SURVEY on GOOD LOCAL GOVERNANCE

SOCIAL WEATHER STATIONS

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Founded in 1985, Social Weather Stations is the Philippine's leading survey research institute on Quality of Life, Public Opinion, and Governance. It defines its mission as generating new survey data along key social concerns for the three purposes of:

Education: So eyes may see social conditions
Conscientization: So hearts may feel social problems
Analysis: So minds may understand their solutions

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August 2010

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I. INTRODUCTION

The Survey on Good Local Governance is supported by The Asia Foundation as part of its initiative to support strong Philippine local governments. The Asia Foundation promotes good local governance by building constituencies for counter corruption reforms through civic engagements, and promoting reforms towards service excellence and transparency and accountability in governance processes.

With the objective of obtaining a broader data to help set the agenda for local government reforms, The Asia Foundation partnered with Social Weather Stations to conduct this Survey on Good Local Governance.

The study features a 38-item covering the following: citizen perception on the quality of local government services, trust rating of local officials and institutions, citizen satisfaction on local government services, public-private partnerships and citizen participation, and citizen perception of corruption in local governments.

The survey is complementary to an earlier survey made in 15 cities (nine in Mindanao, four in Luzon, and two in Visayas) which are part of the USAID–supported Transparent Accountable Governance (TAG) project, and the British Embassy-supported Localizing Counter Corruption project in Six Cities in Luzon and Visayas.

II. SURVEY FINDINGS ON LOCAL GOVERNANCE

Quality of local governance

The September 2009 survey found 67% of household heads satisfied and 23% dissatisfied with the performance of the Local Government, for a *good* Net Satisfaction score of +44 *(% satisfied minus % dissatisfied)* [Table 1].

Net Satisfaction with the Local Government is highest in Mindanao (*a very good* +53), followed by Balance Luzon (good +48), Metro Manila (*good* +40), and the Visayas (*moderate* +28).

By class, it is *very good* in class E (+50), and *good* in both classes D (+43) and ABC (+34).

Table 1. SATISFACTION WITH THE LOCAL GOVERNMENT PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Satisfaction with the Local Government (Base: aware)	100%	100%	100%	100%	100%	100%	100%	100%
Satisfied	67	65	70	58	72	63	67	70
Very satisfied	27	16	22	29	43	23	25	34
Somewhat satisfied	40	50	49	29	29	40	42	36
Undecided	8	9	6	10	10	7	8	10
Dissatisfied	23	25	22	30	18	30	24	20
Somewhat dissatisfied	14	17	16	12	8	18	15	9
Very dissatisfied	10	8	6	18	10	12	9	10
*Net**	*+44*	*+40*	*+48*	*+28*	*+53*	*+34*	*+43*	*+50*

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

Q8.Maaari po bang pakisabi ninyo sa PANGKALAHATAN kung gaano kayo nasisiyahan o hindi nasisiyahan sa pagganap ng tungkulin ng inyong kasalukuyang PAMAHALAANG LOKAL? Kayo ba ay ... (LUBOS NA NASISIYAHAN, MEDYO NASISIYAHAN, HINDI TIYAK KUNG NASISIYAHAN O HINDI NASISIYAHAN, MEDYO HINDI NASISIYAHAN, LUBOS NA HINDI NASISIYAHAN)

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On expected change in the local economy over the next twelve months, the survey found 31% optimistic that the local economy *would get better*, and 14% pessimistic that it *would get worse*. This gives a Net Local Economic Optimism score of net +18 (% *Will be better* minus % *Will be worse, correctly rounded*) [*Table 2*].

Net Local Economic Optimism is most favorable in Balance Luzon (+21) and among the upper-middle class ABC (+22).

Table 2. EXPECTED CHANGE IN THE LOCAL ECONOMY OVER THE NEXT 12 MONTHS, PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Will be better	31%	32%	33%	25%	33%	33%	31%	32%
Same as before	34	33	35	35	30	31	33	35
Will be worse	14	19	12	15	14	10	14	14
Don't know	21	16	21	24	22	25	21	20
Net optimists*	*+18*	*+14*	*+21*	*+10*	*+19*	*+22*	*+17*	*+18*

* % Will be better MINUS % Will be worse, correctly rounded. Can't Say and Refused responses are not shown.

Q3. Sa darating na 12 buwan, ano sa palagay ninyo ang mangyayari sa ekonomiya ng inyong lungsod/bayan? Masasabi ba ninyo na ito ay… (BUBUTI, KAPAREHO LANG, SASAMA)?

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Most Important Local Problem Today

Over two out of five (44%) household heads cite problems related to the *Economy* as the most important problem of their local government today. Under this general category, *Unemployment* is the single most common complaint, cited by 23%, followed by *High price of commodities* (12%), Poverty (2%), and *Low income* (2%). Mentioned by 1% each are problems related to *Taxation* and *Food shortage*, while the rest mentioned *Low productivity* (0.3%) and others (3%) [*Table 3*].

Problems related to *Social Services* are mentioned by 13%, which specifically include *Disasters* (8%), *Garbage collection* (2%), *Housing* (1%), and *Health* (1%). A few mentioned matters related to *Caregiving* (0.2%), and *Education* and *Leisure* (0.04% each).

Twelve percent cited problems related to *Infrastructure*, specifically about *Roads* and *bridges* (6%), *Water supply* (3%), *Transportation/traffic* (1%), *Electricity* (1%), and others (0.4%).

The rest of the local problems mentioned are related to *Crime* (5%), *Governance* (4%), *Environment* (3%), *Democracy* (2%), *Security* (2%), *Overpopulation* (0.1%), and others (0.04%).

One percent of household heads cannot mention any important problem in their locality, while 16% say there is none.

Economy is the most common forms of local problem cited in all areas and classes. It is 47% in both Mindanao and Balance Luzon, 39% in Metro Manila, and 37% in the Visayas. By class, it is 49% in class E, 42% in class D, and 39% in class ABC.

Table 3. MOST IMPORTANT LOCAL PROBLEM
PHILIPPINES, SEPTEMBER 2009

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	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
ECONOMY	44%	39%	47%	37%	47%	39%	42%	49%
Unemployment	23	28	27	19	17	23	22	25
High price of commodities	12	3	10	11	20	7	11	15
High prices of things to buy	9	1	7	9	16	6	8	12
Higher prices of things to buy	3	2	3	2	4	1	3	4
Poverty	2	2	3	2	2	3	2	3
Low income/wage	2	1	1	2	4	0	2	2
Taxation	1	1	0.3	1	1	2	0	1
Food shortage	1	1	0.3	1	1	0	1	1
Low Productivity	0.3	0	0.3	0	1	3	0.1	0.3
Other economic problems	3	2	4	1	1	2	3	1

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Table 3. MOST IMPORTANT LOCAL PROBLEM
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	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
SOCIAL SERVICES	13%	31%	10%	9%	10%	16%	13%	11%
Disasters: flood/typhoon/volcanic eruption/tsunami, etc.	8	24	5	5	6	8	8	8
Garbage collection	2	3	2	3	2	3	3	2
Housing problems	1	2	1	1	2	6	1	2
Health-problems	1	1	2	0	0.3	0	1	0
Caregiving: elderly, children, handicapped	0.2	1	0.3	0	0	0	0.3	0
Education-problems	0.04	0.3	0	0	0	0	0.1	0
Leisure/recreation/sports problems	0.04	0.3	0	0	0	0	0.1	0
INFRASTRUCTURE PROBLEMS	12	5	12	10	16	12	11	14
Roads, bridges etc.	6	3	5	7	11	4	6	8
Water supply	3	1	4	2	4	1	3	4

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	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
INFRASTRUCTURE PROBLEMS (cont.)								
Transportation/traffic	1%	1%	2%	0.3%	0.3%	4%	1%	1%
Electricity problems	1	0	1	0	1	0	1	1
Other infrastructure problems	0.4	0.3	0.3	1	0	3	0.2	0.4
CRIME	5	5	5	6	6	10	6	3
Illegal drugs	2	3	3	2	1	6	3	0.3
Robbery	1	0.3	0.3	1	2	1	1	1
Murder/killings	1	0.3	0.3	0.3	1	0	0.5	1
Illegal gambling	0.2	0	0.3	0.3	0	3	0.1	0
Rape	0.2	0	0.3	0.3	0	0	0.3	0
Hold-up/pickpocket	0.2	1	0	0	0.3	0	0.1	0.3

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Table 3. MOST IMPORTANT LOCAL PROBLEM
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	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
CRIME (cont.)								
Kidnappings	0.1%	0%	0%	0%	0.3%	0%	0%	0.3
Carnapping	0.1	0	0	0	0.3	0	0	0.3
Other crimes	1	0.3	1	1	0.3	0	1	0
GOVERNANCE	4	3	3	9	3	0	4	5
Corruption/public morality	2	2	1	6	1	0	2	3
Lack of assistance	1	1	1	1	1	0	1	1
Other governance problems	1	0	1	3	2	0	2	1
ENVIRONMENTAL PROBLEMS	3	3	3	2	2	1	3	2
Garbage disposal	2	3	3	2	0	1	2	1
Natural resource depletion	0.3	0.3	0.3	0	0.7	0	0.4	0.3
Cleanliness	0.2	0	0	0	0.7	0	0.2	0
Pollution	0.1	0.3	0	0	0.3	0	0	0.5

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	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
DEMOCRACY	2%	0%	3%	1%	2%	3%	2%	1%
Political problems, local	2	0	3	1	1	3	2	1
Elections-problems	0.2	0	0	0	1	0	0.1	0.3
SECURITY PROBLEMS	2	1	1	0.3	4	0	1	2
Peace and order	1	1	1	0.3	2	0	1	1
Internal rebellion	0.4	0	0	0	2	0	0.3	1
Other security problems	0.1	1	0	0	0	0	0.1	0.2
OVERPOPULATION	0.1	1	0	0	0	0	0.1	0
OTHERS	0.04	0.3	0	0	0	0	0.1	0
NONE	16	10	17	23	10	19	17	13
DON'T KNOW/REFUSED	1	0	0	3	0	0	1	0

Q9. 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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Overall, the survey found a plurality 34% identifying the National Government as the one with the main responsibility of solving the most important local problem in general, 26% cited the City/Municipal Government, 17% Barangay Government, and 7% the Provincial Government [*Table 4*].

On problems related to *Economy*, over half (52%) point to the National Government as the one responsible for solving it, 24% cite the City/Municipal Government, 14% Barangay Government, and 9% Provincial Government.

The National Government is more commonly cited to be responsible in solving *Poverty* (68%), *High price of commodities* (64%), Low *income/wage* (50%), *Unemployment* (47%), *Food shortage* (44%).

