

SERVICE DELIVERY OF A WORLD HERITAGE CITY

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Abstract

This survey was conducted in Vigan City to collect and generate relevant citizens' feedback on local governments' service delivery performance and on the citizens' general satisfaction.

Through multi-stage probability sampling, 27 of the 39 barangays were taken. From the 27 barangays, 30 spot areas were obtained with five respondents each totaling 150 respondents who were chosen using the Kish Grid and following the Starting Point-Random Start (SP-RS) control.

This study specifically determined the housing profile of Vigan City residents in terms of 4Ps beneficiary, house occupancy, basic utilities, source of drinking water, source of electricity, source of information, and monthly income; the level of awareness, availment, satisfaction and importance of the service areas to the residents along health, support to education, social welfare, governance and response, public works and infrastructure, environmental management, agricultural support services, and tourism support services; and to cite the recommendations of the residents for better delivery services along the above-mentioned service areas.

Findings reveal that the **overall** assessment on awareness, availment, satisfaction, and importance of all the service delivery areas showed a "high" level. Further, the *fair* level of *awareness* on agriculture is due to the presence of the great number of respondents who were not aware of the agricultural support of the City Government; the *fair* level of *availment* on education and governance and response, *low* on social welfare services, and *very low* on agricultural support is due to the *great number of respondents who did not avail* the said services of the City Government.

Key words: availment, awareness, importance, Kish Grid, satisfaction, service areas, Starting Point-Random Start
(DISCLAIMER: Interpretations on gathered data belong to the author.)

INTRODUCTION

Vigan City, a world heritage city, is subdivided into 39 barangays. Nine (9) poblacion barangays where the central business district of the city is located are considered to be the urban barangays of Vigan, while the remaining 30 barangays are referred to as the rural barangays. Vigan City is not only the capital of Ilocos Sur but also a center for education in the province. A total of 39 educational institutions, except Day Care Centers and vocational schools, are hosted by Vigan which provide elementary to post-graduate studies. There are a total of nine (9) clinics and hospitals in Vigan where Gabriela Silang General Hospital (GSGH), a tertiary care provincial hospital, is government owned, while the other eight (8) are privately owned. Vigan has a Solid Waste Management Center (VSWMC) at Sitio Nalasin, Brgy. Camangaan, which has a Material Recovery (Bioreactor) where wastes are segregated into biodegradable, non-biodegradable and recyclables as well as recycled styro-plastic oven utilized in converting styrofoam into tables.

Vigan was awarded as UNESCO's Best Practice in World Heritage Management in 2012 on the 40th Anniversary of the World Heritage Convention in Kyoto, Japan. It was named as one of the New Seven Wonders-Cities of the World in 2014 and it was officially inaugurated as a New7Wonders City in May 7, 2015. Its vision is "VIGAN: A habitable heritage city of choice"; and mission, "To conserve the heritage and deliver effective services for improved quality of life".

The Citizen Satisfaction Index System (CSIS) is a set of data tools designed to collect and generate relevant citizens' feedback on local governments' service delivery performance and on the citizens' general satisfaction. This CSIS uses a mix of quantitative and qualitative research methods through face-to-face interview with residents who are randomly sampled from the barangays of Vigan.

This study is conducted with the premise below which guided the DILG in the measurement of the performance of the LGUs. The Local Government Units (LGUs) are mandated to provide basic services that are responsive to the needs of their citizens as stated in Section 16 of the Local Government Code of 1991, to wit:

Every local government unit shall exercise the power expressly granted, those necessarily implied therefrom, as well as powers necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare.

This study or CSIS is significant to the *stakeholders of LGU Vigan* for it provides data as bases for crafting well-informed policies and management decisions in their mandate of providing basic services to the people and in strengthening its decisions on policies and programs that focus on services deemed to be areas for development and those which strongly drive citizen satisfaction; to *Vigan City Government* for it can capture the pulse of the people towards achieving responsiveness to a wide area of big population; and to the *Department of Interior and Local Government (DILG)* as assistance to their monitoring function to the LGUs' performance.

