very good* in Balance Luzon at +53 (61% satisfied, 8% dissatisfied) and in overall municipalities at +50 (60% satisfied, 10% dissatisfied).

It is *good* in Mindanao at +44 (56% satisfied, 12% dissatisfied), Visayas at +38 (53% satisfied, 15% dissatisfied), in overall cities at +42 (54% satisfied, 12% dissatisfied), and in the ARMM at +48 (55% satisfied, 7% dissatisfied).

Table 36

<b>SATISFACTION WITH THE DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT, JUL 2011</b>							
	<i>Total PH</i>	<i>Bal. Luz.</i>	<i>Vis.</i>	<i>Min.</i>	<i>City</i>	<i>Mun.</i>	<i>ARMM</i>
<b>Satisfied</b>	<b>58%</b>	<b>61%</b>	<b>53%</b>	<b>56%</b>	<b>54%</b>	<b>60%</b>	<b>55%</b>
<i>Very satisfied</i>	16	9	25	22	16	16	16
<i>Somewhat satisfied</i>	42	52	29	34	38	44	39
<b>Undecided if satisfied or not</b>	<b>18</b>	<b>17</b>	<b>19</b>	<b>19</b>	<b>22</b>	<b>16</b>	<b>23</b>
<b>Dissatisfied</b>	<b>11</b>	<b>8</b>	<b>15</b>	<b>12</b>	<b>12</b>	<b>10</b>	<b>7</b>
<i>Somewhat dissatisfied</i>	6	6	6	6	7	6	5
<i>Very dissatisfied</i>	5	2	9	6	5	4	2
<b>Net *</b>	<b>+48</b>	<b>+53</b>	<b>+38</b>	<b>+44</b>	<b>+42</b>	<b>+50</b>	<b>+48</b>

\*% Satisfied MINUS % Dissatisfied, correctly rounded. Don't Know and Refused responses are not shown.

Q80. Maaari po bang pakisabi ninyo kung gaano kayo nasisiyahan o hindi nasisiyahan sa pagganap ng tungkulin ng KAGAWARAN NG PANLOOB AT LOKAL NA PAMAHALAAN o DEPARTMENT OF INTERIOR AND LOCAL GOVERNMENT (DILG) sa paggabay sa mga lokal na pamahalaan? Kayo ba ay LUBOS NA NASISIYAHAN, MEDYO NASISIYAHAN, HINDI TIYAK KUNG NASISIYAHAN O HINDI, MEDYO HINDI NASISIYAHAN, LUBOS NA HINDI NASISIYAHAN, HINDI SAPAT ANG KAALAMAN TUNGKOL SA SERBISYO AT TUNGKULIN NG DILG, o WALA PA KAYONG NARINIG O NABASA KAHIT NA KAILAN TUNGKOL SA DILG?

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SWS July 21-25, 2011 Survey

87

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### III. Socio-Economic and demographic profile

Applying census weights, 51% of household head-respondents are in Luzon outside Metro Manila (Balance Luzon), 22% are in the Visayas, 23% are in Mindanao as a whole, and 4% are specially selected from the ARMM [Table 36].

Fifty-two percent of the respondents are males and 48% are females. Four percent are youth (18-24 years old), 17% are intermediate youth (25-34 years old), 24% are middle-aged (35-44 years old), 23% are 45 to 54 years old, and 32% are 55 years old and above.

By socio-economic class, 12% are upper-middle class ABC, 59% are class D or masa, and 29% are class E.

The survey found that 17% of household head-respondents had at most some elementary education, 32% had at most some high school education, 39% had at most some college education, and 12% either graduated from college or took post-graduate studies.

Table 37.

<b>AREA, SEX, AGE, CLASS, AND EDUCATION OF HOUSEHOLD HEADS, PHILIPPINES, JUL 2011</b>			
<i>Area (Census weights)</i>		<i>Economic Class</i>	
BAL. LUZON	50.7%	ABC	11.9%
VISAYAS	22.2	D	58.9
MINDANAO	22.6	E	29.2
ARMM	4.5		
<i>Sex</i>		<i>Education</i>	
MALE	48.3	None/Some Elem.	16.6
FEMALE	51.7	Elem. Grad./Some HS	32.1
<i>Age</i>		HS Grad./Some Voc.	39.4
18-24	3.9	Voc./Some Coll.	39.4
25-34	16.5	Coll. Grad./Post coll.	11.9
35-44	24.1		
45-54	23.2		
55 and above	32.2		

<b>Survey on Good Local Governance</b> SWS July 21-25, 2011 Survey	88	   
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## IV. Summary and conclusion

The Survey on Good Local Governance is a 63-item survey that focuses on citizen perception of the quality of local government services, trust rating of local officials and institutions, public-private partnerships, citizen participation, the Full Disclosure Policy, Citizen's Charter, and citizen perception of the Department of the Interior and Local Government.

The survey was conducted from July 21-25, 2011 using face-to-face interviews of 1,500 household heads divided into 400 for each in Balance Luzon, Visayas, and Mindanao (error margin of  $\pm 5\%$  each), and 300 for the Autonomous Region of Muslim Mindanao (ARMM) (error margin of  $\pm 6\%$ ).

The Census 2000 data, projected to the 2011 household population, were used to obtain the estimated number of households in the city/municipality.

