Assessing the City Government of Muntinlupa Basic Services: Implementation and Governance

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ABSTRACT

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| Governance is more than just how the government conducts business inside its jurisdiction. It is about how the government engages with civil society, promoting and facilitating public participation in service delivery and government performance evaluation. This active involvement of the public is not just integral but also invaluable to the success of governance, making every citizen a crucial part of the governance process and empowering them to shape the future of their communities. [10]This study aimed to assess the implementation and governance of the basic services provided by the City Government of Muntinlupa. The output of this study is a significant step towards enhancing the implementation and governance of basic services, with the potential to make a substantial impact on the community. The study has five (5) general inquiries: 1) the respondents’ assessment of the basic services provided by the City Government of Muntinlupa, 2) the respondents’ assessment of the implementation and governance of basic services, 3) the significant relationship between the respondents’ assessment of basic services provided by the City Government of Muntinlupa and the implementation and governance of basic services, 4) the significant difference between the assessment of the two groups of respondents (beneficiaries and concerned officials/LGU employees) on the implementation of basic services of the City Government of Muntinlupa, and 5) the proposed improved program. This study employed a quantitative descriptive approach to gather and analyze data. A standardized questionnaire was used to collect the necessary data, ensuring a comprehensive understanding and providing a solid foundation for improving the city's existing program. This study unequivocally showcases the City Government of Muntinlupa's resounding success in implementing basic services well. For this best practice to be truly beneficial and sustainable, the City Government of Muntinlupa must design a comprehensive sustainable program. This program, which must be inclusive, is crucial as it ensures that development benefits all locals and preserves the environment for future generations. It incorporates economic, social, and environmental factors, making it highly recommended. |

*Keywords: Basic Services, Assessment of Basic Services, City Government of Muntinlupa Basic Services, Implementation and Governance of Basic Services, Local Government Unit Best Practices*

1. INTRODUCTION

The Local Government Code of 1991, Republic Act No. 7160, is a significant piece of legislation that empowers all Local Government Units (LGUs) to take responsibility for providing basic services to their constituents. This law, including the City Government of Muntinlupa, is designed to enable local governments to improve public service delivery, making them effective instruments for local and national development. Understanding and adhering to this legal framework is crucial for all stakeholders in local governance, ensuring that they are aware of their rights, responsibilities, and the support available to them. [1]

Within this context, LGUS must strive for self-sufficiency and meet its needs without external assistance. They must continue to exercise the powers and perform the duties and activities now vested in them, carrying out the activities and obligations of national agencies and offices as outlined in this Code. LGUs shall also exercise authority and perform such activities and duties as necessary, appropriate, or incidental to efficiently and effectively deliver the above basic services and facilities. [1]

Leaders, as people's servants, have the authority to aid them; this is where true power comes from. Thus, examining the performance of Muntinlupa City authorities in basic services will provide statistics and points of reference for more viable ideas and programs, ultimately earning the trust of residents. Furthermore, this can serve as the foundation for policy, institutional, or financial investigations, adjustments, and ideas to significantly improve Muntinlupa City residents' access to basic services. The potential impact of the study's findings is significant, and your role in this process is crucial. Ultimately, the study's findings will provide guidelines and models for local governments to deliver basic services, leading to more substantial and developed communities. [7]

**Related Work**

The relevant literature in this study discusses the implementation of decentralization policy, as outlined in Republic Act No. 7160, Section 2(a), which states that territorial and political subdivisions of the state enjoy genuine and meaningful local autonomy to reach their full potential as self-sufficient communities and become more effective partners in achieving national goals. It also establishes a more responsive and accountable local government structure through a decentralization system in which local government units are granted increased rights, authority, responsibilities, and resources.

De Guzman and Brillantes (1978) defined decentralization as a situation or condition in which power or authority originates from the center. According to Rondimelli and Cheeema (1985), decentralization transfers planning, decision-making, and administrative authority from the central government to field organizations, local administrative units, semi-autonomous and parastatal organizations, local governments, or non-governmental organizations.

Brilliantes (1987) said that the decentralization process could be implemented in various ways. These include (1) devolution, which is the transfer of power for the performance of specific functions from national or central authorities to lower levels of government, such as local governments, and (2) deconcentration, which is the process of delegating functions from national or central authorities to lower levels or fields (or regional units).

The Code defines three types of decentralization: "devolution," "deconcentration," and "debureaucratization." Devolution refers to the transfer of political power and jurisdiction over a particular territory from the national government to local governments (Sections 15 and 17f). Deconcentration is the concurrent transfer of administrative responsibility over a specific area. LGUs play a significant role in these processes, as they are given increased rights, authority, obligations, and resources to provide essential services and facilities in their communities (Bueno, 2011).

Implementing the Local Government Performance Monitoring System (LGPMS) e-report, which provides information and data about the state of local governance regarding administrative governance, economic governance, environmental governance, social governance, and valuing framework governance, strengthens the public policy analysis by providing a comprehensive overview of the local government's performance in these key areas. [2]

**Theory**

**Basic Services**

Republic Act 7160 (Local Government Code of 1991) Section 17 of the Local Government Code of 1991 (RA 7160) provides that barangays should provide basic services that include, but are not limited to, the following:

Agricultural support services, which include a planting materials distribution system and the operation of farm produce collection and buying stations;

1. Health and social welfare services, which include the maintenance of the barangay health center and day-care center;

2. Services and facilities related to general hygiene and sanitation, beautification, and solid waste collection;

3. Maintenance of katarungang pambarangay;

4. Maintenance of barangay roads, bridges, and water supply systems;

5. Infrastructure facilities such as multi-purpose hall, multipurpose pavement, plaza, sports center, and other similar facilities;

6. Information and reading center; and

7. Satellite or public market, where viable. [9]

Pertinent Provisions of the New Local Government Code of 1991 (Republic Act No. 7160)

Sec. 17. Basic Services and Facilities a. Local government units shall endeavor to be self-reliant. They shall continue to exercise the powers and discharge the duties and functions currently vested in them. They shall also discharge the functions and responsibilities of national agencies and offices that have devolved over time under this code. Local government units shall likewise exercise other powers and discharge such functions and duties as are necessary, appropriate, or incidental to the efficient and effective provision of the basic services and facilities enumerated therein. b. Such basic services and facilities include, but are not limited to, the following: 3. for a Province: Article VII: Infrastructure facilities intended to service the needs of the residents of the province and which are funded out of provincial funds including, but not limited to, provincial roads and bridges; inter-municipal waterworks, drainage and sewerage, flood control, and irrigation systems, reclamation projects, and similar facilities.

Sec. 25 (b)—National agencies and offices with project implementation functions shall coordinate with one another and the local government units concerned in discharging these functions. They shall ensure the participation of local government units in the planning and implementation of said national projects.

Sec. 27—Prior Consultations Required. Government authorities shall implement no project or program unless the consultations mentioned in Sections 2 (c) and 26 are complied with. Prior approval of the concerned sanggunian is obtained, provided that occupants in areas where such projects are to be implemented shall not be evicted unless the provisions of the Constitution provide for appropriate relocation sites.

Sec. (117). Establishment of Autonomous Special Economic Zone. – The establishment by law of autonomous special economic zones in selected areas of the country shall be subject to concurrence by the local government units included therein.

Sec. (135). Tax and Transfer of Real Property Ownership. – (a). The province may impose a tax on the sale, donation, barter, or any other mode of transferring ownership or title of real property at the rate of not more than fifty percent (50%) of one percent (1%) of the total consideration involved in the acquisition of the property or the fair market value is higher. The sale, transfer, or other disposition of real property under R.A. No. 6657 shall be exempt from this tax. (b). For this purpose, the Register of Deeds of the province concerned shall, before registering any deed, require the presentation of evidence of payment of this tax. The provincial assessor shall likewise make the exact requirement before canceling an old tax declaration and issuing a new one in its place. Notaries public shall furnish the provincial treasurer with a copy of any deed transferring ownership or title to any real property within thirty (30) days from the date of notarization. The seller, donor, transferor, executor, or administrator shall pay the tax imposed within sixty (60) days from the date of the decedent’s death.