OBJECTIVES

Generally, this study aimed to gather relevant citizen's feedback on Vigan City's service delivery performance and on the citizen's general satisfaction along health service, support to education, social welfare services, governance and response, public works and infrastructure, environmental management, agricultural support services, and tourism promotion services.

Specifically, it sought the following:

1. To know the housing profile of the respondents in terms:
 - a. 4Ps beneficiary,
 - b. House occupancy,
 - c. Basic utilities,
 - d. Source of drinking water,
 - e. Source of electricity,
 - f. Source of information. and
 - g. Monthly income;
2. To find out the level of awareness, availment, satisfaction and importance of the service areas to the respondents along
 - a. Health,
 - b. Support to Education,
 - c. Social Welfare,
 - d. Governance and Response,
 - e. Public Works and Infrastructure,
 - f. Environmental Management,
 - g. Agricultural Support Services, and
 - h. Tourism Support Services; and
3. To cite the recommendations of the respondents for better delivery services along:
 - a. Health,
 - b. Support to Education,
 - c. Social Welfare,
 - d. Governance and Response,
 - e. Public Works and Infrastructure,
 - f. Environmental Management,
 - g. Agricultural Support Services, and
 - h. Tourism Support Services.

METHODOLOGY

This section contains the sampling procedures, fieldwork highlights, and data analysis as follows:

2.1 Sampling Procedures

The sampling procedures were done by determining first the *sampling design, sampling implementation and controls, and respondents*. The *replacements, call back, and call sheet* were also given consideration.

2.1.1 *Sampling Design*. The sampling design is Multi-stage Probability Sampling.

2.1.2 *Sampling Implementation and Controls*. Sampling Implementation and Controls were done thru Starting Point–Random Start and Field Interviewer (SP-RS and FI) control, Spot Map, and Randomized controls per questionnaire using Kish Grid and Service Areas.

2.1.3 *Respondents*. Original five (5) respondents were established employing the SP and RS. Interval of one (1) house between each sample household was observed. Table 1 presents the distribution of respondents per barangay. There were five (5) respondents from each sample spot covering 27 barangays. However, the result of the multi-stage sampling required 15 respondents in Barangay Ayusan Norte and 10 respondents in Barangay Tamag.

Table 1. Distribution of respondents per barangay.

Spot	Name of Sample Spot	Barangay	Number of Respondents	Questionnaire No.
1	Ayusan Norte I	Ayusan Norte	15	1-5
2	Ayusan Norte II			6-10
3	Ayusan Norte III			11-15
4	Ayusan Sur	Ayusan Sur	5	16-20
5	Barangay III (Pob.)	Barangay III (Pob.)	5	21-25
6	Barangay IV (Pob.)	Barangay IV (Pob.)	5	26-30
7	Barangay V (Pob.)	Barangay V (Pob.)	5	31-35
8	Barraca	Barraca	5	36-40
9	Bongtolan	Bongtolan	5	41-45
10	Bulala	Bulala	5	46-50
11	CabaroanDaya	CabaroanDaya	5	51-55
12	Camangaan	Camangaan	5	56-60
13	Capangpangan	Capangpangan	5	61-65
14	Mindoro	Mindoro	5	66-70
15	Nagsangalan	Nagsangalan	5	71-75
16	PantayDaya	PantayDaya	5	76-80
17	Pantay Fatima	Pantay Fatima	5	81-85

18	Pantay Laud	Pantay Laud	5	86-90
19	Paoa	Paoa	5	91-95
20	Pong-ol	Pong-ol	5	96-100
21	Purok-a-dackel	Purok-a-dackel	5	101-105
22	Rugsuanan	Rugsuanan	5	106-110
23	Salindeg	Salindeg	5	111-115
24	San Julian Norte	San Julian Norte	5	116-120
25	San Pedro	San Pedro	5	121-125
26	Tamag I	Tamag	10	126-130
27	Tamag II			131-135
28	Barangay VII	Barangay VII	5	136-140
29	Barangay VIII	Barangay VIII	5	141-145
30	Barangay IX	Barangay IX	5	146-150

2.1.4 *Replacement* ®. Replacement of respondents was done in households where there is No Qualified Respondent (NQR).