In detail, solving problems about *Taxation* are seen more the responsibility of the City/Municipal Government (65%), while problems about *Low productivity* are seen more the responsibility of the Provincial Government (49%).

Thirty-seven percent cite the City/Municipal Government as responsible in solving problems about *Social Services*, 31% cite the National Government, 29% Barangay Government, and only 2% cite the Provincial Government.

Specifically, problems about *Health* (47%), *Garbage collection* (44%), *Education* (100%), and *Leisure* (100%) are seen more as responsibilities of the City/Municipal Government, while *Caregiving* (81%) and *Housing* (50%) are seen more as responsibilities of the National Government.

On problems about *Infrastructure*, 35% say they are responsibilities of the City/Municipal Government, 32% say it is the Barangay Government, 20% National Government, and 13% Provincial Government.

In detail, the City/Municipal Government is cited more as responsible in solving problems related to *Transportation and traffic* (49%), *Roads and bridges* (37%), and *Water supply* (35%).

Solving problems on *Electricity* (100%) is seen more a responsibility of the Barangay Government, while other infrastructure-related problems (72%) are seen more as responsibilities of the National Government.

In solving problems related to *Crime*, 39% point to the City/Municipal Government, 33% to the Barangay Government, 21% National Government, and 6% Provincial Government.

Specifically, solving the problems of *Robbery* (51%), *Illegal gambling* (69%) and *Illegal drugs (39%)* is seen more as the responsibility of the Barangay Government. Problems on *Murder/killing* (47%), *Rape* (100%), *Carnapping* (100%), and other crimes (58%) are seen as responsibilities of the City/Municipal Government, while *Kidnappings (100%)* and *Hold-up/pickpocket* (46%) are seen more as responsibilities of the National Government.

About half (49%) of household heads say the National Government has main responsibility of solving problems related to *Governance*, 32% say it is the City/Municipal Government, 10% Provincial Government, and 9% Barangay Government. The National Government is consistently more mentioned to be responsible in solving problems related to *Corruption/public morality* (53%), *Lack of assistance* (53%), and others (41%).

On solving problems related to *Environment*, over half (54%) cite the City/Municipal Government as the one responsible, 25% say it is the Barangay Government, 11% Provincial Government, and 10% National Government. In detail, the City Government is seen more as responsible in solving problems related to *Garbage disposal* (54%) and *Cleanliness* (100%). The Provincial Government is seen as responsible for solving *Natural resource depletion* (43%), while the Barangay Government is more seen to be responsible for solving *Pollution* (63%).

Two out of five (40%) cite the City Government as responsible for solving problems about *Democracy*, 36% cite the National Government, 20% Provincial Government, and 4% Barangay Government. In detail, plurality (43%) cite the City Government as responsible in solving *Local political problems*, while half (50%) turn to the Provincial Government to solve *Election-related problem and the other half (50%) to the Barangay Government.*

Half (50%) of household heads turn to the City Government for solving problems related to *Security*, 26% cite the National Government, 19% Barangay Government, and 5% Provincial Government.

Specifically, the City Government is seen as responsible for solving *Internal rebellion* (100%), while the City/Municipal Government and the National Government are equally cited for solving problems related to *Peace and order* (37% each).

Solving problems related to *Overpopulation* is seen as equally the responsibility of the National Government and Barangay Government (50% each).

Table 4. GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING THE MOST IMPORTANT PROBLEM OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009, Row %

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	Natl govt	Provl govt	City/Mun. govt	Brgy govt
OVERALL	34%	7%	26%	17%
ECONOMY	52	9	24	14
Unemployment	47	9	27	16
High price of commodities	64	8	16	11
High prices of things to buy	63	7	15	13
Higher prices of things to buy	67	9	17	7
Poverty	68	12	10	9
Low income/wage	50	0	31	18
Taxation	35	0	65	0
Food shortage	44	0	36	21
Low productivity	25	49	0	25
Other economic problems	45	11	31	7
SOCIAL SERVICES	31	2	37	29
Disasters: flood/typhoon/volcanic eruption/tsunami	38	2	36	23

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Table 4. GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING THE MOST IMPORTANT PROBLEM OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009, Row %

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	Natl govt	Provl govt	City/Mun. govt	Brgy govt
SOCIAL SERVICES (cont.)				
Garbage collection	5%	2%	44%	49%
Housing problems	50	6	23	22
Health-problems	5	0	47	49
Caregiving: elderly, children, handicapped	81	0	19	0
Education-problems	0	0	100	0
Leisure/recreation/sports problems	0	0	100	0
INFRASTRUCTURE PROBLEMS	20	13	35	32
Roads, bridges etc.	14	18	37	32
Water supply	30	7	35	29
Transportation/traffic	22	15	49	15
Electricity problems	0	0	0	100
Other infrastructure problems	72	0	17	11

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Table 4. GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING THE MOST IMPORTANT PROBLEM OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009, Row %

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	Natl govt	Provl govt	City/Mun. govt	Brgy govt
CRIME	21%	6%	39%	33%
Illegal drugs	19	5	37	39
Robbery	17	7	25	51
Murder/killings	27	26	47	0
Illegal gambling	31	0	0	69
Rape	0	0	100	0
Hold-up/pickpocket	46	0	27	27
Kidnappings	100	0	0	0
Carnapping	0	0	100	0
Other crimes	21	0	58	21
GOVERNANCE	49	10	32	9
Corruption/public morality	53	3	41	3
Lack of assistance	53	27	9	11
Other governance problems	41	11	32	16

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Table 4. GOVERNMENT UNIT WITH THE MAIN RESPONSIBILITY OF SOLVING THE MOST IMPORTANT PROBLEM OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009, Row %

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	Natl govt	Provl govt	City/Mun. govt	Brgy govt
ENVIRONMENTAL PROBLEMS	10%	11%	54%	25%
Garbage disposal	10	7	54	29
Natural resource depletion	22	43	35	0
Cleanliness	0	0	100	0
Pollution	0	0	37	63
DEMOCRACY	36	20	40	4
Local political problems	39	18	43	0
Election-related problems	0	50	0	50
SECURITY PROBLEMS	26	5	50	19
Peace and order	37	7	37	19
Internal rebellion	0	0	100	0
Other security problems	0	0	0	100
OVERPOPULATION	50	0	0	50
OTHERS	0	0	0	100

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Transactions with Local Government Offices

Over half (58%) consider the procedures or systems in city/municipal offices as *transparent or understandable*, and 34% consider them as not *transparent/understandable*. The remaining 8% did not give an answer [*Table 5*].

Majority in both Mindanao (62%) and Balance Luzon (61%), and over half in Metro Manila (55%), consider the procedures or system of city/municipal offices as *transparent/understandable*. The opinion in the Visayas is split between those who consider them as not *transparent/understandable* (48%) and *transparent/understandable* (46%)

Half to majority across classes consider the procedures or system of city/municipal offices as *transparent/understandable*: it is 60% in class E, 57% in class D, and 52% in class ABC.

Table 5. OPINION ON THE OVERALL TRANSPARENCY AND UNDERSTANDABILITY OF THE LOCAL GOVERNMENT OFFICES' TRANSACTION PROCEDURES OR SYSTEM, PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Transparent/understandable	58%	55%	61%	46%	62%	52%	57%	60%
Definitely	23	14	19	24	34	11	23	23
Somewhat	35	42	42	22	28	41	34	37
Not transparent/understandable	34	39	30	48	28	36	36	30
Somewhat not	23	27	22	28	17	27	24	19
Definitely not	12	12	8	20	10	9	12	11
Don't know/ Can't tell	8	6	8	6	10	10	7	10

Note: Refused responses are not shown.

Q11. SA PANGKALAHATAN, gaano kalinaw o kadaling maunawaan ang mga patakaran o sistema ng pagpoproseso ng mga opisinang nagkaroon kayo ng transaksyon? (TALAGANG MALINAW/MADALING MAUNAWAAN; MEDYO MALINAW/MADALING MAUNAWAAN; MEDYO HINDI MALINAW/MADALING MAUNAWAAN; TALAGANG HINDI MALINAW/MADALING MAUNAWAAN)

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Performance ratings of the local government

Social services

The September 2009 survey found 69% satisfied and 15% dissatisfied with the performance of the present Local Government on *Promoting sports programs*, for a *very good* Net Satisfaction rating of +54 (% satisfied minus % dissatisfied) [*Table 6*].

The Local Government obtained a *very good* Net Satisfaction score of +56 on *Implementing educational programs*. It scored a *very good* net +52 on *Maintenance of health centers*.

On *Providing legal services*, the Local Government obtained a *moderate* net +29. It obtained a *moderate* net +13 on *Helping the poor*.

Environment

Over three out of five (66%) are satisfied and 23% are dissatisfied with the performance of the present Local Government on *Collecting garbage*, for a good Net Satisfaction rating of +43.

On Protecting the environment, 65% are satisfied and 22% are dissatisfied, for a good Net Satisfaction score of +43.

Infrastructure

The Local Government obtained a very *good* Net Satisfaction rating on the issue of *Maintenance of the public market*, at +57, and on *Lighting of streets*, at +52.

It obtained a *moderate* net rating of +23 on *Repair of bad roads and drainage*.

Housing

The Local Government obtained *neutral* Net Satisfaction ratings on both *Solving the squatter problem*, at +2, and *Developing housing programs*, at +1.

Peace and order

The Local Government obtained a *good* Net Satisfaction score of +36 on *Managing traffic/ flow of vehicles*.

It scored a *moderate* +22 on *Fighting crime*, and a neutral +4 on *Fighting drug addiction*.

Livelihood

The Local Government obtained a moderate Net Satisfaction scores on *Promoting business*, at +14, *Providing assistance in farming needs*, at +12, and *Promoting tourism*, at +12. It scored a neutral net -9 on *Developing jobs*.

Tax administration

The Net Satisfaction rating of the Local Government is a good +45 on *Providing information regarding getting permits*, *licenses or paying of taxes*.

It scored *moderate* Net Satisfaction ratings on *Collecting taxes*, at +29, and *Generate additional funds for the city/municipal* government, at +24.

The Local Government obtained a moderate net +13 on *Making information regarding revenues, expenditures and operations of the city/municipal government easily available to citizens.*

Public-private collaboration

The Local Government obtained *moderate* Net Satisfaction ratings on *Consulting the people*, at +29, *Setting up of monitoring systems for development projects and programs with NGO/PO participation*, at +26, and *Implementing development plans with effective citizen participation*, at +24.