Sec. (138). Tax on Sand, Gravel, and Other Quarry Resources. – The province may levy and collect not more than ten percent (10%) of fair market value in the locality per cubic meter of ordinary stones, sand, gravel, earth, and other quarry resources, as defined under the National Internal Revenue Code, as amended, extracted from public lands or the beds of seas, lakes, rivers, streams, creeks, and other public waters within its territorial jurisdiction. The permit to extract sand, gravel, and other quarry resources shall be issued exclusively by the provincial governor, under the ordinance of the Sangguniang Panlalawigan. The proceeds of the tax on sand, gravel, and other quarry resources shall be distributed as follows: (1) Province – Thirty percent (30%); (2) Component City or Municipality where the sand, gravel, and other quarry resources are extracted – Thirty percent (30%); and (3) barangay where the sand, gravel, and other quarry resources are extracted – Forty percent (40%).

Sec. (289). Share in the Proceeds from the Development and Utilization of the National Wealth – Local government units shall have an equitable share in the proceeds derived from the utilization and development of the national wealth within their respective areas, including sharing these benefits directly with the inhabitants.

Sec. (290). Amount of Share of Local Government Units – Local government units shall, in addition to the internal revenue allotment, have a share of forty percent (40%) of the gross collection derived by the national government from the preceding fiscal year from mining taxes, royalties, forestry and fishery charges, and such other taxes, fees or charges, including related surcharges, interests, or fines, and from its share in any co-production, joint venture or production sharing agreement in the utilization and development of the national wealth within their territorial jurisdiction.

Sec. (291). Share of the Local Government from any Government Agency or Government-Owned or Controlled Corporation – Local government units shall have a share based on the preceding fiscal year from the proceeds derived by any government agency or government-owned or controlled corporation engaged in the utilization and development of the national wealth based on the following formula whichever will produce a higher share for the local government unit: (a) One percent (1%) of the gross sales or receipts of the preceding calendar year; or (b) Forty percent (40%) of the mining taxes, royalties, forestry and fishery charges and such other taxes, fees or charges, including related surcharges, interests, or fines the government agency or government-owned or controlled corporation would have paid if it were not otherwise exempt.

Sec. 302. Financing, Construction, Maintenance, Operation, and Management Infrastructure Projects by the Private Sector – (a) Local government units may enter into controls with any duly prequalified individual contractor for the financing, construction, operation, and maintenance of any financially viable infrastructure facilities under the build-operate-transfer agreement, subject to the applicable provisions of Republic Act Numbered Sixty-nine hundred fifty-seven (Republic Act No. [3] 6957) authorizing the financing, construction, operation, and maintenance of infrastructure projects by the private sector and the rules and regulations issued thereunder and such terms and conditions provided in this Section. (b) Local government units shall include priority projects that may be financed, constructed, operated, and maintained by the private sector under this Section in their respective local development plans and public investment programs. It shall be the duty of the local government unit concerned to disclose financing under this Section, including official notification of duly registered contractors and publication in newspapers of general and local circulation, and in conspicuous and accessible public places. The local development councils shall confirm local projects under the build-operate-and-transfer agreement. (c) Projects implemented under this Section shall be subject to the following terms and conditions: (1) The provincial, city, or municipal engineer, as the case may be, upon formal in writing by the local chief executive, shall prepare the plans and specifications for the proposed project, which shall be submitted to the sanggunian for approval. (2) Upon approval by the sanggunian of the project plans and specifications, the provincial, city, or municipal engineer shall, as the case may be, cause to be published once every week for two (2) consecutive weeks in at least one (1) local newspaper which is circulated in the region, province, city or municipality in which the project is to be implemented, a notice inviting all duly qualified contractors to participate in public bidding for the projects so approved. The conduct of public bidding and award of contracts for local government projects under this Section shall be appropriate to this Code and other applicable laws, rules, and regulations. In the case of a build-operate-and-transfer agreement, the contract shall be awarded to the lowest complying bidder whose offer is deemed most advantageous to the local government and based on the present value of its proposed tolls, fees, rentals, and charges over a fixed term for the facility to be constructed, operated, and maintained according to the prescribed minimum design and performing standards plans, and specifications. For this purpose, the winning contractor shall be automatically granted by the local government unit concerned the franchise to operate and maintain the facility, including the authority to collect tolls, fees, rentals, and charges, as provided in subsection (c-4) of this section. In the case of a build-operate-and-transfer agreement, the contract shall be awarded to the lowest bidder who complies with the requirements, based on the present value of its proposed schedule of amortization payments for the facility to be constructed, by the prescribed minimum design and performance standards, plans, and specifications. (3) Any contractor who shall undertake the presentation of any project under this Section shall post the required bonds to protect the interest of the province, city, or municipality, in such amounts as may be fixed by the sanggunian concerned and the provincial, city or municipal engineer shall, as the case may be, not allow any contractor to initiate the prosecution of projects under this Section unless such contractor presents proof or evidence that he has posted the required bond. (4) The contractor shall be entitled to a reasonable return on its investment as specified in its bid proposal as accepted by the local government unit concerned. In the case of a build-operate and-transfer agreement, the repayment shall be made by authorizing the contractor to charge and collect reasonable tolls, fees, rentals, and charges for the use of the project facility not exceeding those proposed in the bid and incorporated in the contract: Provided, That the local government unit concerned shall, based on reasonableness and equity, approved the tolls, fees, rentals, and charges: Provided, further, That the imposition and collection of tolls, fees, rentals, and charges shall be for a fixed period as proposed in the bid and incorporated in the contract which shall in no case exceed fifty (50) years; Provided, finally, That during the lifetime of the contract, the contractor shall undertake the necessary maintenance and repair of the facility by standards prescribed in the bidding documents and in the contract. In the case of a build-operate-and-transfer agreement, the repayment shall be made through amortization payments according to the schedule proposed in the bid and incorporated into the contract. In the case of land reclamation or the construction of industrial estates, the repayment plan may involve the grant of a portion or percentage of the reclaimed land or the industrial estate that has been constructed. (5) Every infrastructure project undertaken under this Section shall be constructed, operated, and maintained by the contractor under the technical supervision of the local government unit and in accordance with the plans, specifications, standards, and costs approved. (d) The provincial, city, or municipal legal officer shall, as the case may be, review the contracts executed under this Section to determine their legality, validity, enforceability, correctness, and form.

Sec. (450). Requisites for Creation. – (a) A municipality or a cluster of barangays may be converted into a component city if it has an average annual income, as certified by the Department of Finance, of at least Twenty Million Pesos (P 20,000,000.00) for the last two consecutive years based on 1991 constant prices, and if it has either of the following requisites: (i) a contiguous territory of at least one hundred (100) square kilometers, as certified by the Lands Management Bureau; or (ii) a population of not less than one hundred fifty thousand (150,000) inhabitants, as certified by the National Statistics Office: Provided, That, the creation thereof shall not reduce the land area, population, and income of the original unit or units at the time of said creation to less than the minimum requirements prescribed herein. (b) Metes and bounds shall correctly identify the territorial jurisdiction of a newly created city. The requirement on land area shall not apply where the city proposed to be created is composed of one (1) or more islands. The territory need not be contiguous if it comprises two (2) or more islands. (c) The average annual income shall include the income accruing to the general fund, excluding special funds, transfers, and non-recurring income. [9]

**Governance**

Governance, according to the Asian Development Bank (ADB, 2005, p. 1), is broadly defined as the sound exercise of political, economic, and administrative authority to manage a country’s resources for development. It involves institutionalizing a system through citizens, institutions, organizations, and groups articulating their interests, exercising their rights, and mediating their differences in pursuit of the collective good (ADB, 1995). From this perspective, governance is not the sole jurisdiction of government; instead, it requires the active involvement of civil society and the private sector. The government's concern is its ethical dimension. In their context, the ADB (2005:1) conceptualized governance as composed of four elements: accountability, participation, predictability, and transparency. Incidentally, these four elements are also the principles of sound development management. Another view of governance is that of the Department of Interior and Local Government (DILG).