- There is no qualified respondent (NQR) if:
- There is no male/female in the household based on the questionnaire assigned for that household.
 - The male/female members of the family are underage.
 - If an “outright refusal (OR)” is encountered from a target household, this should be replaced.
 - The house has no occupant or has been abandoned.

All replacements were done after the original 5 respondents with an interval of one (1); for replacements, the only criterion is that the gender of the replacement should be based on the questionnaire number: *male* respondents for *odd-numbered* questionnaires, *female* respondents for *even-numbered* questionnaires.

2.1.5 *Callback*. It is done if the qualified/required/target respondent is not available at the time of visit or interview. It was not done because all the respondents were available. The FIs needed only to wait for the required respondent after some minutes or an hour.

2.1.6 *Call Sheet*. It is prepared to document the area coverage.

Table 2. Housing profile of respondents.

Profile	f	%
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2.2 Fieldwork Highlights

The highlights of the fieldwork are the *spot areas, fieldwork controls, and spot maps*.

2.2.1 *Spot Areas*. They were determined by using the multi-stage probability sampling (MSPS).

2.2.2. *Fieldwork Controls*. They were done by using Starting Point and Random Start (SP-RS) by the FIs.

2.2.3 *Spot Maps*. They were produced by the FIs as they conducted the fieldwork whereby respondents were determined through the Kish Grid.

2.3 Data Analysis

The data is analyzed by utilizing the core concepts, service areas and indicators, scoring and computation, and the importance-satisfaction analysis.

DISCUSSION OF RESULTS

This section presents the data, analysis, and interpretation on the citizen’s responses particularly on their satisfaction.

Housing profile

As contained in Table 2, the housing profile of the respondents reveals that most (127 or 84.7%) of them are not 4Ps beneficiaries and are owners of the house they occupy, have flush or water-sealed toilet (140 or 94.3%), and have their own electricity connection (143 or 95.3%); majority (83 or 55.3%) use the community water system but have their own faucets for their drinking water source, use television as their source of information (95 or 63.3%), and claimed a monthly income reaching P10,000 by 101 or 67.33% of the respondents.

The findings imply that residents of Vigan City do not belong to poverty level.

1. 4Ps Beneficiary		
Yes	23	15.3
No	127	84.7
Total	150	100.0
2. House Occupancy		
Owner, Owner like Possession of House and Lot	127	84.7
Rent House/Room, Including Lot	6	4.0
Own House, Rent free Lot with Owner's Consent	11	7.3
Own House, Rent free Lot without Owner's Consent	0	-
Rent -free house and Lot with Owner's Consent	3	2.0
Rent -free house and Lot without Owner's Consent	0	-
Others:	3	2.0
Living with Aunt who owns the House	1	
Free Stay	1	
Caretaker	1	
Total	150	100.0
3. Basic Utilities		
Flush/Water-sealed Toilet		
Owned Toilet	140	93.3
Shared Toilet	0	-
Pit Toilet/Latrine	8	5.3
Drop/Overhang	2	1.3
No Toilet/Open Field	0	-
Total	150	100.0
4. Source of Drinking Water		
Community Water System		
Own Use (Own faucet)	83	55.3
Shared with Others	2	1.3
Deep well/artesian well	13	8.7
River, stream, Lake and other bodies of water	0	0
Bottled water	30	20
Others:	22	14.67
Mineral	9	
Purified	5	
Pump	7	
NAWASA	1	
Total	150	100.0
5. Source of Electricity		
Electricity own connection	143	95.3
Electricity shared connection	4	2.7
Battery	0	-
Generator	0	-
None	0	-

Others: Did not specify	3	2.0
Total	150	100.0
6. Source of Information		
Television	95	63.3
Radio	42	28
Newspaper	1	0.7
Family/friends	0	-
Internet	2	1.3
Municipal Government	2	1.3
Barangay officials and Personnel	6	4.0
Others:	2	1.3
Social Media		
Teacher		
Total	150	100.0
7. Monthly Income		
≤10,000	101	67.33
>10,000	49	32.67
Total	150	100.0

Awareness, Availment, Satisfaction and Importance of the Service Areas to the Respondents

The overall awareness, availment, satisfaction and importance of the service areas to the respondents along health, support to education, social welfare, governance and response, public works and infrastructure, environmental management, agricultural support services, and tourism support services are presented in Table 3.