Eradicating graft and corruption

The survey found that 32% of household heads are satisfied and 47% are dissatisfied with the performance of the Local Government on *Eradicating graft and corruption*, for a *poor* Net Satisfaction rating of -15.

Table 6. SATISFACTION WITH THE PRESENT LOCAL GOVERNMENT ON ISSUES, PHILIPPINES, SEPTEMBER 2009

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	Sa-tisfied	Unde-cided	Dissa-tisfied	Net *
Social Services				
Promoting sports programs	69%	15%	15%	+54
Implementing educational programs	72	12	15	+56
Maintenance of health centers	71	10	19	+52
Providing legal services	51	23	22	+29
Helping the poor	49	14	36	+13
Environment				
Collecting garbage	66	9	23	+43
Protecting the environment	65	12	22	+43
Infrastructure				
Maintenance of the public market	73	10	16	+57
Lighting of streets	73	6	21	+52
Repair of bad roads and drainage	58	7	35	+23
Housing				
Solving the squatter problem	32	29	31	+ 2
Developing housing programs	35	24	34	+ 1

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Table 6. SATISFACTION WITH THE PRESENT LOCAL GOVERNMENT ON ISSUES, PHILIPPINES, SEPTEMBER 2009

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	Sa-tisfied	Unde-cided	Dissa-tisfied	Net *
Peace and order				
Managing traffic/ flow of vehicles	59%	15%	23%	+36
Fighting crime	53	14	32	+22
Fighting drug addiction	44	14	40	+4
Livelihood				
Promoting business	43	24	29	+14
Providing assistance in farming needs	43	21	31	+12
Promoting tourism	37	31	25	+12
Developing jobs	36	17	45	- 9
Tax administration				
Providing information regarding getting permits, licenses or paying of taxes	62	18	18	+45
Collecting taxes	52	24	23	+29
Generate additional funds for the local govt.	46	28	22	+24

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Table 6. SATISFACTION WITH THE PRESENT LOCAL GOVERNMENT ON ISSUES, PHILIPPINES, SEPTEMBER 2009

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	Sa-tisfied	Unde-cided	Dissa-tisfied	Net *
Tax administration (cont.)				
Making information regarding revenues, expenditures and operations of the local govt. easily available to citizens	41%	28%	28%	+13
Public-private collaboration				
Consulting the people	52	23	22	+29
Setting up of monitoring systems for development projects and programs with NGO/ PO participation	46	30	20	+26
Implementing development plans with effective citizen participation	48	25	24	+24
Eradicating graft and corruption	32	19	47	-15

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

Q12-38. GAANO PO KAYO NASISIYAHAN O HINDI NASISIYAHAN SA PAGGANAP NG TUNGKULIN NG KASALUKUYANG PAMAHALAANG LOKAL TUNGKOL SA (ISYU)? MASASABI BA NINYONG KAYO AY LUBOS NA NASISIYAHAN, MEDYO NASISIYAHAN, HINDI TIYAK KUNG NASISIYAHAN O HINDI, MEDYO HINDI NASISIYAHAN, LUBOS NA HINDI NASISIYAHAN. PAKISAGOT ANG MGA ITO SA PAMAMAGITAN NG PAGLALAGAY NG BAWAT KARD SA NAAANGKOP NA LUGAR DITO SA RATING BOARD NA ITO.

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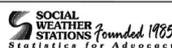
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Trust ratings of city/municipal officials and institutions

The September 2009 survey found that 78% have much trust and 12% have little trust in *the Mayor*, for a *very good* Net Trust rating of +66 (% *much trust minus* % *little trust*) [*Table* 7].

The *Barangay Council* obtained a very *good* Net Trust score of +54.

Obtaining *good* Net Trust ratings are the *City/Municipal Council*, at +47, and *the police*, at +42.

Household heads gave *moderate* Net Trust ratings to *Non-government organizations or NGOs*, at +25, and *local business associations*, at +17.

Table 7. TRUST RATINGS OF LOCAL GOVERNMENT OFFICIALS AND INSTITUTIONS, PHILIPPINES, SEPTEMBER 2009

	Aware	Base: Total who are aware			Net*
		Much trust	Undecided	Little trust	
The Mayor	100%	78%	10%	12%	+66
The Barangay Council in your place	100	71	11	17	+54
The City / Municipal Council	100	64	18	17	+47
The police in your locality	100	63	17	20	+42
Non-government organizations or NGOS in your locality	97	42	34	18	+25
Business associations in your locality	99	39	37	21	+17

* % Much Trust MINUS % Little Trust, correctly rounded. Don't' Know, Can't Say, and Refused responses are not shown.

Q39-44. SA MGA SUMUSUNOD, MAAARI PO BANG SABIHIN 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.

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Satisfaction with the services of local government employees

The survey found 66% satisfied and 17% dissatisfied with the services of the employees of the Local Government, for a *very good* Net Satisfaction score of +50 (% satisfied minus % dissatisfied, correctly rounded) [*Table 8*].

Net Satisfaction with the services of Local Government employees is *very good* in Mindanao, at +58, and Balance Luzon, at +58. It is *good* in Metro Manila, at +47, and *moderate* in the Visayas, at +26.

It is *very good* in both class E, at +52, and class D, at +50. Among class ABC, it is a *good* +39.

Table 8. SATISFACTION WITH THE SERVICES OF THE EMPLOYEES OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Satisfied	66%	62%	71%	52%	73%	63%	66%	68%
Very satisfied	21	9	21	21	30	14	21	23
Somewhat satisfied	45	53	50	30	43	49	45	45
Undecided	16	23	15	20	10	14	16	14
Dissatisfied	17	15	13	26	16	23	16	16
Somewhat dissatisfied	11	10	10	15	10	14	12	9
Very dissatisfied	6	5	4	10	6	10	5	7
Net *	+50	+47	+58	+26	+58	+39	+50	+52

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

Q45. 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)

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In a follow-up question asking household heads the reasons for being satisfied with Local Government employees, 57% cited *Helpful* and 56% *Approachable* [*Table 9*].

Following the two most cited reasons are *Courteous* (42%), *Prompt service* (24%), *Hardworking* (22%), *Professional* (21%), *Honest* (20%), *Knowledgeable and competent* (19%), *Smiling* (14%), and *Well groomed/Neat* (12%).

Being *Helpful* is the more commonly cited reason for satisfaction in Balance Luzon (62%), class ABC (68%), and class E (61%), while being *Approachable* tend to be more mentioned in Metro Manila (49%), and Visayas (57%).

Being *Approachable* and *Helpful* are equally most mentioned in Mindanao (59% and 58%, respectively) and in class D (55% each).

Table 9. REASONS FOR BEING SATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, SEPTEMBER 2009
(Base: 66% satisfied with the services of local government employees)

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Helpful	57%	38%	62%	55%	58%	68%	55%	61%
Approachable	56	49	56	57	59	56	55	57
Courteous	42	46	49	34	32	45	44	37
Prompt service	24	26	24	26	20	21	23	26
Hardworking	22	16	23	21	24	13	23	23
Professional	21	28	20	20	20	32	23	13
Honest	20	10	18	22	26	6	20	23
Knowledgeable and competent	19	27	18	15	20	17	19	19
Smiling	14	19	13	11	15	14	12	18
Well groomed/neat	12	24	9	14	9	26	11	10

Q46a. 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)

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On the other hand, the top two most common reasons for being dissatisfied are *Service is not prompt* (60%) and *Not approachable* (58%) [*Table 10*].

These are followed by *Not helpful* (34%), *Dishonest* (22%), *Not smiling* (21%), *Lazy* (19%), *Lacks knowledgeable and competence* (15%), *Discourteous* (14%), *Unprofessional* (10%), and *Not well groomed/neat* (3%). Other reasons comprise 4%.

Service not being prompt tops the list of reasons for dissatisfaction in Metro Manila (65%), Balance Luzon (65%) and class D (61%), while being Not approachable is most cited in the Visayas (58%), Mindanao (60%), and class E (60%). The two are equally cited in class ABC (60% each).

Table 10. REASONS FOR BEING DISSATISFIED WITH THE SERVICES OF THE LOCAL GOVERNMENT EMPLOYEES, PHILIPPINES, DECEMBER 2007 AND SEPTEMBER 2009
(Base: 17% dissatisfied with the services of local government employees)

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Service is not prompt	60%	65%	65%	55%	55%	60%	61%	56%
Not approachable	58	63	55	58	60	60	57	60
Not helpful	34	39	33	34	32	12	31	47
Dishonest	22	17	20	19	30	40	20	20
Not smiling	21	17	28	18	17	18	22	20
Lazy	19	13	20	22	15	18	21	13
Lacks knowledgeable and competence	15	20	8	18	19	40	13	14
Discourteous	14	20	15	14	9	18	13	15
Unprofessional	10	17	18	6	0	28	12	1
Not well groomed/neat	3	4	3	3	2	0	3	2
Others	4	2	5	1	9	0	6	2

Q46b. 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 UP TO THREE ANSWERS)

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On the test statement, "*Rich or poor, the citizens generally receive equal treatment on services provided by our local government,*" 52% of household heads agree and 34% disagree, for a Net Agreement score of +18 (% agree minus % disagree). The balance of 13% are undecided about this matter [*Table 11*].

Belief in equal treatment from the local government is stronger in Mindanao (net agree +24), Visayas (+23), and Balance Luzon (+20), compared to Metro Manila (-7). It is also stronger in class ABC (+32), compared to classes D (+19) and E (+12).

Table 11. TEST STATEMENT: "Rich or poor, the citizens generally receive equal treatment on services provided by our city/municipal government." PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Agree	52%	38%	53%	54%	54%	59%	52%	49%
Strongly agree	25	10	25	30	32	31	25	26
Somewhat agree	26	28	29	24	23	27	27	23
Undecided if agree or disagree	13	15	10	13	15	14	13	12
Disagree	34	46	34	31	30	27	33	38
Somewhat disagree	17	26	17	10	17	12	17	18
Strongly disagree	17	20	17	21	13	14	16	20
Don't know/Can't tell	2	1	3	2	0	0	2	1
*Net**	+18	-7	+20	+23	+24	+32	+19	+12

* Net figures (% Agree minus % Disagree) correctly rounded.

Q47. 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)

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Public-private partnerships

Eighteen percent of household heads say the Local Government collaborated with the private sector or NGOs/POs *once or twice* in the past six months, 8% say *3 to 5 times*, while 8% say it was *more than 5 times* [*Table 12*].

Fifteen percent say there were no *coordination at all* between the Local Government and the private sector, NGOs, or POs, while half (51%) cannot give an answer.