The DILG has established eight significant characteristics for measuring good governance performance (DILG, 2001). These characteristics include being participatory, consensus-oriented, accountable, transparent, responsive, effective and efficient, equitable and inclusive, and adhering to the rule of law. They ensure that corruption is minimized, the views of minorities are taken into account, and the voice of the most vulnerable in society is heard in decision-making. They are also responsive to society's present and future needs. [4]

**Administration / Implementation**

Administration, according to Adbulrachman (2005), refers to “any cooperative and collaborative group effort, whether within or outside the government institutions, aimed at providing goods and services to the people with maximum efficiency, effectiveness, economy, responsiveness, and relevance” Administration is within the realm of governance., Carino (1975) stressed that administration is performing to attain societal goals. In this regard, “public Administrator must engage not in a struggle for markets and profits but in a struggle with other actors in the political and governmental process.” Traditionally, it refers to the “implementation of pronouncements by recognized public authorities, the organization of enforcement machinery to ensure public conformity, and relations between the public and public officials appointed to further collective interest” (Caiden, 1982).

Delivery Services Nowadays, the administration has placed more emphasis on delivering basic services. Even non-governmental organizations are now involved in providing services to the people. Whether the government, people’s organizations, or the private sector provides goods and services, the vital thing to consider is their effectiveness.

A series of studies have been made on organizational effectiveness. Perhaps the modern-era starting point was the scientific management study proposed by Frederick Taylor. Taylor’s work utilizes time and motion studies to identify the “one best way” to achieve effectiveness, which is closely linked to it. Tom Peter advanced a more recent view of linking management action with effectiveness in his book “Thriving in Chaos.” He proposed that effective firms needed fewer layers of organizational structure, populated by more autonomous units, to be quality- and security-conscious, and to foster significant innovation (Ivancevich & Matteson, 1990).

The goal and system theory approaches are two of the most popular perspectives on effectiveness. The goal approach is the oldest and the most widely used evaluation technique.

Given this approach, an organization exists to accomplish goals. The degree of accomplishment indicates the degree of effectiveness. The idea that organizations, individuals, and groups should be evaluated for goal accomplishment has widespread appeal (Ivancevich & Matteson, 1990). Using this practice, managers specify in advance the goals they expect their subordinates to achieve and periodically evaluate the degree to which these goals have been accomplished. However, despite its appeal and apparent simplicity, the goal approach has its problems. These are some widely recognized difficulties: 1.) Goal achievement is not readily measurable for organizations that do not produce tangible outputs; 2.) Organizations often attempt to achieve more than one goal, and achieving one goal can preclude or diminish their ability to achieve other goals. 3.) The very existence of a standard set of official goals to which all members are committed is questionable (Ivancevich & Matteson, 1990).

Responsiveness: Good governance requires institutions and processes to serve all stakeholders within a reasonable timeframe.

Consensus-oriented: Several factors and viewpoints exist toward an issue in a given society. Good governance requires consideration of the various interests in society to reach a broad consensus on what is in the best interest of the entire community and how this can be achieved. It also requires a broad and long-term perspective on what is needed for sustainable human development. This can only result from understanding the historical, cultural, and social contexts of a given society or community.

Equity and Inclusiveness: A society’s well-being depends on ensuring that all its members feel they have a stake in it and are not excluded from the mainstream. This requires all groups, but particularly the most vulnerable, to have opportunities to improve or maintain their well-being.

Effectiveness and Efficiency: Good governance ensures that processes and institutions produce results that meet society's needs while utilizing resources effectively. The concept of efficiency in the context of good governance also covers the sustainable use of natural resources and the protection of the environment. The conceptual framework was formulated based on those theories. [4]

2. material and methods / experimental details / methodology

**Research Design**

This study employed a quantitative descriptive approach to assess the City Government of Muntinlupa's implementation and governance of basic services. The choice of this approach was based on its ability to provide a comprehensive understanding of the current state of the services, which is crucial for identifying areas for improvement. The researchers meticulously utilized a standardized quantitative instrument to collect data. A questionnaire was designed and administered to gather the respondents’ demographic profiles and assess the city’s implementation and governance of basic services, ensuring a comprehensive evaluation to inform the development of a program that would improve these services.

**The Respondents**

To fulfill the study's objective, the researchers selected at least eleven (11) residents from each City Government of Muntinlupa barangay for equal distribution and well-representation, with one hundred (100) total respondents.

**Chart 1: Profile of Respondents According to Address/Barangay**

|  |  |  |
| --- | --- | --- |
| **Address/Barangay** | **Barangay Residents** | **DRRMC Members** |
| Brgy. Tunasan | 11 | 8 |
| Brgy. Poblacion | 12 | 8 |
| Brgy. Putatan | 11 | 6 |
| Brgy. Bayanan | 11 | 6 |
| Brgy. Alabang | 11 | 6 |
| Brgy. Ayala Alabang | 11 | 4 |
| Brgy. Cupang | 11 | 4 |
| Brgy. Buli | 11 | 4 |
| Brgy. Sucat | 11 | 4 |
| Total | 100 | 50 |

**Sampling Technique**

The use of simple random sampling, a technique in which every item in the population has an equal chance of being selected in the sample, ensures the fairness and representativeness of the study. The selection of items is purely based on chance or probability, making this sampling technique a method of unbiased selection.

Before conducting the study, the researcher discussed the rationale and sought permission from the barangay captains to conduct the survey. The researcher randomly selected at least eleven (11) residents from each barangay of Muntinlupa City, as reflected in the respondents' profiles in terms of address.

**Data Gathering Instrument**

The researchers used a survey questionnaire to collect the necessary information for the study. This method was designed to analyze the gathered data statistically.

In this study, the researchers designed a modified questionnaire with options that could be easily answered by placing a checkmark in each box. The questionnaire was divided into two parts. The first part concerned the respondents’ demographic profile. The second part assessed the City Government of Muntinlupa's basic implementation and governance services.

**Validation of Research Instrument**

The instrument used in this study, a survey questionnaire, underwent rigorous validation tests conducted by the college statistician and research expert of Pamantasan ng Lungsod ng Muntinlupa (PLMun). These tests were performed to ensure that the formulated questions align with the Standard Operating Procedure (SOP), thereby enhancing the quality and reliability of the study.

**Data Gathering Procedure**

One hundred (100) survey materials were distributed to the qualified employees to obtain the necessary information for analysis. The researchers reviewed the instructions on the questionnaire to ensure that the respondents fully understood the mechanics.

The results were tallied and tabulated based on the respondents' answers to the questionnaire. Once completed, tallies and tables were interpreted and analyzed using statistical tools.

**Statistical Treatment of Data**

To interpret the data effectively, the researchers utilized the following statistical tools: Percentage, Weighted Mean, Independent Samples Test, One-way ANOVA, and Pearson Correlation Coefficient, often referred to as Pearson's r.

Percentage. In mathematics, a percentage is a number or ratio that represents a fraction of 100. It is often denoted by the symbol "%" or simply as "percent" or “pct.” [6]

This tool was used to statistically assess the demographic profile of the respondents.

 P=F/N x100

 Where:

 F - frequency

 N - total population of the respondents

 100 - constant number

Weighted Mean. A mean where some values contribute more than others. This statistical tool was used to analyze and interpret the data collected on the assessment of the City Government of Muntinlupa's basic services, both the implementation and governance. [6]

 X=Fx/N

Where:

 X - weighted mean

 F - frequency

 X - weight of each item

 N - total number of respondents

The Independent Samples Test (t-test). This compares the means and errors of two groups to determine whether they are significantly different. [6]

Formula:

 $t=\frac{\overbar{X}\_{1}-\overbar{X}\_{2}}{\sqrt{\frac{S\_{1}^{2}}{N\_{1}}+\frac{S\_{2}^{2}}{N\_{2}}}}$

One-way ANOVA. This is a generalization of the two-sample t-test. The F-statistic compares the variability between groups to the variability within each group. [6]

 

Where F is the variance ratio for the overall test, MST is the mean square due to treatments/groups (between groups), MSE is the mean square due to error (within groups, residual mean square), Yij is an observation, Ti is a group total, G is the grand total of all observations, ni is the number in group i and n is the total number of observations.