The overall index scores on the awareness, availment, and satisfaction of all the services is described as “high” caused by the *very high ratings* in most of the service

areas, specifically, *public works and infrastructure, environmental management, and tourism promotion* in both the awareness and availment though *fair and very low ratings* exist, and by constant *high* rating on satisfaction. On the other hand, a *very high rating* was given to their importance caused by the high scores in the service areas.

The findings may indicate that all the services provided by the Vigan City administration are important and were delivered satisfactorily leading to its very good performance on all the services.

Table 3. Overall index scores.

Services	Awareness	Availment	Satisfaction	Importance
Health Support Services	80.00 High	66.86 High	73.96 High	82.17 Very High
Support to Education	77.90 High	55.71 Fair	69.88 High	79.62 High
Social Welfare Services	74.67 High	38.97 Low	77.49 High	78.74 High
Governance and Response	89.67 Very High	58.76 Fair	68.58 High	80.00 High
Public Works and Infrastructure	85.20 Very High	85.81 Very High	68.11 High	79.83 High
Environmental Management	89.33 Very High	89.61 Very High	72.61 High	83.93 Very High
Agricultural Support	46.67 Fair	19.76 Very Low	75.63 High	76.89 High
Tourism Promotion	83.73 Very High	91.95 Very High	77.98 High	79.47 High

OVERALL	78.40	63.43	73.03	80.08
	High	High	High	VeryHigh

Legend:

80.01-100 Very High 40.01 – 60 Fair 20 and below – Very Low
60.01- 80 High 20.01 – 40 Low

Recommendation of Respondents to Improve Service Delivery Areas

The recommendations of respondents in improving the service delivery areas are displayed in Table 4. On **health services**, the greatest number (45 or 30% of the respondents responded that they “don’t know of any program or policy action that should be implemented”, however, 16 or 20.7% of the respondents recommended to “increase the budget for medical programs”, followed by “provide health units in each barangay” with 29 or 19.3% of the respondents, and there are recommendations by 13 or 8.7% respondents which were not given in the options such as House to House Help, Provision of *Enough* Medicine in the Center, Continue All Programs, More Doctors on Public Hospitals, RHC in Barangay Should be opened Daily and the Needed Medicines should be given, and Vaccines for Adults; on **support to education**, about one-third (49 or 32.7%) of the respondents answered that they “don’t know more of any program or policy action that should be implemented”. On the other hand, next greatest number (23 or 15.3%) of the respondents recommended to “construct more schools/classrooms”, followed by “provide free school supplies for students” with 21 or 14% of the respondents, and 17 or 11.3% mentioned other recommendations such as; More funds, Security of the Children in School, Free Tuition for all, Technical and Skills Program, Solution of the Best from the Best, Mother Tongue should be only for Grade 1 and 2, Better System in Dep Ed, Financial Support for Competitions, Choose the best beneficiaries of 4Ps, Enough books, Equality on all students, and Continue the programs; on **social welfare services**, the greatest number (46 or 30.7%) of the respondents answered that they “don’t know of any program or policy action that should be implemented”, but next greatest number (43 or 28.7%) of the respondents suggested for “additional budget”, followed by “build additional centers and other infrastructures” with 25 or 16.7% respondents, and 19 or 12.7% respondents recommended the: Job Fair, Livelihood, Proper Implementation, Fairness, Facilities, More Programs, Continue Programs, Home for the Aged, and Monitor Commodities; on **governance and response**, the greatest number (46 or 30.7%) of the respondents said that they “don’t know of any program or policy action that should be implemented”, however, next greatest number (32 or 21.3%) of the respondents recommended “faster transaction processes”, followed by “well-trained and more competent personnel” with 22 or 14.7% of the respondents, and 15 or 10% respondents suggested other recommendations such