Plurality to majority in all areas and classes cannot give an answer whether there are coordination between the Local Government and the private sector, NGOs, or POs.

The balance of those who gave an answer tend to lean towards saying were *no coordination at all* in Metro Manila (24%), Visayas (20%), and in class ABC (24%), while it leans towards those saying *once* or *twice* in Balance Luzon (19%), Mindanao (17%), class D (19%), and class E (17%).

Table 12. PERCEIVED FREQUENCY OF COORDINATION BETWEEN LOCAL GOVERNMENT AND THE PRIVATE SECTOR OR NGO/PO IN CRAFTING POLICIES, LAWS, OR UNDERTAKING PROGRAMS OR PROJECTS FOR THE WELFARE OF THE CITIZENS, PHILIPPINES, SEPTEMBER 2009

In the past 6 months:	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Once or twice	18%	18%	19%	18%	17%	16%	19%	17%
3 to 5 times	8	9	7	9	7	4	7	9
More than 5 times	8	7	4	10	15	15	7	9
No coordination at all	15	24	11	20	13	24	14	16
Don't know/ Can't tell	51	42	59	43	48	42	52	49

Q48. Nitong nakaraang 6 na buwan, gaano po kadalas sa inyong pagkakaalam na ang inyong pamahalaang lungsod/bayan ay nakipag-ugnayan sa pribadong sektor o sa anumang NGOs/POs upang magsagawa ng anumang polisiya, batas, proyekto o programa para sa ikabubuti ng mga mamamayan sa inyong lungsod. (ISA O DALAWANG BESES; TATLO HANGGANG LIMANG BESES; HIGIT PA SA LIMANG BESES; WALANG PAKIKIPAG-UGNAYAN KAHIT MINSAN)

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On whether ordinary citizens participate in the formulation and implementation of the local government's development plan, 35% of household heads say they *personally know of this*, 20% reported that *others say that citizens participate*, and the plurality 44% say *nobody can say if citizens participate* [*Table 13*].

About half in Metro Manila (52%), Visayas (52%), and Mindanao (47%) reported that *nobody* can *say if citizens participate*, while plurality in Balance Luzon (42%) say they *personally know* that ordinary citizens participate in the formulation and implementation of the local government's development plan.

Plurality in all classes say *nobody* ca*n say* if *citizens participate*: 48% in class ABC, 44% in class D, and 43% in class E.

Table 13. AWARENESS AS TO WHETHER ORDINARY CITIZENS PARTICIPATE IN THE FORMULATION AND IMPLEMENTATION OF THE LOCAL GOVERNMENT'S DEVELOPMENT PLANS, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Personally know that citizens participate	35%	30%	42%	29%	31%	41%	36%	32%
Others say that citizens participate	20	17	22	19	21	10	19	25
Nobody can say if citizens participate	44	52	36	52	47	48	44	43

Q49. Sa inyong pagkakaalam, kasama po ba sa paggawa o pagsakatuparan ng mga planong pangkaunlaran o development plans ng inyong lungsod ang mga ordinaryong mamamayan ng inyong lungsod. (ALAM KO MISMO NA KASAMA ANG MAMAMAYAN; SABI NG IBA NA KASAMA ANG MAMAMAYAN; WALANG MAKAPAGSABI KUNG KASAMA ANG MAMAMAYAN)

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Corruption

Attitudes towards corrupt practices

On the possibility of running the government without corruption, over half (54%) of household heads are optimistic that *the government can be run without corruption*, while 42% are pessimistic that *corruption is part of the way government works* [*Table 14*].

Majority in Mindanao (65%), the Visayas (64%), class E (59%), and over half in class D (53%) are optimistic that the *government can be run without corruption*.

Over half in Metro Manila (57%) and class ABC (54%) pessimistically reported that *corruption is part of the way government works*.

Opinion in Balance Luzon is split between those who are optimistic (47%) and those who are pessimistic (49%) about running the government with or without corruption.

Table 14. WHETHER CORRUPTION IS PART OF THE WAY GOVERNMENT WORKS OR GOVERNMENT CAN BE RUN WITHOUT IT, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
"The government can be run without corruption"	54%	43%	47%	64%	65%	46%	53%	59%
"Corruption is part of the way government works"	42	57	49	31	31	54	44	36
Don't know/Can't tell	3	0	3	5	4	0	3	4

Q50. Alin sa dalawang ito ang mas malapit sa inyong opinyon? (SHOWCARD) (ANG KORUPSYON AY BAHAGI NG PAGPAPATAKBO NG GOBYERNO SA PILIPINAS; ANG GOBYERNO AY MAPAPATAKBO NANG WALANG KORUPSYON.)

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On the opinion why corruption is wrong, 76% believe that "corruption is wrong because it hurts the country's development", and 22% say "corruption is wrong because it is immoral" [*Table 15*].

Majority in all areas and classes believe that corruption hurts national development.

The survey found 69% believing that "the source of corruption are the government employees who ask for bribes," and 25% believe that "the source of corruption are the citizens who bribe" [*Table 16*].

The dominant belief in all areas and classes is that government employees who ask for bribes are the source of corruption.

Table 15. WHETHER CORRUPTION IS WRONG BECAUSE IT IS IMMORAL OR BECAUSE IT HURTS THE COUNTRY'S DEVELOPMENT, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Corruption is wrong because it hurts the country's development	76%	72%	76%	74%	79%	77%	76%	75%
Corruption is wrong because it is immoral	22	28	22	21	18	23	22	21
Don't know/can't tell	2	0	2	5	2	0	2	3

Q51. Alin sa dalawang ito ang mas malapit sa inyong opinyon? (SHOWCARD) (ANG KORUPSYON AY MALI SAPAGKAT ITO AY IMORAL; ANG KORUPSYON AY MALI SAPAGKAT ITO AY NAKAKASAMA SA PAG-UNLAD NG ATING BANSA.)

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Table 16. WHETHER THE SOURCES OF CORRUPTION ARE THE CITIZENS WHO BRIBE OR THE GOVERNMENT EMPLOYEES WHO ASK FOR BRIBES, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
The sources of corruption are the government employees who ask for bribes	69%	67%	70%	68%	71%	60%	70%	71%
The sources of corruption are the citizens who bribe	25	31	24	24	24	33	25	23
Don't know/can't tell	5	2	6	7	5	7	5	6

Q52. Alin sa dalawang ito ang mas malapit sa inyong opinyon? (SHOWCARD) (ANG PINANGGAGALINGAN NG KORUPSYON AY ANG MGA MAMAMAYAN NA NANUNUHOLANG PINANGGAGALINGAN NG KORUPSYON AY MGA EMPLEYADO NG GOBYERNO NA NANGHIHINGI NG SUHOL.)

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On the matter of who to blame when there is corruption involving a government official and a businessman, over three out of five (63%) say *both are to blame* [*Table 17*].

Eighteen percent of household heads say *only the officials* are to blame, 8% say *mostly the official and somewhat the businessman*, 5% say *mostly the businessman and somewhat the official*, and 4% say *only the businessman* is to blame.

The dominant opinion across the board is that both the government official and businessman are to blame in matters of corruption. Majority in all classes share this opinion.

The balance of opinion tends to lean towards blaming *the official only* rather than the businessman when it comes to corruption: 22% in both Mindanao and Visayas, 18% in Metro Manila, and 15% in Balance Luzon. Putting the blame on government officials tend to be stronger in classes E (20%) and D (18%) compared to class ABC (14%).

Table 17. IF A BUSINESSMAN OR A GOVERNMENT OFFICIAL ARE INVOLVED IN CORRUPTION, WHO IS MORE TO BLAME? PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
The official only	18%	18%	15%	22%	22%	14%	18%	20%
Mostly the official, and somewhat the businessman	8	10	5	8	11	6	8	8
Both are equally to blame	63	67	68	57	56	63	64	60
Mostly the businessman, and somewhat the official	5	3	5	5	4	1	5	4
The businessman only	4	3	3	5	5	6	3	5
Don't know/can't tell	3	0	4	2	3	10	2	3

Q53. Kapag may korupsyong kasangkot ang isang negosyante at isang opisyal ng pamahalaang lungsod, sino sa palagay ninyo ang dapat sisihin? (ANG OPISYAL LAMANG; KADALASAN ANG OPISYAL, AT MEDYO ANG NEGOSYANTE; PAREHONG DAPAT NA SISIHIN; KADALASAN ANG NEGOSYANTE, AT MEDYO AND OPISYAL; ANG NEGOSYANTE LAMANG)

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Three out of five (61%) household heads nationwide say *It is not proper to give gifts nor money* [*Table 18*].

Fourteen percent believe that *It is proper to give gifts but not proper to give money*, 8% say *It is not proper to give gifts but it is proper to give money*, and 13% say *It is just proper to give gifts or money*.

Opposition to accepting gifts or money is dominant in all areas and classes, with stronger opposition coming from Metro Manila (69%) and the upper-middle classes ABC (65%) and D (64%).

A plurality 46% say it is *always wrong* to have "fixers" or people who offer help for a fee, a fifth (20%) say this is *wrong in most cases*, and 23% say this is *wrong only sometimes*. Only 5% of the respondents said this is *not wrong at all* [*Table 19*].

Opposition to having "fixers" is dominant in all areas: it is 57% in Metro Manila, 47% in Balance Luzon, 43% in the Visayas, and 39% in Mindanao. The same opposition is dominant in all classes.

Table 18. WHETHER GIVING GIFTS OR MONEY TO A LOCAL GOVERNMENT EMPLOYEE TO SPEED UP PROCESSING IS PROPER OR NOT, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
It is not proper to give gifts nor money	61%	69%	61%	58%	55%	65%	64%	52%
It is proper to give gifts but not proper to give money	14	20	19	9	5	8	15	13
It is not proper to give gifts but it is proper to give money	8	4	7	8	11	21	5	11
It is just proper to give gifts or money	13	4	7	20	22	0	12	18
No answer	1	0	3	1	0	0	2	1
Don't know/can't tell	3	1	2	4	7	7	2	5

Q60. Pakisabi lang po kung ang pagbibigay ng regalo o pera sa isang empleyado ng inyong pamahalaang lungsod na nakatulong na mapabilis ang pagproproseso ng mga papeles ninyo ay tama o hindi tama. (TAMA LANG ANG MAGBIGAY NG REGALO O PERA; HINDI TAMANG MAGBIGAY NG REGALO O PERA; TAMA LANG MAGBIGAY NG REGALO, HINDI TAMA ANG MAGBIGAY NG PERA; HINDI TAMA ANG MAGBIGAY NG REGALO, TAMA ANG MAGBIGAY NG PERA)

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Table 19. OPINION ABOUT HAVING FIXERS OR PEOPLE WHO OFFER TO HELP FOR A FEE, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Always wrong	46%	57%	47%	43%	39%	55%	47%	43%
Wrong in most cases	20	25	22	13	17	18	21	17
Wrong only sometimes	23	15	21	30	25	23	22	24
Not wrong at all	5	0	5	4	10	1	5	7
No answer	1	0	3	1	0	0	2	1
Don't know/Can't tell	5	1	3	9	9	2	4	9

Q61. 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. Ito po ba ay … (PALAGING MALI; KADALASAN AY MALI; MALI PAMINSAN-MINSAN LANG; HINDI MALI KAILANMAN)

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Assessment of corruption in government

On the perceived extent of corruption in government, 58% of household heads nationwide see *a lot* of corruption in government, 29% see *some*, 7% see *a little*, and 3% say *none*. The remaining 4% cannot give an answer [*Table 20*].