Pearson Correlation Coefficient / Pearson R. This statistical formula measures the strength of the relationship between variables. It was used to find the relationship between the basic services provided by the City Government of Muntinlupa and the implementation and governance of basic services. [6]

$$r\_{xy= \frac{N\sum\_{}^{}XY-\sum\_{}^{}X.\sum\_{}^{}Y }{\sqrt{\left\{N\sum\_{}^{}X^{\begin{array}{c}2\\ \end{array}}-(\sum\_{}^{}X)^{2}\right\} \left\{N\sum\_{}^{}Y^{2}-\left(\sum\_{}^{}Y\right)^{2}\right\}}}}$$

Where:

r\_xy = product-moment coefficient of correlation between X and Y variables

ΣXY = Sum of the product of X and Y

ΣX = Sum of the scores of X variables

ΣY = Sum of the scores of Y variables

ΣX2 = Sum of the squares of X2

ΣY2 = Sum of the squares of Y2

Likert Scale. This is a frequency scale that uses fixed-choice response formats. The researchers used a four-point scale to assess the basic services provided by the City Government of Muntinlupa, as well as the implementation and governance of these services.

Where:

 4 – Fully Implemented

 3 – Implemented

 2 – Partially Implemented

 1 – Not Implemented

3. results and discussion

**Table 1: Demographic Profile of the Respondents in terms of Age**

|  |  |
| --- | --- |
| **AGE** | **Barangay Residents** |
| **Frequency** | **Percentage** |
| 18-24 years old | 9 | 9% |
| 25-34 years old | 27 | 27% |
| 35-44 years old | 36 | 36% |
| 45-54 years old | 15 | 15% |
| 55-64 years old | 7 | 7% |
| 65-74 years old | 5 | 5% |
| 75 years or older | 1 | 1% |
| **TOTAL** | **100** | **100%** |

The data presented in Table 1 illustrates the age distribution of barangay residents who participated in the study regarding the implementation and governance of basic services in the City Government of Muntinlupa. A total of 100 respondents were surveyed.

The most significant proportion of respondents falls within the 35-44 years old age group, accounting for 36% of the total sample. This is followed by the 25-34 years old group with 27%, and the 45-54 years old group with 15%. These three age brackets represent the majority of respondents and may be considered the most active demographic segments in terms of civic involvement or interest in local governance and services.

Younger residents aged 18-24 years comprise 9% of the respondents, indicating a lower level of participation among young people in the study. The older age groups, specifically those aged 55-64 years and 65-74 years, account for 7% and 5%, respectively. Only 1% of respondents are 75 years or older, indicating limited representation from senior citizens.

This distribution highlights that the feedback and perspectives gathered in the study are primarily from individuals in their prime working and family-rearing years, who are likely more engaged with local services, such as healthcare, education, infrastructure, and social welfare. However, the lower participation from both the youth and the elderly may suggest a need for more inclusive approaches in gathering community input and in the design and delivery of services that cater to all age groups.

**Table 2: Demographic Profile of the Respondents in terms of Gender**

|  |  |
| --- | --- |
| **AGE** | **Barangay Residents** |
| **Frequency** | **Percentage** |
| Male | 39 | 39% |
| Female | 61 | 61% |
| **TOTAL** | **100** | **100%** |

Table 2 presents the gender distribution of the respondents involved in the study on the implementation and governance of basic services in the City Government of Muntinlupa. Out of 100 barangay residents surveyed, 61% identified as female, while 39% identified as male.

The data indicates a higher representation of female respondents, suggesting that women were more accessible or more willing to participate in the study. This could reflect a greater level of community involvement or awareness among women regarding local government services. It may also suggest that women, as primary caregivers or heads of households, are more likely to interact with public services, such as health centers, education programs, and social welfare initiatives, thereby increasing their engagement in evaluating these services.

The relatively lower participation of male respondents might point to differences in availability, interest, or perceived relevance of the study to their daily activities. This gender distribution should be taken into account when analyzing perceptions and satisfaction levels, as experiences and expectations regarding public services may differ between men and women.

**Table 3: Demographic Profile of the Respondents in terms of Marital Status**

|  |  |
| --- | --- |
| **Marital Status** | **Barangay Residents** |
| **Frequency** | **Percentage** |
| Single | 23 | 23% |
| Married or domestic partnership | 52 | 52% |
| Widowed | 9 | 9% |
| Separated | 16 | 16% |
| **TOTAL** | **100** | **100%** |

Table 3 illustrates the distribution of respondents by marital status. Among the 100 barangay residents surveyed in the study, the majority, 52%, are either married or in a domestic partnership. This suggests that over half of the respondents are likely managing family-related responsibilities, which could influence their perspectives and priorities regarding the delivery of basic services such as education, healthcare, and housing.

Respondents who identified as single make up 23% of the sample, representing nearly one-fourth of the total. This group may have different needs and experiences with local government services, especially in terms of employment, mobility, and access to youth or solo-living support programs.

Meanwhile, 16% of the respondents are separated, indicating a significant portion who may face unique social and economic challenges that could affect their interaction with public services. Lastly, 9% of the respondents are widowed, a group that might rely more on social welfare and health services due to potential vulnerabilities associated with aging or loss of spousal support.

The diversity in marital status among respondents provides valuable insight into the varying needs and expectations from the city government’s basic services. It also emphasizes the importance of inclusive governance strategies that address the needs of individuals across different life situations.

**Table 4: Demographic Profile of the Respondents in terms of Barangay**

|  |  |
| --- | --- |
| **Barangay** | **Barangay Residents** |
| **Frequency** | **Percentage** |
| Brgy. Tunasan | 11 | 11% |
| Brgy. Poblacion | 12 | 12% |
| Brgy. Putatan | 11 | 11% |
| Brgy. Bayanan | 11 | 11% |
| Brgy. Alabang | 11 | 11% |
| Brgy. Ayala Alabang | 11 | 11% |
| Brgy. Cupang | 11 | 11% |
| Brgy. Buli | 11 | 11% |
| Brgy. Sucat | 11 | 11% |
| **TOTAL** | **100** | **100%** |

Table 4 presents the distribution of respondents according to their respective barangays within the City of Muntinlupa. The table shows that the 100 respondents were evenly distributed across the nine barangays, with each barangay contributing either 11% or 12% to the total number of participants.

The barangays represented include Brgy. Tunasan (11%), Brgy. Poblacion (12%), Brgy. Putatan (11%), Brgy. Bayanan (11%), Brgy. Alabang (11%), Brgy. Ayala Alabang (11%), Brgy. Cupang (11%), Brgy. Buli (11%), and Brgy. Sucat (11%).

This equal representation ensures that no single barangay is overrepresented, which enhances the validity and reliability of the findings by capturing a balanced perspective on the implementation and governance of basic services across the entire city. It also reflects a fair sampling approach, providing a comprehensive view of how services are perceived and experienced in different parts of Muntinlupa.

This even distribution allows for more accurate cross-barangay comparisons and helps identify whether there are disparities or consistent experiences in service delivery throughout the city.

**Table 5: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Agricultural Support**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agricultural Support** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided yearly training in agriculture in Muntinlupa. | 3.37 | Implemented | 5 |  |
| 2. Provided quarterly dialogue with farmers. | 3.48 | Implemented | 1 |  |
| 3. Provided financial assistance to eligible farmers. | 3.48 | Implemented | 1 |  |
| 4. Provided provisions on pest and disease control for agriculture. | 3.45 | Implemented | 4 |  |
| 5. Provided programs that will support the selling of the agricultural products. | 3.47 | Implemented | 3 |  |
| **TOTAL** | **3.45** | **Implemented** |  |  |

Table 5 presents the respondents’ assessment of the agricultural support services provided by the City Government of Muntinlupa. The overall mean score of 3.45 indicates that, as a whole, the agricultural support services are "Implemented" according to the respondents' perceptions.

Among the individual indicators, the highest-rated services—both receiving a mean score of 3.48—are the quarterly dialogues with farmers and the provision of financial assistance to eligible farmers, which are jointly ranked first. This suggests that these two initiatives are the most visible or appreciated forms of support among the respondents. Following closely is support for the sale of agricultural products, with a mean score of 3.47, ranking third, reflecting recognition of efforts to assist farmers in marketing their goods.

The provision of pest and disease control measures was rated slightly lower at 3.45, placing it in fourth rank. Yearly training in agriculture, with a mean of 3.37, ranked fifth, although still within the "Implemented" range. This may indicate that while training is conducted, it may not be as frequent, accessible, or impactful as other forms of support.