as: Fast Response, Strengthen Barangay Governance, Police and Tanod Vicinity, Equality, Traffic, Safety Measure, Continue Service, Benefits for Tanods, Wise Preparation; and Better Service; on **public works and infrastructure**, the greatest number (41 or 27.3%) responded that they “don’t know of any program or policy action that should be implemented”, but there were about one-fourth (39 or 26%) of the respondents who suggested “regular repair/maintenance of roads and bridges”, followed by “additional infrastructure projects” with 20 or 13.3% respondents, and “increase the quality of infrastructure projects being constructed and/or repaired” with 17 or 11.3% respondents, and 10 or 6.7% gave other recommendations such that; Regular repair/maintenance of roads and bridges, Additional infrastructure projects, Increase the quality of infrastructure projects being constructed and/or repaired, Additional personnel, Additional budget, and Inform the public about the infrastructure projects in the city; on **environmental management**, the greatest number (46 or 30.7%) of the respondents answered that they “don’t know of any program or policy action that should be implemented”, however, next greatest number (29 or 19.3%) of them recommended for “additional budget”, next by “additional infrastructure” with 20 or 13.3% respondents, and “increase the quality of facilities and infrastructure” with 18 or 12.0% respondents, and 13 or 7.8% suggested the Linis Bakuran, Rehabilitation of Mestizo River. Clean Up Drive by Brgy Officials, Inspection on said Services, Maintain Programs, 3 times a week collection of garbage, Continue Programs, Fines should be collected, and Proper Disposal; on **agricultural support services**, the greatest number (66 or 44%) of the respondents said that they “don’t know of any program or policy action that should be implemented”, but next greatest number (21 or 14%) of them suggested “additional budget”, followed by “additional infrastructure for agriculture” with 17 or 11.3% respondents, and next by “inform the public regarding the programs for agriculture” and “well-trained and more competent agriculturists/personnel” with 15 or 10% respondents, and 9 or 6% respondents mentioned other recommendations such as Continue the program, Upgrade for Dispersal Animals, Look after the needs of the farmers and fishermen, Secure the seaside, and Engage in Agri Activities, Solar Dryer; and on **tourism promotion services**, the greatest number (57 or 38%) responded that they “don’t know of any program or policy action that should be implemented”, however, next greatest number (45 or 30%) of the respondents recommended the “additional infrastructure/facilities to promote tourism”, followed by

“inform the public about the tourism promotion programs/services” with 17 or 11.3% respondents, and next by “additional budget for tourism programs” with 15 or 10.0% respondents, and 9 or 6% of the respondents gave other

suggestions, such as, Maintain the cleanliness of environment, Maintain the tourist spots, Regulations of Fare, Wider parking space, Promote products of Vigan like water lily, and More Advertisements

Table 4. Recommendations of respondents in improving service delivery areas.

A. Health Services			
Codes	Items	f	%
1	Provide Health Units in each barangay	29	19.3
2	Increase the number of medical professionals; e.g., Doctor, nurse, midwife	13	8.7
3	Increase the budget for medical programs	16	20.7
4	Vaccination for infants/children	1	0.7
5	Provide primary health services through Barangay Health Units	14	9.3
6	Provide nutritional assistance and monitoring for children and pregnant women	2	1.3
7	Provide free medicine and medical consultations	14	9.3
8	Pay for the premium for PhilHealth membership	3	2.0
9	Don't know of any program or policy action that should be implemented	45	30.0
99	Others:	13	8.7
	House to House Help	1	
	Provision of <i>Enough</i> Medicine in the Center	4	
	Continue All Programs	5	
	More Doctors on Public Hospitals	1	
	RHC in Barangay Should be opened Daily and the Needed Medicines should be given	1	
	Vaccines for Adults	1	
	TOTAL	150	100
B. Support to Education			
1	Organize and meet the Local School Board	8	5.3
2	Provide additional allowance and salaries for teachers of public schools	16	10.7
3	Construct more schools/ classrooms	23	15.3
4	Provide free school supplies for students	21	14
5	Implement professional programs to improve capabilities and knowledge of teachers	3	2
6	Implement an Alternative Learning System for those who have not finish schooling	8	5.3
7	Implement extension classes	1	0.7
8	Implement research regarding quality of teaching and learning	4	2.7
9	Don't know of any program or policy action that should be implemented	49	32.7
99	Verbatim:	17	11.3
	More funds	2	
	Security of the Children in School	1	
	Free Tuition for all	1	
	Technical and Skills Program	1	
	Solution of the Best from the Best	1	
	Mother Tongue should be only for Grade 1 and 2	1	