Half to majority in all areas and classes say they see *a lot* of corruption in government, with higher proportions of those saying so in Metro Manila (64%) and Balance Luzon (60%), and among classes ABC and D (61% each).

Table 20. OPINION ON EXTENT OF CORRUPTION IN THE GOVERNMENT, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
A lot	58%	64%	60%	57%	50%	61%	61%	49%
Some	29	28	29	25	31	23	27	33
A little	7	5	5	10	11	5	7	9
None	3	2	2	3	6	3	2	5
Don't know/can't tell	4	2	4	5	2	8	3	3

Q54. Gaano kalaki, sa palagay ninyo, ang korupsyon sa ating gobyerno? (TALAGANG MALAKI; MEDYO MALAKI; KAUNTI; WALA)

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Among household heads who say there is corruption in the government, 88% believe corruption happens in the *national government*, 58% in the *city/municipal government*, 52% in the *provincial government*, and 37% in the *barangay government* [*Table 21*].

In all areas and classes, 83% to 95% see a lot of corruption in the national government, higher compared to perceptions of corruption in the local government (53% to 76%), provincial (48% to 58%), and barangay (35% to 47%) governments.

A third (33%) of those who see corruption in government perceive corruption to be in only *one level of government*, 21% mentioned *two levels of government*, 15% mentioned *three levels of government*, and 29% cited all *four levels of government* [*Table 22*].

Responses that cited only *one level of government* tend to be more common in Balance Luzon (42%), Mindanao (32%), class D (34%), and class E (31%). Those who named *all levels of government* are more common in Metro Manila (37%), while opinions tend to be mixed in the Visayas. Responses citing *all levels of government* (32%), and only *one level of government* (31%) are more common in class ABC.

Table 21. LEVEL OF GOVERNMENT WHERE CORRUPTION
HAPPENS, PHILIPPINES, SEPTEMBER 2009
Base: 97% who say there is corruption in the government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
National government	88%	93%	86%	89%	86%	95%	89%	83%
City/Municipal government	58	76	53	59	58	60	57	61
Provincial government	52	58	50	54	51	48	52	54
Barangay government	37	47	35	38	35	38	37	38
Don't know/can't tell	2	0	2	4	3	1	2	3

Q55. Sa iba't ibang lebel ng gobyerno, saan sa palagay ninyo may nangyayaring korupsyon? Ito po ba ay sa...(PAMAHALAANG NASYONAL; PAMAHALAANG PANLALAWIGAN; PAMAHALAANG LUNGSOD; PAMAHALAANG BARANGAY) (MULTIPLE RESPONSE ALLOWED)

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Table 22. PROPORTION OF RESPONDENTS WHO PERCEIVE
CORRUPTION TO BE IN ONE, TWO, THREE OR ALL LEVELS OF
GOVERNMENT, PHILIPPINES, SEPTEMBER 2009
Base: 97% saying that there is corruption in the government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
One level of government only	33%	18%	42%	23%	32%	31%	34%	31%
Two levels of government	21	25	18	25	21	25	21	20
Three levels of government	15	19	8	24	18	11	14	18
All levels of government	29	37	31	24	25	32	29	28
Don't know/Can't tell	2	0	2	4	3	1	2	3

Q55. Sa iba't ibang lebel ng gobyerno, saan sa palagay ninyo may nangyayaring korupsyon? Ito po ba ay sa...(PAMAHALAANG NASYONAL; PAMAHALAANG PANLALAWIGAN; PAMAHALAANG LUNGSOD; PAMAHALAANG BARANGAY) (MULTIPLE RESPONSE ALLOWED)

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About one out of five (19%) of household heads who perceive corruption in the local government see *a lot* of corruption, 44% see *some*, and a fourth (25%) see *a little* [*Table 23*].

In all areas and classes, the more prominent response is that there is *some* corruption in the local government, while the balance of opinion tends to lean towards saying there is *a lot* in Metro Manila (23%) and Visayas (30%), and towards saying *a little* in Balance Luzon (23%), Mindanao (29%), and in all classes.

Table 23. OPINION ON EXTENT OF CORRUPTION IN THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009
Base: Total who say there is corruption in the local government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Base: % who say there is corruption in City/Municipal government	58%	76%	53%	59%	58%	60%	57%	61%
A lot	19	23	13	30	18	25	20	17
Some	44	49	51	31	40	36	43	48
A little	25	21	23	25	29	28	26	20
Don't know/can't tell	9	6	9	11	11	11	8	13
No answer	2	1	3	3	1	0	3	2

Q56. At dito naman po sa inyong lungsod... gaano kalaki, sa inyong palagay, ang korupsyon sa inyong pamahalaang LUNGSOD? (TALAGANG MALAKI; MEDYO MALAKI; KAUNTI) (IF CODE 3 NOT MENTIONED IN Q126, GO TO Q136)

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Using a list of 35 local government offices, with their respective functions shown, respondents were asked to identify the offices they consider to be vulnerable to corruption.

Taking the top spots are City Budget Office (41%), City Treasurers Office (CTO) (30%), Business Permit and Licensing Office (28%), City Mayors Office (CMO) (26%), and City Engineers Office (CEO) (23%) [*Table 24*].

Following the top five offices are Transport and Traffic Management Office (20%), City Public Market Office (18%), City Accountant Office (17%), City Hospital (12%), City Agriculture Office (CAO) (11%), Barangay Affairs and Public Assistance Center (11%), City Housing and Development Office (10%), City Health Office (CHO) (10%), City Civil Registrar's Office (10%), and City Assessors Office (CAssO) (10%).

Obtaining single-digit scores are City Legal Office (8%), City Administrator's Office (8%), City Planning and Development Office (CPDO) (7%), City Environment and Natural Resources Office (CENRO) (6%), City Employment Service Office (CESO) (5%), City Cooperative Development Office (5%), City Tourism Office (5%), City Waterworks System (4%), City Social Welfare and Development Office (CSWDO) (4%), City Architect Office (4%), General Services Office (GSO) (3%), Urban Poor Affairs Office (3%), City Nutrition Office (CNO) (3%), Office of the SP Secretary (3%), City Human Resource Management Office/City Personnel Office (3%), City Abattoir (CA)/ Public Slaughterhouse (2%), City Veterinary Office (2%), City Population Office (CPO) (1%), City Information Office (1%), EDP/MIS Office (0.2%).

The remaining 12% did not give answer.

The City Budget Office tend to be most cited local government vulnerable to corruption in all areas and classes, except in NCR where Business Permit and Licensing Office (48%) came out at top of the list, while it is the City Treasurers Office (56%) among class ABC.

Table 24. LOCAL GOVERNMENT OFFICES CONSIDERED TO BE VULNERABLE TO CORRUPTION, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

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	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
City Budget Office	41%	42%	47%	37%	32%	49%	42%	36%
City Treasurers Office (CTO)	30	22	36	31	26	56	28	32
Business Permit and Licensing Office	28	48	23	24	25	35	28	26
City Mayors Office (CMO)	26	22	29	27	24	29	25	28
City Engineers Office (CEO)	23	30	21	23	22	41	23	18
Transport and Traffic Management Office	20	35	20	14	13	22	21	16
City Public Market Office	18	17	21	18	11	15	18	16
City Accountant Office	17	12	23	17	12	19	19	13
City Hospital	12	6	14	11	13	6	13	10
City Agriculture Office (CAO)	11	10	14	8	10	17	11	12

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Table 24. LOCAL GOVERNMENT OFFICES CONSIDERED TO BE VULNERABLE TO CORRUPTION, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

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	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Barangay Affairs and Public Assistance Center	11%	15%	12%	10%	6%	6%	11%	12%
City Housing and Development Office	10	14	12	8	6	9	11	7
City Health Office (CHO)	10	10	11	7	13	4	10	13
City Civil Registrar's Office	10	16	13	6	5	17	10	9
City Assessors Office (CAssO)	10	9	13	8	7	10	10	8
City Legal Office	8	16	4	8	11	1	9	7
City Administrator's Office	8	10	11	6	3	16	7	10
City Planning and Development Office (CPDO)	7	8	7	7	7	10	8	5
City Environment and Natural Resources Office (CENRO)	6	5	6	5	7	9	6	4

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Table 24. LOCAL GOVERNMENT OFFICES CONSIDERED TO BE VULNERABLE TO CORRUPTION, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

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	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
City Employment Service Office (CESO)	5%	10%	6%	5%	2%	7%	5%	5%
City Cooperative Development Office	5	2	7	4	5	12	5	4
City Tourism Office	5	8	4	4	4	4	5	4
City Waterworks System	4	7	4	3	4	6	5	3
City Social Welfare and Development Office (CSWDO)	4	4	5	2	4	0	4	4
City Architect Office	4	7	5	4	0	2	5	2
General Services Office (GSO)	3	4	4	5	1	1	4	3
Urban Poor Affairs Office	3	4	2	6	1	4	3	1
City Nutrition Office (CNO)	3	2	4	2	2	0	3	4

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Table 24. LOCAL GOVERNMENT OFFICES CONSIDERED TO BE VULNERABLE TO CORRUPTION, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

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	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Office of the SP Secretary	3%	3%	3%	2%	3%	0%	1%	6%
City Human Resource Management Office/City Personnel Office	3	4	3	2	2	0	3	2
City Abattoir (CA)/Public Slaughterhouse	2	0.4	1	4	2	0	2	2
City Veterinary Office	2	0.4	1	2	4	0	2	1
City Population Office (CPO)	1	3	1	0	2	1	2	0.5
City Information Office	1	1	2	1	1	0	1	2
EDP/MIS Office	0.2	0	1	0	0	0	0.4	0
Refused	2	2	3	1	3	0	2	3
Don't Know	10	4	6	18	14	6	7	17

Q57. Narito po ang listahan ng *iba't ibang opisina ng pamahalaang lungsod/bayan. Pakibasa po ng mabuti ang pangunahing gawain ng bawat isa.* **Alin po sa inyong palagay ang malamang madaling matukso sa korupsyon? Maaari po kayong magbigay ng hanggang limang sagot. (SHOW LIST)**

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Plurality (37%) of household heads who see corruption in the local government say the level of corruption in the local government is same *as three years ago*, 20% say it is *much more widespread now*, and 16% say it is *somewhat more widespread now* [*Table 25*].