In summary, all listed agricultural services are seen as being implemented by the local government, with a particular strength in direct support initiatives, such as financial aid and farmer engagement. However, there may be room for improvement in areas like training and technical support.

**Table 6: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Infrastructure**

|  |  |  |  |
| --- | --- | --- | --- |
| **Infrastructure** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided projects to improve the public works and highways, especially the Municipal and barangay roads. | 3.48 | Implemented | 2 |  |
| 2. Provided flood control management. | 3.43 | Implemented | 4 |  |
| 3. Provided reinforcement and construction of government offices. | 3.5 | Implemented | 1 |  |
| 4. Provided projects to improve the housing of the informal settlers. | 3.45 | Implemented | 3 |  |
| 5. Provided projects for the improvement of public parks in the barangay. | 3.4 | Implemented | 5 |  |
| **TOTAL** | **3.45** | **Implemented** |  |  |

Table 6 presents the respondents’ assessment of the infrastructure services provided by the City Government of Muntinlupa. With an overall mean score of 3.45, the infrastructure services are generally viewed as "Implemented" by the respondents, reflecting an upbeat assessment of the city’s efforts in this area.

The highest-rated service, with a mean score of 3.5, is the reinforcement and construction of government offices, which ranked first. This suggests that the respondents particularly recognize and value the improvements made to government buildings, likely enhancing public service accessibility and functionality. In second place is the improvement of public works and highways, particularly focusing on municipal and barangay roads, with a mean score of 3.48, reflecting strong approval of efforts to upgrade critical infrastructure.

The provision of flood control management received a mean score of 3.43, ranking fourth, indicating that while flood control measures are seen as being implemented, they may not be as highly regarded as other infrastructure projects. The improvement of housing for informal settlers, with a mean score of 3.45, ranked third, indicating that efforts to address housing issues are considered essential but are on par with some other services in terms of implementation. Lastly, the improvement of public parks in the barangay, with a mean score of 3.4, ranked fifth, indicating that while parks are an essential service, they are not as highly prioritized as other infrastructure projects.

Overall, respondents view the infrastructure services as effectively implemented, with a particular emphasis on improving government facilities and public roads. However, some areas, such as flood control and park development, may benefit from further attention.

**Table 7: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Health**

|  |  |  |  |
| --- | --- | --- | --- |
| **Health** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided provisions for vaccination for infants and geriatric constituents. | 3.47 | Implemented | 1 |  |
| 2. Provided free access to health care. | 3.3 | Implemented | 5 |  |
| 3. Provided a low-cost medicine program. | 3.45 | Implemented | 2 |  |
| 4. Provided access and availability of public healthcare facilities. | 3.37 | Implemented | 4 |  |
| 5. Provided a new campaign of Phil-health to notify the public of the new expanded health benefit package supporting the Universal Health-Care Law. | 3.4 | Implemented | 3 |  |
| **TOTAL** | **3.40** | **Implemented** |  |  |

Table 7 presents the respondents’ assessment of the health services provided by the City Government of Muntinlupa. The overall mean score of 3.40 indicates that respondents generally view these services as "Implemented", reflecting a positive but mixed evaluation of the city's health initiatives.

The highest-rated service, with a mean score of 3.47, is the provision of vaccination for infants and geriatric constituents, ranked first. This suggests that the city's efforts in immunization are highly valued, especially for vulnerable groups such as infants and the elderly. Following closely is the low-cost medicine program, which received a mean score of 3.45, ranked second, reflecting strong approval of this initiative aimed at making healthcare more affordable for residents.

In third place is the campaign by PhilHealth to inform the public about the new expanded health benefit package, which garnered a mean score of 3.4, indicating that respondents recognize the importance of keeping the public informed about the latest health benefits under the Universal Health Care Law. The availability and access to public healthcare facilities scored slightly lower, with a mean of 3.37, placing it fourth. This suggests that while healthcare facilities are generally accessible, there may be room for improvement in their availability or quality. Lastly, the free access to healthcare, with a mean score of 3.3, ranked fifth, indicating that although free healthcare services are provided, they may not be fully meeting the expectations or needs of all respondents.

Overall, the health services provided by the City Government of Muntinlupa are primarily viewed as being successfully implemented, with particular emphasis on vaccination programs and low-cost medicine. However, areas such as free access to healthcare and facility availability could benefit from further attention and enhancement.

**Table 8: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Environmental Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Environmental Management** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided air pollution monitoring | 3.4 | Implemented | 3 |  |
| 2. Provided regulation in cutting, pruning, and earth-balling of trees within the City of Muntinlupa. | 3.35 | Implemented | 5 |  |
| 3. Provided a solid waste management program to reduce waste volume. | 3.45 | Implemented | 2 |  |
| 4. Provided projects that support green spaces. | 3.46 | Implemented | 1 |  |
| 5. Provided a sustainable drainage system that would help prevent or control flooding in the city. | 3.39 | Implemented | 4 |  |
| **TOTAL** | **3.41** | **Implemented** |  |  |

Table 8 presents the respondents’ assessment of the environmental management services provided by the City Government of Muntinlupa. With an overall mean score of 3.41, these services are generally perceived as "Implemented", reflecting positive feedback on the city's environmental initiatives.

The top-rated service, with a mean score of 3.46, is the provision of projects that support green spaces, ranked first. This suggests that the respondents strongly appreciate the efforts made to enhance and preserve green areas within the city. Following closely is the solid waste management program, which received a mean score of 3.45, ranked second, indicating strong approval of the city's efforts to manage and reduce waste effectively.

The air pollution monitoring initiative, with a mean score of 3.4, ranked third, showing that respondents recognize the importance of air quality management in the city. However, it may not be as highly rated as the waste management or green space initiatives. The sustainable drainage system, with a mean of 3.39, ranked fourth, indicating that while there is appreciation for the efforts to control flooding and improve drainage, it is slightly less emphasized compared to other services. Lastly, the regulation in cutting, pruning, and earth-balling of trees, with a mean score of 3.35, ranked fifth, suggesting that while this regulation is acknowledged, it may not be as impactful or visible as other environmental services.

Overall, respondents view the environmental management services provided by the city as successfully implemented, with strong approval for initiatives related to green spaces and waste management. However, areas such as tree regulation and drainage could potentially be further enhanced to improve their visibility and effectiveness.

**Table 9: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Tourism**

|  |  |  |  |
| --- | --- | --- | --- |
| **Tourism** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided promotion of scenic spots and historical places in Muntinlupa City. | 3.39 | Implemented | 5 |  |
| 2. Provided programs or major national or international events promoted and patronized by the City Government of Muntinlupa. | 3.51 | Implemented | 1 |  |
| 3. Provided maintenance and improvement of scenic spots and historical places in Muntinlupa City. | 3.44 | Implemented | 3 |  |
| 4. Implement projects to enhance traffic flow and establish a safe, reliable transportation system throughout the city. | 3.5 | Implemented | 2 |  |
| 5. Provided projects to develop free recreational centers and sports facilities. | 3.41 | Implemented | 4 |  |
| **TOTAL** | **3.45** | **Implemented** |  |  |

Table 9 presents the respondents’ assessment of the tourism services provided by the City Government of Muntinlupa. The overall mean score of 3.45 suggests that tourism-related services are generally viewed as "Implemented", with respondents providing positive feedback regarding various city initiatives aimed at enhancing tourism.

The highest-rated service, with a mean score of 3.51, is the provision of programs or major national or international events promoted and patronized by the City Government of Muntinlupa, ranked first. This indicates that respondents highly value the city's efforts to encourage significant events, which likely contribute to both local and international visibility and engagement.

In second place is the provision of projects to improve traffic flow and a safe, basic transport system across the city, with a mean score of 3.5, indicating that transportation improvements are considered essential to enhancing tourism by ensuring ease of access and safety. The maintenance and improvement of scenic spots and historical places, with a mean score of 3.44, ranked third, reflecting a solid recognition of the city's efforts to preserve and enhance its tourist attractions.