	Better System in DepEd	1	
	Financial Support for Competitions	1	
	Choose the best beneficiaries of 4ps	1	
	Enough books	2	
	Equality on all students	1	
	Continue the programs	4	
	TOTAL	150	100
C. Social Welfare Services			
1	Build additional centers and other infrastructures	25	16.7
2	Additional Personnel	2	1.3
3	Additional Budget	43	28.7
4	Inform the public about the basic social services	15	10
5	Don't know of any program or policy action that should be implemented	46	30.7
99	Verbatim:	19	12.7
	Job Fair	3	
	Livelihood	5	
	Proper Implementation	1	
	Fairness	5	
	Facilities	1	
	More Programs	1	
	Continue Programs	1	
	Home for the Aged	1	
	Monitor Commodities	1	
	TOTAL	150	100
D. Governance and Response			
1	Improved local government offices	4	2.7
2	Faster transaction processes	32	21.3
3	Additional personnel	6	4.0
4	Well-trained and more competent personnel	22	14.7
5	Additional budget	14	9.3
6	Inform the public about ideal quality of service of a local government	5	3.3
7	Inform the public about the projects and programs of the local government	6	4.0
8	Don't know of any program or policy action that should be implemented	46	30.7
99	Verbatim:	15	10.0
	Fast Response	1	
	Strengthen Barangay Governance	1	
	Police and Tanod Vicinity	1	
	Equality	4	
	Traffic	1	
	Safety Measure	2	
	Continue Service	2	
	Benefits for Tanods	1	
	Wise Preparation	1	

	Better Service	1	
	TOTAL	150	100
E. Public Works and Infrastructure			
1	Regular repair/maintenance of roads and bridges	39	26
2	Additional infrastructure projects	20	13.3
3	Increase the quality of infrastructure projects being constructed and/or repaired	17	11.3
4	Additional personnel	6	4
5	Additional budget	15	10
6	Inform the public about the infrastructure projects in the city	2	1.3
7	Don't know of any program or policy action that should be implemented	41	27.3
99	Verbatim:	10	6.7
	Demolition of Roads & Bridges that are still usable	1	
	Improve Barangay Roads	1	
	Projects should be done on time	1	
	Clean the Public Market	1	
	Drainage should be made	2	
	Construction of roads should be on summer	1	
	More streetlights	1	
	Fund the covered court	1	
	Traffic Management	1	
	TOTAL	150	100
F. Environmental Management			
1	Additional infrastructure	20	13.3
2	Increase the quality of facilities and infrastructure	18	12.0
3	Additional personnel	13	8.7
4	Additional budget	29	19.3
5	Inform the public about the programs related to environmental management and protection	11	7.3
6	Don't know of any program or policy action that should be implemented	46	30.7
99	Verbatim:	13	8.7
	Linis Bakuran	1	
	Rehabilitation of Mestizo River	1	
	Clean Up Drive by Brgy Officials	2	
	Inspection on said Services	1	
	Maintain Programs	1	
	3times a week collection of garbage	1	
	Continue Programs	3	
	Fines should be collected	2	
	Proper Disposal	1	
	TOTAL	150	100
G. Agricultural Support			
1	Additional infrastructure for agriculture	17	11.3
2	Additional personnel	7	4.7