It found 16% saying it is *somewhat more widespread three years ago*, and 9% saying it is *much more widespread three years ago*.

The more prominent opinion across areas and classes is that local government corruption is *same as three years ago*.

Table 25. CHANGE IN THE LEVEL OF CORRUPTION IN THE LOCAL GOVERNMENT OVER THE PAST 3 YEARS, PHILIPPINES, SEPTEMBER 2009
Base: 58% who say there is corruption in the local government

	RP	*NCR*	*BAL. LUZ*	*VIS*	*MIN*	*ABC*	*D*	*E*
Much more widespread now	20%	25%	14%	24%	22%	29%	20%	17%
Somewhat more widespread now	16	20	20	10	11	14	15	18
Same as three years ago	37	40	39	31	36	32	36	39
Somewhat more widespread three years ago	16	11	19	16	13	21	16	13
Much more widespread three years ago	9	3	6	13	18	0	9	12
Don't know	2	1	1	5	1	4	2	1

Q65. Kung ikukumpara sa nakaraang tatlong taon, masasabi po ba ninyo na ang lawak ng korupsyon sa inyong PAMAHALAANG LUNGSOD/BAYAN sa kasalukuyan ay… (TALAGANG MAS LAGANAP NGAYON; MEDYO MAS LAGANAP NGAYON; PAREHO LANG SA NAKARAANG TATLONG (3) TAON; MEDYO MAS LAGANAP NOONG NAKARAANG TATLONG (3) TAON; TALAGANG MAS LAGANAP NOONG NAKARAANG TATLONG (3) TAON)

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Personal experience with corruption

As of September 2009, two out five (41%) have heard about corruption in any local government office, of which 8% just six months ago and 34% more than six months ago [*Table 26*].

Twelve percent, either personally or by one of their family members, have witnessed or experienced corruption, 3% of which just six months ago and 8% over six months ago.

Six percent reported that their friends have witnessed or experienced corruption, of which 2% just six months ago and 4% more than six months ago.

The plurality 46% say they did not witness nor experience any corruption in any of the local government offices.

Personal experience of corruption is higher in Metro Manila (21%) and Visayas (17%), compared to Mindanao (10%) and Balance Luzon (6%). It is higher among classes D (14%) and ABC (13%) compared to class E (5%).

Table 26. PERSONAL EXPERIENCE WITH CORRUPTION IN ANY OF THE LOCAL GOVERNMENT OFFICES, PHILIPPINES, SEPTEMBER 2009

Base: 58% who say there is corruption in the local government

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Heard about	41%	30%	41%	49%	45%	50%	39%	47%
Just 6 months ago	8	8	4	12	9	5	7	10
More than 6 months ago	34	22	36	37	36	45	32	37
Self/Family member witnessed/ experienced	12	21	6	17	10	13	14	5
Just 6 months ago	3	5	2	4	4	5	4	1
More than 6 months ago	8	16	4	13	6	8	10	4
Friend witnessed/experienced	6	4	2	13	6	9	5	5
Just 6 months ago	2	2	1	4	1	5	1	1
More than 6 months ago	4	3	1	9	5	4	4	4
Did not witness/ experience any	46	48	52	36	43	32	47	47

Q58. Nakabalita o nakasaksi o nakaranas na ba kayo mismo, sino mang miyembro ng inyong pamilya, o kakilala, ng anumang klaseng korupsyon sa anumang opisinang nabanggit ninyo? 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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Of those who witnessed or experienced corruption in any local government office, only 18% reported the incident [*Table 27*].

Of the 82% who did not report the incident, the reasons cited were: *Nothing would be done about it anyway* (26%), *It is standard practice anyway* (21%), *Afraid of reprisal* (20%), *I don't want to betray anyone* (18%), *Did not know how or to whom to report (16%), It's too small a thing to bother about* (15%), *and Cannot prove the corruption* (10%).

Reporting corruption is more practiced in Balance Luzon (33%) than in Mindanao (18%), Visayas (16%), and in Metro Manila (9%).

Of those who did not report, *Nothing would be done about it anyway* is the more common reason cited in Metro Manila (42%), while it is *Afraid* of *reprisal* and *Not wanting to betray anyone* (21% each) in Mindanao. Reasons are mixed in Balance Luzon.

Nothing would be done about it anyway is also the more common reason cited in class ABC (43%), and class D (24%), while *It is standard practice anyway* tends to be more mentioned in the Visayas (32%). In class E, *Nothing would be done about it anyway* (29%) and *It is standard practice anyway* (28%) are the two more commonly cited reasons for not reporting,

Table 27. **WHETHER RESPONDENT REPORTED THE CORRUPTION WITNESSED OR EXPERIENCED, AND REASONS FOR NOT REPORTING, PHILIPPINES, SEPTEMBER 2009**
Base: 12% who witnessed or experienced corruption in any of the local government offices

	RP	*NCR*	*BAL. LUZ*	*VIS*	*MIN*	*ABC*	*D*	*E*
Yes	18%	9%	33%	16%	18%	21%	16%	23%
No	82	91	67	84	82	79	84	77
Nothing would be done about it anyway	26	42	17	30	11	43	24	29
It is standard practice anyway	21	25	8	32	11	29	19	28
Afraid of reprisal	20	15	17	26	21	27	20	21
I don't want to betray anyone	18	18	17	16	21	0	19	20
Did not know how or to whom to report	16	22	8	14	18	0	16	23
It's too small a thing to bother about	15	15	0	24	14	36	15	9
Cannot prove the corruption	10	7	17	12	4	0	12	4

Q59. KUNG NAKASAKSI O NAKARANAS MISMO, O ANG MIYEMBRO NG PAMILYA O KAKILALA: Ini-report po ba ninyo ang korupsyon 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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Participation in fighting corruption

The survey found that 31% agree that "*It is easy for anyone who wants to bid on a city/ municipal government contract to get information about the bidding*," while 26% disagree, for a neutral Net Agreement of +5 (% agree minus % disagree). Thirty-five are undecided about this matter [*Table 28*].

Net Agreement on the ease of getting procurement information is stronger in Balance Luzon (+12) compared to Visayas (+3), Mindanao (+1), and Metro Manila (-5). It is also higher among class E (+14) compared to classes D (+2) and ABC (+1).

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,*" 38% of household heads agree, while 21% disagree, for a Net Agreement of +16. A third (33%) are undecided about this matter [*Table 29*].

Net Agreement on willingness to participate in the bidding process is higher in Balance Luzon (+26) compared to Mindanao (+12), Metro Manila (+8), and Visayas (+7). By class, net agreement is higher in classes E (+19) and D (+16), compared to class ABC (+8).

A fourth (26%) of household heads nationwide are aware of any anti-corruption efforts of their local government, with higher awareness in Metro Manila (37%) compared to Visayas (27%), Mindanao (26%), and Balance Luzon (23%) [*Table 30*].

Awareness of any anti-corruption efforts of the local government is also higher among class ABC (41%) compared to classes E (26%) and D (25%).

Table 28. TEST STATEMENT: "It is easy for anyone who wants to bid on a local government contract to get information about the bidding," PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Agree	31%	27%	34%	32%	28%	26%	30%	36%
Strongly agree	10	7	7	16	14	10	10	12
Somewhat agree	21	20	27	16	14	17	20	24
Undecided	35	36	36	32	33	40	35	32
Disagree	26	32	22	29	27	25	27	22
Somewhat disagree	16	23	15	12	18	16	16	16
Strongly disagree	10	10	7	17	9	9	11	6
Don't know/ Can't tell	7	4	5	6	12	1	7	9
Net *	+ 5	-5	+12	+ 3	+ 1	+ 1	+ 2	+14

* Net figures (% Agree minus % Disagree) correctly rounded.

Q63. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa pangungusap na ito: "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 SUMASANG-AYON; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

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Table 29. 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, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Agree	38%	36%	41%	36%	33%	35%	37%	39%
Strongly agree	16	12	14	18	20	19	15	17
Somewhat agree	22	24	28	17	13	16	22	22
Undecided	33	33	37	28	31	28	34	31
Disagree	21	28	16	28	21	27	21	20
Somewhat disagree	12	21	10	10	14	20	12	12
Strongly disagree	9	8	6	18	7	7	9	8
Don't know/ Can't tell	7	3	4	6	14	2	6	9
Net *	+16	+ 8	+26	+ 7	+12	+ 8	+16	+19

•Net figures (% Agree minus % Disagree) correctly rounded.

Q64. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa pangungusap na ito: "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 SUMASANG-AYON; MEDYO HINDI SUMASANG-AYON; LUBOS NA HINDI SUMASANG-AYON)

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Table 30. AWARENESS OF ANY ANTI-CORRUPTION EFFORT OF THE LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Yes	26%	37%	23%	27%	26%	41%	25%	26%
None	74	63	77	73	74	59	75	74

Q66. Nitong nakaraang 3 taon, maay narinig o nabasa na po ba kayo na kahit anong gawain ng inyong PAMAHALAANG LUNGSOD/BAYAN para labanan ang korupsyon? (OO, HINDI)

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The survey asked households head their opinion on the test statement, *"A person like me cannot do anything to reduce corruption in my city/municipality,"* and found that 45% agree, while 37% disagree, for a neutral net agreement of +8 (% agree minus % disagree). Seventeen percent are undecided about this matter [*Table 31*].

Personal efficacy against local corruption is neutral in the Visayas (net agreement of +5), in Mindanao (-5), and in Metro Manila (-9). It is weaker in Balance Luzon, at net agree +22.

It is stronger among class ABC, with net agreement of -18, compared to class D, at net +8 and class D, at net +15.