The following are the notable findings of the Survey on Good Local Governance:

- The City/Municipal Government as a whole enjoy higher public satisfaction compared to two years ago. Local officials are very favorably rated, obtaining net satisfaction ratings that ranged from "very good" to "excellent". The same goodwill also extends to their trust ratings.
- Only the ARMM Government had "neutral" ratings from the general public, but it obtained "good" ratings from ARMM household heads.
- Problems related to Economy still top the most important problem of the City/Municipal Government. However, this did not dampen the personal and economic outlook of household heads, whose Net Economic Optimism for the local economy improved over the past two years.
- In general, solving the most important local problem is seen by 35% a responsibility of the National Government, and 31% by the City/Municipal Government, with the latter gaining more responsibility now compared to two years ago.
- Transactions with city/municipal offices are transparent and understandable to more household heads now (72%) compared to two years ago (58%).
- Plurality of household heads claim their City/Municipal Government's development plans, budget, procurement, and expenditure details are not easily seen or found. This lack of awareness also reflects in the large proportion (61%) of those who are not aware of the Citizen's Charter prior to the survey.
- Almost half of household heads are aware of their City/Municipal Government's disaster preparedness projects and programs, and among them, majority (85%) find these disaster preparedness efforts as very effective or somewhat effective. Barely half (46%) say there is a disaster preparedness office in their city/municipality.
- Majority (55%) of household heads are not aware of public-private partnership projects or programs in their city/municipality. Of those who are aware, the most recognized programs are related to health.

- Over half (53%) consider the quality of their City/Municipal Government's service in giving local permits to be the same compared to last year, with the balance of 34% saying it is better now and 10% saying it is worse now.
  - The City/Municipal Government obtained its highest satisfaction ratings on the issues of Maintaining health centers, Implementing educational programs, Processing papers such as permits, licenses, etc., Protecting the environment, and Promoting sports program.
  - The problem areas, which had the lowest satisfaction ratings, include Developing jobs, Fighting illegal gambling, Developing housing programs, Solving the squatter problem, and Eradicating graft and corruption.
  - Public satisfaction with the service of the City/Municipal Government employees improved over the past two years, with the key qualities of being *Helpful* and being *Approachable* still the most cited reasons for satisfaction.
  - Being *Not approachable* and *Service is not prompt* still top the reasons for being dissatisfied, similar to two years ago.
  - The public's sense of fair treatment from the City/Municipal Government employees has improved since September 2009.
  - Optimism that the country can be run without corruption rose over the past two years. This is supported by majority who still see corruption as a detriment to national development.
  - Majorities still point to government employees asking for bribes as the source of corruption, and still put most of the blame on the government officials rather than the businessmen in cases of corruption.
  - Opposition to giving gifts and money is still a majority, with pluralities still believing that having "fixers" is always wrong.
  - Personal efficacy against corruption remained neutral in most areas over the past two years except in Mindanao. This is supported by a strong show of personal efficacy against corruption in the ARMM.
  - Compared to two years ago, more household heads now say it is easier to get procurement information. This is supported by a growing willingness of household heads to participate in the procurement process of their city/municipality.
  - The proportion of those who see a lot of corruption in the government eased over the past two years. However, the scale of corruption as it happens in the different levels of government – National, Provincial, City/Municipality, and Barangay -- remains high.
  - Though still not as high as that in government as a whole, those who see a lot of corruption in the City/Municipal Government has risen from 19% to 25% over the past two years.
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- The top ten offices where corruption is considered most widespread are Budget Office (22%), Mayor's Office (16%), Engineer's Office (7%), Agriculture Office (5%), Transport and Traffic Management Office (5%), Barangay Affairs and Public Assistance Center (5%), Treasurer's Office (4%), Business Permit and Licensing Office (4%), Accountant Office (3%), and Public Market Office (3%).
  - Those who have heard of corruption in any city/municipal government office has grown since September 2009, up from 41% to 62%. However, personal experience of corruption, either by self, family, or friend, hardly changed over the past two years.
  - Reporting incidents of corruption dwindled from 18% in September 2009 to 7% in July 2011. The top reasons for non-reporting are related to acceptance (*It is standard practice anyway*) and futility (*Nothing would be done about it anyway*).
  - While plurality say the level of corruption in the City/Municipal Government is similar to 12 months ago, the balance is split between those who say it is more widespread now (29%) and those who say it is more widespread 12 months ago (24%).
  - Over the past two year, awareness of any anti-corruption effort of the City/Municipal Government rose from 26% to 31%.
  - The Department of Interior and Local Government (DILG) obtained a *good* net satisfaction rating of +48 (58% satisfied, 11% dissatisfied) in its performance of its duties in guiding local governments. Public support for DILG is strongest in Balance Luzon (a *very good* net +53) and in overall municipalities (a *very good* net +50).
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## Survey on Good Local Governance

### SURVEY BACKGROUND

	<u>Fieldwork Dates</u>	<u>Sample Sizes</u>	<u>Error Margins</u>
<b>PHILIPPINES</b>	<b>Jul 21-25, 2011</b>	<b>1,500 household heads</b>	<b>±2.5%</b>
<b>Bal. Luzon</b>	<b>Jul 21-25, 2011</b>	<b>400 household heads</b>	<b>±5%</b>
<b>Visayas</b>	<b>Jul 21-25, 2011</b>	<b>400 household heads</b>	<b>±5%</b>
<b>Mindanao</b>	<b>Jul 21-25, 2011</b>	<b>400 household heads</b>	<b>±5%</b>
<b>ARMM</b>	<b>Jul 21-25, 2011</b>	<b>300 household heads</b>	<b>±6%</b>

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SWS July 21-25, 2011 Survey

88



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**Conscientization:** So hearts may feel social problems

**Analysis:** So minds may understand their solutions

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