3	Well-trained and more competent agriculturists/personnel	15	10
4	Additional budget	21	14
5	Inform the public regarding the programs for agriculture	15	10
6	Don't know of any program or policy action that should be implemented	66	44
99	Others::	9	6
	Continue the program	4	
	Upgrade for Dispersal Animals	1	
	Look after the needs of the farmers and fishermen	1	
	Secure the seaside	1	
	Engage in Agri Activities	1	
	Solar Dryer	1	
	TOTAL	150	100
H. Tourism Promotion Services			
1	Additional infrastructure/facilities to promote tourism	45	30.0
2	Additional personnel	6	4.0
3	Additional budget for tourism programs	15	10.0
4	Inform the public about the tourism promotion programs/services	17	11.3
5	Don't know of any program or policy action that should be implemented	57	38.0
99	Others:	10	6.7
	Maintain the cleanliness of environment	2	
	Maintain the tourist spots	3	
	Regulations of Fare	1	
	Wider parking space	1	
	Promote products of Vigan like water lily	1	
	More Advertisements	1	
	TOTAL	150	100

CONCLUSIONS and RECOMMENDATIONS

Conclusions

Based from the findings, the following conclusions were drawn:

1. A great majority or most of the respondents are not 4Ps beneficiaries and are owners of the house they occupy, have flush or water-sealed toilet, have their own electricity connection, use the community water system but have their own faucets for their drinking water source, use television as their source of information, and claimed a monthly income reaching P10,000.

2. The overall level of awareness, availment, and satisfaction of the respondents on all the services is described as **“high”** indicating a very good performance or outcome on all the services and were considered important with an overall rating of very high.

3. The recommendations cited by a great number of the respondents for better delivery of services along health, education, social welfare, governance and

response, public works and infrastructure, environmental management, agricultural services, and tourism promotion are *increase the budget for all programs*, *“provide health units in each barangay”*, *“house to house help”*, *“provision of enough medicine in the center”*, *“continue/maintain all programs/services”*, *“more doctors in public hospitals”*, *“RHC in barangays should be opened daily and the needed medicines should be given”*, *“availability of vaccines for adults”*, *“construct more schools/classrooms”*, *“provide free school supplies for students”*, *“security of the children in school”*, *“free tuition for all”*, *“technical and skills program”*, *“mother tongue should be only for grade 1 and 2”*, *“better system in Dep Ed”*, *“financial support for competitions”*, *“choose the best beneficiaries of 4Ps”*, *“enough books”*, *“equality on all students”*, *“job fair”*, *“livelihood”*, *“proper implementation”*, *“fairness/equality in all aspects of services”*, *“more programs”*, *“home for the aged”*, *“monitor commodities”*, *“faster transaction processes”*, *“well-trained and more competent personnel”*, *“fast response and better service”*, *“strengthen barangay governance”*, *“police and*

tanod vicinity", "traffic management", "safety measure", "benefits for tanods", "wise and good preparation", "regular repair/maintenance of roads and bridges and increase their quality", "additional infrastructure projects/provision of facilities needed", "additional personnel", "inform the public about the infrastructure projects in the city", "clean up drive by barangay officials", "inspection/monitoring on all services", "3 times a week collection of garbage", "fines should be collected for the garbage", "proper disposal", "inform the public regarding the programs for agriculture", "well-trained and more competent agriculturists/personnel", "upgrade for dispersal animals", "look after the needs of the farmers and fishermen", "secure the seaside", "engage in agri activities", "provision of solar dryer", "maintain the cleanliness of environment", "maintain the tourist spots", "regulation of fare", "wider parking space", "promote products of Vigan", and "more advertisements/information dissemination".

Recommendations

In general, to meet the full awareness, availment, and satisfaction of the citizens of the LGU Vigan City:

1. The television stations, chronicles, and Information Officers of the LGUas well as the internet or social media and radio stations in the locality should be tapped to intensify the promotion of the services to the people especially to the farmers, having the lowest level of awareness;

2. The City Government may find ways to extend the services on free cost or more service-friendly like having favorable discounts and free assistance (technical or civil), promotions/advertisements, wider dissemination like house-to-house dissemination, leaflets distribution, etc., and more orientations/forums/symposia/seminars/trainings in order to encourage the people to avail the services of the LGU especially on agriculture and social welfare services, having the lowest level of availment by the residents; and

3. The City Government should strictly observe and implement regulation and supervision, develop well-trained and more competent personnel, fast or timely action or service delivery, increased quality of facilities and infrastructures, and wide dissemination of programs/projects/activities to meet the full satisfaction of the people.

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