The development of free recreational centers and sports facilities, with a mean score of 3.41, ranked fourth, demonstrating that respondents acknowledge the value of accessible recreational and sports amenities for both residents and tourists. Finally, the promotion of scenic spots and historical places, with a mean score of 3.39, ranked fifth, suggesting that while this initiative is valued, it is seen as somewhat less impactful compared to the other tourism services.

Overall, the tourism services provided by the City Government of Muntinlupa are generally considered well-implemented, with significant appreciation for efforts in promoting major events and improving transport infrastructure. However, further enhancements in promoting scenic spots and historical places may be necessary to increase the impact of tourism-related services in the city.

**Table 10: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Educational Support**

|  |  |  |  |
| --- | --- | --- | --- |
| **Educational Support** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided educational and financial support for qualified students from Muntinlupa City. | 3.5 | Implemented | 1 |  |
| 2. Provided local government projects that support Basic and Secondary students/schools in Muntinlupa City. | 3.41 | Implemented | 5 |  |
| 3. Provided local government projects that support Higher Education Institutions (HEIs). | 3.45 | Implemented | 3 |  |
| 4. Provided services that will promote literacy rate in the city. | 3.43 | Implemented | 4 |  |
| 5. Provided projects for adult education programs, including literacy and skill-building opportunities. | 3.49 | Implemented | 2 |  |
| **TOTAL** | **3.46** | **Implemented** |  |  |

Table 10 outlines the respondents’ assessment of the educational support services provided by the City Government of Muntinlupa. With an overall mean score of 3.46, the educational services are perceived as "Implemented", indicating that the respondents generally feel that the local government has effectively addressed educational needs.

The highest-rated service, with a mean score of 3.5, is the provision of educational and financial support for qualified students from Muntinlupa City, ranked first. This reflects strong approval of the city's commitment to supporting students who need financial assistance to pursue their education. Following closely is the provision of projects for adult education programs, including literacy and skill-building opportunities, with a mean score of 3.49, ranked second, indicating that the respondents highly value the opportunities provided for adult learning and skill development.

In third place is the provision of local government projects that support Higher Education Institutions (HEIs), with a mean score of 3.45, ranked third. This suggests that while respondents appreciate support for higher education institutions, it may not be as impactful as initiatives for younger students or adult learners. The services that promote literacy in the city, with a mean score of 3.43, ranked fourth, indicating an upbeat assessment of the city's efforts to enhance literacy. However, respondents see room for further improvement. Finally, the local government projects supporting Basic and Secondary students/schools, with a mean score of 3.41, ranked fifth, suggesting that while these services are well-regarded, they are seen as slightly less impactful compared to other educational initiatives.

Overall, the educational support services provided by the City Government of Muntinlupa are generally considered successfully implemented, with high marks for initiatives supporting both financial aid for students and adult education programs. However, additional efforts to support basic and secondary education and promote literacy may further enhance the city's overall educational landscape.

**Table 11: Respondents’ Assessment of the Basic Services Provided by the City Government of Muntinlupa in terms of Social Services**

|  |  |  |  |
| --- | --- | --- | --- |
| **Social Services** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Provided provisions of community-based programs that support social and psychological services for battered women and children. | 3.41 | Implemented | 2 |  |
| 2. Provided health care provisions for the Elderly Muntinlupeños. | 3.42 | Implemented | 1 |  |
| 3. Employed displaced and distressed Muntinlupeños. | 3.34 | Implemented | 5 |  |
| 4. Provided disability support services that are free and readily available for those needing them. | 3.38 | Implemented | 4 |  |
| 5. Provided projects like childcare support services that assist working single parents. | 3.39 | Implemented | 3 |  |
| **TOTAL** | **3.39** | **Implemented** |  |  |

Table 11 presents the respondents’ assessment of the social services provided by the City Government of Muntinlupa. The overall mean score of 3.39 indicates that these services are generally perceived as "Implemented", suggesting that the city has been thriving in offering a range of social support services to its residents.

The highest-rated service, with a mean score of 3.42, is the provision of healthcare for the elderly Muntinlupeños, which ranked first. This suggests that respondents highly appreciate the city's efforts in providing healthcare support to its elderly population, recognizing it as an essential service. In second place, with a mean score of 3.41, is the provision of community-based programs that support social and psychological services for battered women and children, indicating strong approval for the city's commitment to addressing the needs of vulnerable groups.

Projects like childcare support services, which assist working single parents, with a mean score of 3.39, ranked third, indicating that respondents view this service as significant in supporting single parents. However, it may not be as impactful as services for the elderly or victims of abuse. Disability support services that are free and readily available for those needing them, with a mean score of 3.38, ranked fourth, reflecting a positive but slightly less enthusiastic response compared to other services. Finally, the provision of employment for displaced and distressed Muntinlupenos, with a mean score of 3.34, ranked fifth, suggesting that while this service is appreciated, respondents feel it could be improved or expanded to reach more people in need.

In conclusion, the social services provided by the City Government of Muntinlupa are widely viewed as successfully implemented, with particularly high marks for healthcare provisions for the elderly and support for battered women and children. However, there may be room for further enhancement in employment assistance and support for people with disabilities to increase their overall impact.

**Table 12: Respondents’ Assessment of the Implementation and Governance of Basic Services in terms of Accountability and Transparency**

|  |  |  |  |
| --- | --- | --- | --- |
| **Accountability and Transparency** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Fair and equal delivery of services to the Citizens of Muntinlupa. | 3.2 | Implemented | 1 |  |
| 2. Public education and transparency on the use of funds by the City of Muntinlupa. | 3.13 | Implemented | 5 |  |
| 3. The city government has an office that handles complaints from residents regarding corruption, misconduct, or inefficiency within the city government. | 3.19 | Implemented | 3 |  |
| 4. Provision of regular public reports on the performance of the City programs and projects. | 3.15 | Implemented | 4 |  |
| 5. The City government holds its employees and officials accountable for their actions and decisions. | 3.2 | Implemented | 1 |  |
| **TOTAL** | **3.17** | **Implemented** |  |  |

Table 12 presents the respondents’ assessment of the implementation and governance of basic services in Muntinlupa, specifically in terms of Accountability and Transparency. The overall mean score of 3.17 indicates that, on the whole, the services and governance practices are considered "Implemented", suggesting a positive view from the respondents regarding the city's efforts to ensure accountability and transparency.

The top-rated service, with a mean score of 3.2, encompasses both the fair and equitable delivery of services to Muntinlupa's citizens and the city government's accountability of its employees and officials. Both of these factors tied for first place, showing that the respondents believe the city is fairly distributing services and holding its employees accountable for their actions, which are key elements of governance.

In third place, with a mean score of 3.19, is the presence of an office that addresses corruption, misconduct, or inefficiency within the city government, indicating that the public feels the city has effective mechanisms in place to manage governance issues.

The provision of regular public reports on the performance of the city’s programs and projects, with a mean score of 3.15, ranked fourth, reflecting a positive but slightly lower rating for how well the city communicates the outcomes of its efforts to the public.

The lowest-ranked item, with a mean score of 3.13, is public education and transparency regarding the City of Muntinlupa's use of funds. Although still rated as "Implemented", this score suggests that respondents feel there is room for improvement in how the city educates the public about its financial operations and the use of public funds.

In conclusion, the respondents generally perceive that the City Government of Muntinlupa is effectively implementing services in terms of accountability and transparency, with particular emphasis on fair service delivery and holding officials accountable. However, there may be a need for enhanced public education regarding the use of funds to strengthen transparency further.

**Table 13: Respondents’ Assessment of the Implementation and Governance of Basic Services in terms of Participation and Empowerment**

|  |  |  |  |
| --- | --- | --- | --- |
| **Participation and Empowerment** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. Community-driven data collection on local projects within the community. | 3.19 | Implemented | 5 |  |
| 2. Enhancement training is conducted to provide continuous learning for the Muntinlupeños. | 3.21 | Implemented | 4 |  |
| 3. Involvement of different stakeholders in local projects. | 3.23 | Implemented | 2 |  |
| 4. Muntinlupeños are informed and are empowered about their rights and responsibilities through public education campaigns. | 3.22 | Implemented | 3 |  |
| 5. Muntinlupeños have access to or engage in local and civic activities (volunteer in barangay projects and activities). | 3.24 | Implemented | 1 |  |
| **TOTAL** | **3.22** | **Implemented** |  |  |

Table 13 displays the respondents' assessment of the implementation and governance of basic services in terms of Participation and Empowerment. The overall mean score of 3.22 indicates that, generally, respondents perceive that the services related to participation and empowerment are "Implemented", reflecting a positive evaluation of the city's efforts in this area.