Table 31. TEST STATEMENT: "A person like me cannot do anything to reduce corruption in my city/municipality." PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Agree	45%	36%	52%	44%	40%	33%	45%	50%
Strongly agree	22	11	24	23	21	12	22	22
Somewhat agree	24	25	27	20	19	21	22	28
Undecided if agree or disagree	17	19	19	16	14	16	18	14
Disagree	37	45	30	39	45	51	37	35
Somewhat disagree	15	22	15	12	14	22	15	14
Strongly disagree	22	23	15	27	31	30	22	21
Net *	+ 8	-9	+22	+ 5	- 5	-18	+ 8	+15

* Net figures (% Agree minus % Disagree) correctly rounded.

Q62. Kayo po ba ay sumasang-ayon o hindi sumasang-ayon sa pangungusap na ito: "Ang isang taong katulad ko ay walang magagawa upang mabawasan ang korupsyon sa aking 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 September 26-29, 2009 Survey

The Asia Foundation   SOCIAL WEATHER STATIONS *founded 1985 Statistics for Advocacy*

Most Important Characteristics of the Next Mayor

The September 2009 survey found that 63% of household heads nationwide cited *Has concern for the poor* as one of the most important characteristics of their next Mayor [*Table 32*].

The next most common characteristics mentioned are *Has faith in God* (44%), *Approachable* (39%), *Can be trusted* (38%), and *Helpful to those in need* (35%).

Following are the traits *Has good moral character* (16%), *Has new solutions to the problems of the City/Municipality* (15%), and *Has good platforms* (13%).

Obtaining single-digit scores are *Has high educational attainment* (9%), *Has political will* (9%), Has *an experience being an official of the government* (8%), and *Prospered through hardwork* (6%). Other volunteered responses comprise 1%.

Concern for the poor is the characteristics of the next Mayor that is most mentioned in all areas and classes.

Table 32. THE MOST IMPORTANT CHARACTERISTICS THE NEXT MAYOR SHOULD HAVE, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Has concern for the poor	63%	61%	67%	62%	57%	59%	62%	67%
Has faith in God	44	35	50	37	44	53	42	47
Approachable	39	31	36	38	49	44	36	43
Can be trusted	38	40	37	38	38	35	38	39
Helpful to those in need	35	29	36	32	37	13	36	37
Has good moral character	16	19	16	15	14	27	17	10
Has new solutions to the problems of the City/Mun.	15	27	12	13	15	18	14	15
Has good platforms	13	14	11	13	14	11	14	8
Has high educational attainment	9	9	9	12	7	10	9	10
Has political will	9	10	9	10	6	21	9	5
Has an experience being an official of the government	8	10	8	7	6	7	8	6
Prospered through hardwork	6	6	5	8	7	2	6	8
Others (volunteered)	1	1	2	1	0	0	1	1

Q67. Sa inyong palagay, alin po sa mga sumusunod ang pinaka-importanteng katangian na dapat mayroon ang susunod na mayor ng (City?Municipality)? Maaari po kayong pumili ng hanggang tatlong sagot. (SHOWCARD) (ALLOW UP TO THREE RESPONSES)

Survey on Good Local Governance
SWS September 26-29, 2009 Survey

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III. SOCIO-ECONOMIC AND DEMOGRAPHIC PROFILE

Applying census weights, 13% of the household head-respondents are in Metro Manila, 44% in Balance Luzon, 20% in the Visayas, and 23% in Mindanao. Forty-seven percent are urban residents, 53% are rural residents [*Table 33*].

Fifty-two percent of the respondents are males and 48% are females.

By age group, 3% of the respondents are youth (18-24 years old), 17% are intermediate youth (25-34 years old), 22% are middle aged (35-44 years old), 25% are 45 to 54 years old, and 33% are 55 years old and above.

The distribution by socio-economic class is 5% upper-middle class ABC, while 69% class D or the *masa* (consisting of 40% who own their residential lot and 29% who do not). Households belonging to class E comprise 26%.

By education, the survey found that 18% of respondents had at least some elementary education, 33% either finished elementary education or had some high school education, 23% either finished high school or took some vocational course, 12% completed vocational school or attended some college, and 13% either graduated from college or took post-graduate studies.

Over three out of four (77%) of the respondents are married, 18% are single or are without a spouse or live-in partner, and 5% are living in with a partner.

Table 33. LOCALE, SEX, AGE, CLASS, EDUCATION AND CIVIL STATUS OF HOUSEHOLD HEADS, PHILIPPINES, SEPTEMBER 2009

Area (Census weights)		Economic Class	
NCR	13.4%	ABC	5.2%
BAL. LUZON	43.8	D	69.1
VISAYAS	20.0	D1 - Lot owners	40.2
MINDANAO	22.8	D2 - Not own lot	28.9
Locale (ascertained)		E	25.7
URBAN	46.8%		
RURAL	53.2	Education	
Sex		None/Some Elem.	18.3
MALE	51.9	Elem. Grad./Some HS	33.2
FEMALE	48.1	HS Grad./Some Voc.	23.3
Age		Voc./Some Coll.	12.0
18-24	2.8	Coll. Grad./Post coll.	13.3
25-34	17.4		
35-44	21.7	Civil status	
45-54	24.7	No spouse/partner	17.5
55 and above	33.4	Married	77.4
		With partner	5.1

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Thirty-eight percent of household head-respondents *daily* watch television programs on the policies, projects, or programs of the local government, consisting of 12% who watch it 3 or more hours daily, 18% watch for 1-2 hours daily, and 8% watch for less than an hour daily [*Table 34*].

Three percent watch the local government's program on television a few days a week, 29% seldom, and 5% not at all. A fourth (25%) say no such program is shown on television.

The proportion of those who view local governments' policies, projects, or programs on television daily is 44% in the Visayas, 43% in Balance Luzon, 34% in Metro Manila, and 26% in Mindanao. It is 46% among class ABC, 41% in class D, and 29% among class E.

Table 34. FREQUENCY OF WATCHING TV PROGRAMS ON THE POLICIES, PROJECTS OR PROGRAMS OF LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Daily	38%	34%	43%	44%	26%	46%	41%	29%
3+ hours a day	12	12	13	16	7	22	13	8
1-2 hours a day	18	16	20	20	12	22	20	9
Less than 1 hour a day	8	7	10	8	7	3	7	12
Few days per week	3	1	3	3	3	7	3	2
Seldom	29	28	25	36	33	23	27	36
Never	5	2	2	6	11	1	4	9
None shown on TV	25	35	26	11	27	22	25	24

H18. Gaano po kayo kadalas nanonood ng mga programa sa telebisyon tungkol sa mga patakaran, proyekto, o programa ng inyong pamahalaang lungsod/bayan? (ARAW-ARAW, 3 ORAS AT MAHIGIT PA KADA ARAW; ARAW-ARAW, 1-2 ORAS KADA ARAW; ARAW-ARAW, KULANG SA 1 ORAS KADA ARAW; ILANG ARAW SA ISANG LINGGO; BIHIRA; HINDI KAILANMAN; WALA NAMAN PINALALABAS SA TELEBISYON)

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For radio, a fourth (25%) nationwide listen to the local government's programs daily, consisting of 9% who listen for 3 hours or more, 10% 1-2 hours daily, and 6% less than an hour daily. Three percent listen to such programs a few days a week, 39% seldom, and 8% say they never listen to radio at all [*Table 35*].

The other 25% say they have not heard of local government's programs on radio.

Daily listeners to local government's programs on radio is higher in Balance Luzon (31%) and the Visayas (30%), compared to Mindanao (15%) and Metro Manila (13%).

Listening to local government programs on radio daily is 35% in class ABC, 25% in class D, and 21% in class E.

Table 35. FREQUENCY OF LISTENING TO RADIO ON THE POLICIES, PROJECTS OR PROGRAMS OF LOCAL GOVERNMENT PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Daily	25%	13%	31%	30%	15%	35%	25%	21%
3 + hours a day	9	7	11	9	4	9	10	6
1-2 hours a day	10	5	12	14	5	18	10	8
Less than 1 hour a day	6	1	7	7	6	8	6	7
Few days per week	3	4	2	6	4	7	3	4
Seldom	39	43	37	40	40	31	41	38
Never	8	3	5	9	14	1	7	11
None heard on radio	25	36	25	15	27	26	24	26

H19. Gaano po kayo kadalas nakikinig ng mga programa sa radyo tungkol sa mga patakaran, proyekto, o programa ng inyong pamahalaang lungsod/bayan? (ARAW-ARAW, 3 ORAS AT MAHIGIT PA KADA ARAW; ARAW-ARAW, 1-2 ORAS KADA ARAW; ARAW-ARAW, KULANG SA 1 ORAS KADA ARAW; ILANG ARAW SA ISANG LINGGO; BIHIRA; HINDI KAILANMAN; WALA NAMAN NARIRINIG SA RADYO)

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Four percent of household head-respondents read about the local government's programs on newspaper daily, 3% read about it a few times a week, and 3% weekly [*Table 36*].

Thirty-one percent about the local government's programs on newspaper less than once a week, while 19% say they do not read newspapers at all. Two out of five (40%) say they don't see such articles in newspapers.

Over half (55%) in Mindanao and 42% in Balance Luzon say they do not read about the local government's programs on newspaper. On the other hand, 45% in the Visayas and 39% in Metro Manila read of such programs on newspapers not even once a week.

Classes ABC and D are split between those who say they read about local government's programs on newspaper *not even once a week* and those who say *there are none of such programs in newspapers*. Almost half (47%) in class E say they do not read about such programs in newspapers.

Table 36. FREQUENCY OF READING THE NEWSPAPER ON THE POLICIES, PROJECTS OR PROGRAMS OF LOCAL GOVERNMENT, PHILIPPINES, SEPTEMBER 2009

	RP (100%)	NCR (13%)	BAL. LUZ (44%)	VIS (20%)	MIN (23%)	ABC (5%)	D (69%)	E (26%)
Daily	4%	7%	3%	6%	2%	11%	5%	1%
A few times a week	3	6	4	3	1	4	3	4
Weekly	3	4	3	5	1	9	3	2
Not even once a week	31	39	28	45	20	34	34	22
Never	19	10	19	20	21	9	17	23
None read in newspapers	40	33	42	22	55	32	38	47

H20. Gaano po kayo kadalas nagbabasa ng diyaryo tungkol sa mga patakaran, proyekto, o programa ng inyong pamahalaang lungsod/bayan? (ARAW-ARAW, ILANG BESES SA ISANG LINGGO, LINGGO-LINGGO, HINDI MAN MINSAN SA ISANG LINGGO, HINDI KAILANMAN, WALA NAMAN NABABASA SA DIYARYO)

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Among households that received any form of help in the past three months, 50% were from *relatives*, 15% from *friends*, 12% from *barangay government*, 12% from *private persons*, 10% from *private companies*, 10% from *city/municipal government*, 6% from *national government*, 3% from *non-government organizations* (NGOs), and another 3% from *provincial government*. The remaining 2% mentioned other sources of help [*Table 37*].