The highest-rated service, with a mean score of 3.24, is access to or engagement in local and civic activities, such as volunteering in barangay projects and activities. This suggests that the majority of respondents believe that Muntinlupeños are actively involved in their local community, indicating a high level of participation in civic duties and empowerment.

The following highest-rated item is the involvement of different stakeholders in local projects, with a mean score of 3.23, ranking second. This implies that the respondents perceive the city as actively engaging various groups in the decision-making process for local projects, which is an essential aspect of community empowerment.

Ranked third, with a mean score of 3.22, is the statement that Muntinlupeños are informed and empowered about their rights and responsibilities through public education campaigns. This suggests that respondents appreciate the city's efforts in educating the public about their rights and duties, contributing to a sense of empowerment among the citizens.

Enhancement training for continuous learning among Muntinlupeños ranked fourth, with a mean score of 3.21, indicating that respondents recognize the importance of ongoing educational initiatives. However, the rating is slightly lower than that of the previous items.

The lowest-rated item, with a mean score of 3.19, is community-driven data collection on local projects within the community. This suggests that, while respondents view this practice as implemented, it may not be as strongly perceived as other participation and empowerment initiatives, potentially indicating that there is room for improvement in involving the community in data collection and local project assessments.

In conclusion, respondents generally perceive that the City Government of Muntinlupa has effectively implemented services promoting participation and empowerment. The city's emphasis on civic engagement, stakeholder involvement, and public education is viewed positively, although there is potential for further enhancing community-driven efforts in local data collection.

**Table 14: Respondents’ Assessment of the Implementation and Governance of Basic Services in terms of Effectiveness**

|  |  |  |  |
| --- | --- | --- | --- |
| **Effectiveness** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. The implementation of measuring the achievement of strategic objectives is presented upon the completion of different projects. | 3.21 | Implemented | 4 |  |
| 2. Implementation of continuous improvement programs. | 3.2 | Implemented | 5 |  |
| 3. Implementation of reporting of the success or failure of different basic services. | 3.22 | Implemented | 2 |  |
| 4. Evaluation or feedback from the community on services serves as the basis for improving them. | 3.22 | Implemented | 2 |  |
| 5. The City government immediately and effectively addresses urgent issues in the community. | 3.24 | Implemented | 1 |  |
| **TOTAL** | **3.22** | **Implemented** |  |  |

Table 14 presents the respondents' assessment of the implementation and governance of basic services in terms of Effectiveness, with an overall mean score of 3.22, indicating that respondents perceive the services as "Implemented" effectively.

The highest-rated aspect, with a mean score of 3.24, is the statement that the City government immediately and effectively addresses urgent community issues. This suggests that respondents believe the city government is proactive and efficient in responding to pressing community concerns, highlighting the effectiveness of its crisis management and timely interventions.

Ranked second, with a mean score of 3.22, are two aspects: the implementation of reporting the success or failure of different basic services, and the evaluation or feedback of services from the community, which are used as the basis for improving services. These results suggest that the respondents consider the city's efforts in monitoring and evaluating the outcomes of its programs and services to be crucial for enhancing service quality. Both feedback and evaluation processes are considered essential for ensuring that services meet the community's needs.

The implementation of measuring the achievement of strategic objectives through various projects is ranked fourth, with a mean score of 3.21. While this still indicates that the city has effectively implemented measures to track the success of its initiatives, it ranks slightly lower compared to other aspects, suggesting that respondents may feel there is room for further development in strategic performance measurement.

The lowest-ranked item, with a mean score of 3.20, is the implementation of continuous improvement programs, which, while still rated as "Implemented," indicates that respondents perceive less emphasis on sustained efforts for improvement.

Overall, respondents are generally satisfied with the effectiveness of the city's basic services, especially regarding the city's responsiveness to urgent issues and its use of community feedback for service improvement. However, there is some opportunity for improvement in terms of continuous development and strategic performance tracking.

**Table 15: Respondents’ Assessment of the Implementation and Governance of Basic Services in terms of Management**

|  |  |  |  |
| --- | --- | --- | --- |
| **Management** | **Mean** | **Interpretation** | **Rank** |
|  |
| 1. The city government has well-organized departments with clearly defined roles and responsibilities. | 3.19 | Implemented | 3 |  |
| 2. There is transparency and a transparent process in hiring, promoting, and managing city employees. | 3.25 | Implemented | 1 |  |
| 3. The City government is addressing inefficiencies, delays, and or corruption within its employees. | 3.21 | Implemented | 2 |  |
| 4. The City ensures that there is no duplication of efforts through adequate communication between various departments. | 3.19 | Implemented | 3 |  |
| 5. The City efficiently manages its resources to ensure the smooth operation of different services within the | 3.18 | Implemented | 5 |  |
| **TOTAL** | **3.20** | **Implemented** |  |  |

Table 15 outlines the respondents’ assessment of the implementation and governance of basic services in terms of Management, with an overall mean score of 3.20, suggesting that the management of services is "Implemented" but with areas for further refinement.

The highest-rated aspect, with a mean score of 3.25, is the statement that there is transparency and a transparent process in hiring, promoting, and managing city employees. This indicates that respondents feel confident in the fairness and clarity of the city’s human resource management processes, suggesting that the city is effective in managing its personnel in an open and structured manner.

The second-highest ranking, with a mean score of 3.21, pertains to the statement that the city government is addressing inefficiencies, delays, and/or corruption within its employees. This suggests that respondents perceive the city government as actively addressing internal issues that could affect the quality and timeliness of services, highlighting efforts to combat inefficiency and corruption.

There is a tie for third position, with both teams having a mean score of 3.19. One aspect is that the city government has well-organized departments with clear roles and responsibilities, indicating that respondents see the organization of city departments as effective, with clearly defined functions and duties. Another aspect is that the City ensures there is no duplication of efforts through adequate communication between various departments, suggesting that communication and coordination between departments are valued and minimize redundancy.

The lowest-ranked aspect, with a mean score of 3.18, is the statement that the city efficiently manages its resources to ensure the smooth operation of different services. While still considered "Implemented," this ranking suggests that respondents believe there could be further improvement in resource management to enhance operational efficiency across services.

Overall, respondents view the management of basic services in Muntinlupa as effective, particularly in areas such as human resource management and addressing inefficiencies. However, there are areas, especially in resource management, that may benefit from further optimization.

**Table 16: Significant Relationship between the Respondents’ Assessment of Basic Services Provided by the City Government of Muntinlupa and the Implementation and Governance of Basic Services**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category** | **Pearson r value** | **Critical Value** | **Decision** | **Interpretation** |
| Assessment of Basic Services Provided by the City Government of Muntinlupa and the Implementation and Governance of Basic Services | 0.11 | 0.046 | Reject Ho | Significant |

The Pearson r value of 0.11 indicates a positive but weak correlation between the respondents' assessment of basic services and the perceived implementation and governance of these services. Although the correlation is not strong, it is statistically significant, as shown by the comparison with the critical value.

Since the computed Pearson r (0.11) exceeds the critical value (0.046), the null hypothesis (Ho), which states that there is no significant relationship between the two variables, is rejected. This leads to the conclusion that there is a significant relationship between how the citizens assess the basic services and how these services are implemented and governed by the city government.

**Table 17: Significant Difference between the Assessment of the Two groups of respondents (beneficiaries and concerned officials/LGU employees) on the implementation of basic services of the City Government of Muntinlupa**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Category**  | **T** | **Sig. (2-tailed)** | **Conclusion** | **Decision** |
| beneficiaries and concerned officials/LGU employees | 0.732 | 2.492 | p > 0.05 | Failed to Reject $H\_{o}$ |

The computed t-value (0.732) is less than the critical value (2.492), and the p-value is greater than 0.05, indicating that any observed difference in the assessments between the two groups is not statistically significant.]