In all areas and classes, relatives were the most common source of help in the past three months, with higher proportions in Metro Manila (58%), the Visayas (57%), and Balance Luzon (54%). Twenty-eight percent in Mindanao received help from relatives, almost as common as other sources such as *private companies* (21%), *municipal government* (20%), *national* government (16%), and *friends* (11%).

Table 37. SOURCES OF HELP RECEIVED IN THE PAST 3 MONTHS, PHILIPPINES, SEPTEMBER 2009

	RP	NCR	BAL. LUZ	VIS	MIN	ABC	D	E
Households that received help in the past 3 months	29%	33%	27%	35%	27%	18%	30%	30%
Base: Households that received help								
Relatives	50	58	54	57	28	84	51	42
Friends	15	21	16	11	11	0	16	13
Barangay Government	12	9	13	15	7	16	10	16
Private persons	12	13	18	6	4	7	14	7
Private companies	10	0	6	14	21	16	9	14
Municipal/City Government	10	8	6	9	20	0	9	12
National Government	6	5	2	6	16	0	8	4
NGOs	3	7	4	1	3	0	3	4
Provincial Government	3	0	2	4	5	0	3	2
Others	2	3	1	2	1	7	1	2

H27. Sinu – sino po ang nagbigay ng mga tulong na ito? (SHOWCARD; ALLOW MULTIPLE RESPONSE) (MGA KAMAG- ANAK, MGA KAIBIGAN, NON – GOVERNMENT ORGANIZATIONS O NGOs, PRIBADONG TAO NA HINDI KAMAG-ANAK O KAIBIGAN, MGA PRIBADONG KUMPANYA, PAMAHALAANG NASYONAL, PAMAHALAANG PANLALAWIGAN. PAMAHALAANG BAYAN O PANG-LUNGSOD. PAMAHALAANG BARANGAY. IBA PA. PAKITUKOY)

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IV. SUMMARY AND CONCLUSION

The *Survey on Good Local Governance* is a 38-item survey that aims to obtain a broader data to help set the agenda for local government reforms. It covers the following: *citizen perception on the quality of local government services, trust rating of local officials and institutions, citizen satisfaction on local government services, public-private partnership and citizen participation,* and *citizen perception of corruption in local governments.*

The survey was conducted from September 26-29, 2009 using face-to-face interviews of 1,200 household heads, divided into 300 for each in Metro Manila, Balance Luzon, the Visayas, and Mindanao, for an error margin of +/-3% at the national level and +/-6% at the major area level.

The Census 2000 data, projected to the 2009 household population, were used to obtain the estimated number of households in the city/municipality.

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

- The local government enjoys a more favorable public support from household heads nationwide, with a *Good* Net Satisfaction rating of +44.

- Economy, particularly unemployment and inflation, is the most important problem faced by the local government. This pressing economic problem, however, does not dampen the outlook on the local economy by household heads, whose Net Local Economic Optimism score is a positive +18.

- Solving the most important local problem in general is seen by 34% as the responsibility of the National Government, while 26% cite the City/Municipality Government.

- In particular, problems related to economy in general and governance are seen as responsibilities of the National Government. On the other hand, solving problems on social services, infrastructure, crime, environment, democracy, and security are seen as the responsibility of the City/Municipality Government. The National Government and Barangay Government are seen as equally responsible in solving problems related to overpopulation.

- Household heads have favorable assessment of the local government offices' systems and procedures in terms of transparency and understandability, with over half (58%) of them saying they are *definitely or somewhat transparent/understandable*.

- Out of the 27 issues tested in the survey, the local government received *Very Good* ratings (Net Satisfaction score of +50 and above) on 5 issues: *Repair and cleanliness of the public market*, *Implementing educational programs*, *Promoting sports programs*, *Maintenance of health centers*, *and Lighting* of *streets*.

- It obtained *Good* ratings (Net Satisfaction score of +30 to +49) on 4 issues: *Providing information regarding getting permits, licenses or paying of taxes, Protecting the environment, Collecting garbage, and Managing traffic/ flow of vehicles.*

- It received *Moderate* ratings (Net Satisfaction score of +10 to +29) on 13 issues: *Consulting the people, Collecting taxes, Providing legal services, Setting up of monitoring systems for development projects and programs with NGO/PO participation, Implementing development plans with effective citizen participation, Efforts to create and collect additional income or funds for the city/municipal government, Repair of bad roads and drainage, Fighting crime, Promoting business, Making information regarding revenues, expenditures and operations of the city/municipal government easily available to* citizens, *Helping the poor, Promoting tourism, and Providing assistance in farming needs.*

- It received *Neutral* ratings (Net Satisfaction score of +9 to -9) on 4 issues: *Fighting drug addiction, Solving the squatter problem, Developing housing programs,* and *Developing jobs.*

- It obtained *Poor* rating (Net Satisfaction score of -10 to -29) on the issue *of Eradicating graft and corruption.*

- Trust in local government officials and institutions enjoy strong public trust: it is a *very good* Net Trust rating of +66 for the Mayor and +54 for the Barangay Council, a *good* +47 for the City/Municipal Council and +42 for the Police in the city/municipality, and a *moderate* +25 for the non-government organization or NGOs and +17 for the business associations in the city/municipality.

- The local government employees obtained a *very good* Net Satisfaction rating of +50, with higher satisfaction coming from Mindanao and Balance Luzon.

- Being helpful, approachable, courteous, prompt in service, hardworking, professional, and honest are the key qualities most mentioned for being satisfied with the services of local government employees.

- Among those who were dissatisfied, the most cited reasons for being dissatisfied were service is not prompt, not approachable, not helpful, dishonest, and not smiling. These are the qualities that need improvement.

- Net Agreement to the test statement, "Rich or poor, the citizens generally receive equal treatment on services provided by our city/municipal government" is a moderate +18 (52% agree, 34% disagree), with higher Net agreement scores in Mindanao (+24) and among class ABC (+32).

- Half of household heads nationwide do not know about any collaboration between the local government and the private sector-NGOs-POs. Of those aware of such collaboration, plurality say it happened *once* or *twice* in the past six months. Reports that there are *no such coordination* tends to be higher in Metro Manila and class ABC (both 24%).

- Over half of household heads are optimistic that the *government can be run without corruption*, with stronger optimism in Mindanao (65%), the Visayas (64%), and class E (59%). This optimism is supported by the dominant belief across the board that *corruption is wrong because it hurts the country's development* (76%).

- Majority of household heads blame government employees who ask for bribes, rather than at the citizens who give bribes, as the source of corruption. This belief is consistently dominant in all areas and classes.

- Majority believe that both an official and a businessmen involved in corruption are equally to be blamed. The balance of opinion, however, tends to blame the officials more than the businessmen.

- Opposition to giving gifts or money to government employees is a majority 61%, with stronger opposition coming from Metro Manila (69%) and class ABC (65%). On the other hand, opposition to having "fixers" is a majority 66% nationwide, with stronger opposition coming from Metro Manila (82%) and class ABC (73%).

- On the scale of corruption in the government as a whole, 58% of household heads nationwide say there is *a lot* of corruption in the government, with more from Metro Manila (64%) and classes ABC and D (both 61%) saying so.

- Among those who see corruption in the government, most of them (88%) believe that it happens in the National Government, 58% in the City/Municipal Government, 52% in the Provincial Government, and 37% in the Barangay Government.

- In all areas and classes, the National Government is most cited as the government unit where corruption happens, with the City/Municipal Government consistently coming in second.

- The scale of corruption in the City/Municipal Government is not as high of that in the National Government. Among those who see corruption in the City Government, one out of five (19%) household heads see *a lot* of corruption, 44% see *some*, and a fourth (25%) see a little. In all areas and classes, plurality believe there is some corruption in the City Government.

- The top local government offices considered to be most vulnerable to corruption are City Budget Office (41%), City Treasurers Office (CTO) (30%), Business Permit and Licensing Office (28%), City Mayors Office (CMO) (26%), and City Engineers Office (CEO) (23%). Efforts to curb corruption in the public sector should pay close consideration to these offices.

- The September 2009 survey found that while a plurality of 37% see *no change* in the level of city/municipal government corruption over the last three years, the balance tended to see it as *much more widespread now* (20%) compared to those who say it was *much more widespread three years ago* (9%). This is true across all areas and classes.

- Nationwide, 12% of household heads, either personally or by one of their family members, have witnessed or experienced corruption, 3% of which just six months ago and 8% over six months ago. Witness of corruption, personally or by members of the family, is highest in Metro Manila compared to other areas, and among classes D and ABC.

- Only 18% of those who have witnessed or experienced corruption report the incident, with the least case of reporting corruption coming from Metro Manila (only 9%).

- Nationwide, the more common reasons for non-reporting are futility ("Nothing would be done about it anyway"), acceptance ("It is standard practice anyway"), fear ("Afraid of reprisal"), fear of betraying anyone ("I don't want to betray anyone"), lack of knowledge ("Did not know how or to whom to report"), apathy ("It's too small a thing to bother about"), and lack of evidence ("Cannot prove the corruption").

- Household head's personal efficacy against local corruption is neutral, with Net Agreement to the statement, "A person like me cannot do anything to reduce corruption in my city/municipality," at +8 (45% agree minus 37% disagree), as they are also neutral about the ease of getting procurement information (Net Agreement of +5)

- Willingness to participate in procurement is lukewarm, with Net agreement to the 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" at +16 (38% agree, 21% disagree, correctly rounded). Willingness to participate in procurement is stronger in Balance of Luzon (net agreement of +26) and class E (+19).

- A fourth (26%) of household heads are aware of anti-corruption efforts in their city/municipality, with higher awareness in Metro Manila (37%) and class ABC (41%).

- *Concern for the poor, Faith in God, Being approachable, Trustworthiness, and Being helpful to those in need* are the most important characteristics the next Mayor should have. Concern for the poor is the characteristics of the next Mayor that is most mentioned in all areas and classes.

Technical Detail
of the
Survey on Good Local Governance

	Fieldwork Dates	Sample Sizes	Error Margins
PHILIPPINES	Sep 26-29, 2009	1,200	±3%
Metro Manila	Sep 26-29, 2009	300	±6%
Balance Luzon	Sep 26-29, 2009	300	±6%
Visayas	Sep 26-29, 2009	300	±6%
Mindanao	Sep 26-29, 2009	300	±6%

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■ *The SWS office, at 52 Malingap St., Sikatuna Village, inaugurated on November 12, 1999.*