This result means that both beneficiaries and LGU officials/employees share similar perceptions regarding the implementation of basic services in Muntinlupa City. There is no significant gap in perception between those who receive the services and those who help implement them, suggesting a general alignment or consistency in their views.

4. Conclusion

The results indicate that the City Government of Muntinlupa is committed to delivering basic services to its residents. The researchers recommend continuing its best practices and concentrating on improving quality, sustainability, and resilience. This includes leveraging technology for innovative city initiatives, a move that promises to revolutionize the city's development and service delivery. Promoting sustainable urban agriculture, fostering economic diversification across traditional and non-traditional sectors, and strengthening community engagement and social well-being through targeted programs and inclusive planning are also crucial. The city may build on its current strengths and design a profitable and sustainable future by concentrating on these areas. To ensure that development benefits all locals and preserves the environment for future generations, a comprehensive strategy that incorporates economic, social, and environmental factors is not just necessary, but our responsibility and commitment. This balanced approach will ensure that the city's development is sustainable and benefits all its residents. [3]

1. Smart City Initiatives

a. Data-driven Decision Making

By leveraging sensors and technology to gather data on infrastructure performance, city operations, and resident needs, we can significantly enhance resource allocation and service delivery.

b. Smart Infrastructure

Investing in integrated utility networks, energy-efficient buildings, and intelligent transportation systems is not just about increasing productivity; it also enhances overall efficiency and sustainability. It's also about lessening our environmental impact and creating a more sustainable urban environment for future generations.

c. Digital Inclusion

Our goal is not just to close the digital divide, but to ensure that everyone, regardless of their background, has fair access to technology and digital literacy initiatives.

2. Sustainable Urban Agriculture

a. Vertical Farming and Urban Farms

By utilizing cutting-edge farming methods, we can enhance local food systems, reduce transportation-related emissions, and significantly boost food production in the city, inspiring a new era of sustainable urban farming.

b. Community Gardens and Green Spaces

Underline the crucial role of green areas in supporting biodiversity, providing leisure pursuits, and enhancing the overall quality of life. Their preservation is essential for a sustainable and healthy urban environment.

c. Sustainable Farming Practices

Stress the importance of providing local farmers with the necessary tools and guidance to implement climate-resilient and sustainable farming practices. This support is crucial for the success of sustainable urban farming initiatives.

3. Economic Diversification

a. Knowledge-Based Industries

Investing in education and training is a strategic move that will yield a skilled workforce for cutting-edge sectors such as technology, renewable energy, and the creative arts. This will not only meet the demands of these sectors but also foster economic growth.

b. Tourism Diversification

Let's promote specialized travel experiences, such as eco-tourism, cultural tourism, and farm tourism, that offer unique and authentic experiences beyond the typical tourist traps.

c. Entrepreneurship and Innovation

It's crucial to encourage the growth of a startup and small business-friendly ecosystem. By providing resources, money, and mentorship, we can create an environment that fosters innovation and entrepreneurship, driving economic development.

4. Enhanced Community Engagement and Social Well-Being

a. Community-Led Planning

Reiterate the need to include the local population in planning and decision-making processes, as it is the only way to guarantee that development reflects their needs and goals.

b. Social Inclusion Programs

It is imperative to implement targeted initiatives that address social injustices, promote community harmony, and ensure that all residents, regardless of their circumstances, have access to essential services.

c. Resilient Communities

It is of utmost importance to cultivate social capital and fortify community networks. This will significantly enhance the community's ability to cope with challenges and adapt to change.

5. Sustainable Environmental Management

a. Waste Management and Recycling

Implement thorough waste management plans, encourage recycling and waste reduction programs, and explore innovative approaches such as waste-to-energy, which cannot only reduce waste but also generate clean energy, thereby contributing to a more sustainable environment and economy.

b. Water Conservation and Management

Ensure sustainable management of water resources, encourage water conservation measures, and invest in water-efficient technologies. By doing so, we can all contribute to preserving this vital resource for future generations.

c. Climate Change Adaptation

Implement measures to urgently mitigate the effects of climate change, such as investing in environmentally friendly infrastructure, promoting sustainable modes of transportation, and enhancing preparedness and response to emergencies. The time for action is now, and we all have a role to play in securing a sustainable future. [8]

As a performing city in terms of implementing and governing basic services to its constituents, the researchers recommend that the city should take a leading role in promoting sustainable development. This involves leveraging technology, fostering deeper community engagement, expanding e-governance initiatives, strengthening social accountability mechanisms, and prioritizing long-term resilience and environmental sustainability. By doing so, the city can set an example for other urban areas to follow. [4]

1. Embracing Smart City Technologies and E-Governance

a. Expanding Digital Platforms

Continue to develop and expand online gateways for public service access, bill payment, and government information, ushering in a future of convenience and efficiency for all.

b. Mobile-Based Feedback Systems

Implement mobile-based platforms that enable individuals to express concerns, offer suggestions, and participate in local governance. This will foster a sense of connection and involvement among citizens.

c. Data-Driven Decision Making

Enhance service delivery and make informed decisions about resource allocation by utilizing data analytics. This will help us pinpoint areas that require development, instilling confidence and security in our planning.

d. E-participation Platforms

Commit to establishing online forums for citizen input, public discussions, and policy co-creation, ensuring a transparent and inclusive decision-making process.

2. Deepening Community Engagement and Social Accountability

a. Strengthening Civil Society Partnerships

Collaborate with civil society organizations in a structured manner, assigning them specific tasks to evaluate government performance, enhance service delivery, and foster public engagement. This could involve conducting independent audits, providing feedback on service delivery, and organizing public engagement initiatives.

b. Community-Based Monitoring

Empower citizens by providing them with the tools they need to manage public spending, monitor service performance, and hold the government accountable through participatory methods. This trust in their responsibility will foster a sense of ownership and commitment.

c. Promoting Social Audits

Highlight the active involvement of community members in routine social audits to assess the effectiveness and efficiency of government programs and services. Their role is not just passive, but active and essential.

d. Expanding Access to Information

To promote public trust and involvement, it's crucial to empower the public by ensuring that pertinent information regarding government policies, finances, and programs is accessible and transparent.

3. Prioritizing Sustainable Development and Resilience

a. Climate Action and Environmental Sustainability

Implement policies and initiatives to reduce carbon emissions, with a focus on promoting the use of renewable energy sources. This step can bring hope and optimism to the fight against climate change, enhancing climate resilience.

b. Sustainable Urban Planning

Adopt urban design strategies that prioritize sustainable resource management, green spaces, and efficient transit systems, ensuring that the community feels connected and mobile.

c. Resilient Infrastructure

Invest in resilient infrastructure to safeguard locals' safety and well-being from the effects of climate change and other shocks, ensuring a secure and protected environment.

d. Circular Economy Initiatives

By embracing recycling, waste reduction, and resource efficiency, you can significantly minimize your environmental impact and contribute to the creation of a circular economy, bringing hope for a greener future.

4. Fostering Innovation and Knowledge Sharing

a. Innovation Hubs

By establishing innovation hubs, we can foster the development and application of cutting-edge technologies and strategies to address urban challenges, leading to a more efficient and sustainable urban environment.

b. Knowledge Management

It is crucial to establish platforms for sharing best practices and insights with other cities, as this fosters a culture of innovation and continuous improvement in urban development.

c. Capacity Building

By enhancing the abilities and expertise of individuals, civil society actors, and government representatives, we acknowledge your crucial role and are committed to funding training and development initiatives.

5. Strengthening Institutional Capacity

a. Public Financial Management

Responsible resource allocation is a key factor in effective public financial management. To guarantee this, it is essential to improve public financial management systems.

b. Human Resource Development

By investing in training and development initiatives, we can significantly enhance the abilities and expertise of our public servants, leading to a more efficient and effective public sector.

c. Policy Coherence

Policies from all sectors must align with the city's overarching development objectives and be mutually supportive, fostering a sense of coordination and collaboration. [5]

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Competing interests

Authors have declared that no competing interests exist.

Authors’ Contributions

R.A. Samson conducted a comprehensive literature review, identifying critical research gaps. Additionally, he played a pivotal role in designing the research methodology, formulating the questionnaire, and drafting the manuscript. G.E. Basa and R.R. Cunanan were primarily responsible for data collection and subsequent analysis.

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