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## ANALYSIS OF THE CITIZEN SATISFACTION WITH THE PRIORITY PROGRAMS OF THE LOCAL GOVERNMENT UNIT OF THE MUNICIPALITY OF MONKAYO, DAVAO DE ORO, PHILIPPINES

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### Abstract

*This study investigates the effectiveness of local governance initiatives in Monkayo, Davao de Oro, Philippines. It explores citizen satisfaction concerning the Local Government Unit's (LGU) priority programs, encapsulated in the ASENSO framework, which includes Agriculture, Social Services, Education, Natural Resources and Environment, Security, Peace and Order, and Opportunity. This research highlights the importance of citizen satisfaction as a measure of local government performance. However, despite the essential role of these programs in enhancing community well-being and socioeconomic development, empirical data on citizen satisfaction in rural settings like Monkayo is limited. The study addresses this gap by employing a quantitative descriptive research design, utilizing a survey distributed across the municipality's 21 barangays, with a sample size of 385 residents. Results indicate a high level of satisfaction with the LGU's priority programs, with an overall mean score of 4.36, categorized as "very high." Specifically, Education Services received the highest mean score of 4.45, followed closely by Social Services (4.40) and Security, Peace, and Order (4.38). The findings suggest that the LGU's initiatives are meeting community expectations and promoting trust and engagement between citizens and local authorities. The study concludes that understanding citizen satisfaction is important for local government officials to refine service delivery and enhance public administration practices. Furthermore, this research serves as a model for similar rural municipalities aiming to evaluate and improve their public service programs by providing a comprehensive assessment of citizen attitudes toward local governance.*

**Keywords:** Citizen Satisfaction, ASENSO Monkayo, Local Government Unit (LGU), Municipality of Monkayo

## INTRODUCTION

### Background of the Study

Citizen satisfaction is an indicator of the effectiveness and success of local government programs. On the other hand, Monkayo, a first-class municipality in the province of Davao de Oro, Philippines, is characterized by its diverse and dynamic local governance. The Local Government Unit (LGU) of the Municipality of Monkayo is committed to implementing priority programs across various sectors, including Agriculture, Social Services, Education, Natural Resources and Environment, Security, Peace and Order, and Opportunity (ASENSO).

Some areas of research on the different programs of the local governments mention the impact of various services on its citizens. For instance, effective agricultural programs enhance food security and income levels in rural communities (Setsoafia, et.al, 2022). Social services, including healthcare and welfare programs, significantly impact the quality of life and overall well-being of citizens (Wesemann, 2020). Education programs are linked to improved literacy rates and economic opportunities (Diallo, 2020). The sustainable management of natural resources and environmental protection is vital for ecological health and disaster resilience (Graveline and Germain, 2022). Security and peace initiatives are fundamental for maintaining social order and economic stability (Pathak and Baiboutian, 2024). Additionally, creating opportunities through local entrepreneurship and employment initiatives is crucial for economic growth and poverty reduction (Neumann, 2021). Although these programs are important for a municipality's socioeconomic development and sustainability, there is limited empirical data on how these programs influence the satisfaction of its citizens and the municipality's overall well-being and development.

In recent years, citizen satisfaction tools have been used to determine government service performance (Tomas and Reario, 2020). While there is abundant research on the implementation and effects of local government initiatives, there is a significant lack of studies that focus on public satisfaction in rural towns such as Monkayo. The majority of research focuses on urban settings, ignoring the specific obstacles and perspectives that rural populations face. Furthermore, few comprehensive studies assess integrated satisfaction across several sectors within a single municipality, resulting in an insufficient picture of total population contentment.

This study is essential because it conducts a thorough review of citizen satisfaction with the local government unit of the municipality of Monkayo's main programs, providing useful insights into public attitudes and program effectiveness. The findings will help local legislators and administrators refine and improve service delivery to better meet community requirements. By filling a gap in the literature on rural citizen satisfaction, this study contributes to the larger field of public administration and local governance. The study also acts as a model for other rural municipalities that want to examine and enhance their public service programs. By engaging its citizens, local officials will be aided in understanding how these programs meet the expectations and needs of the community which is essential for improving public service delivery and governance (UNDP, 2015). This makes citizen satisfaction analysis a good option for measuring the government's performance (Miller et.al., 2017).

### Purpose of the Study / Research Objectives

This study sought to answer the following questions:

1. What is the level of the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo?
2. What is the status of the citizens' satisfaction with the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo?

## METHODOLOGY

### Participants/Respondents/Informants/Subjects

The target participants of this study are mainly the residents of Monkayo, Davao de Oro, Philippines. Residents of the locality as respondents for this study will best reflect the unique needs, experiences, and expectations of specific communities which are essential for accurate assessment and targeted improvements (Ochoa-Rico, et.al, 2024; Kalita, 2021)

According to the latest population census (2020), the municipality of Monkayo has reached 93,937 people, making it the most populous town in the province of Davao de Oro (PSA, 2020). In obtaining the sample population from a vast population, the researchers used a formula with finite population correction where:

$$S = \frac{Z^2 \cdot p \cdot (1 - p)}{E^2}$$

(Z) represents how many standard deviations a data point is when compared to the population mean (e.g., 1.96 for 95% confidence);

(p) is the estimated proportion of the population with the characteristic of interest (use 0.5 for maximum variability);

(E) is the margin of error.

Substituting the values:

$$S = \frac{1.96^2 \cdot 0.5 \cdot (1 - 0.5)}{0.05^2}$$

$$S \approx 384.16$$

The result is rounded up to the nearest whole number. Therefore, 385 is the total sample size used for this study.

The researchers used non-probability quota sampling to obtain 385 respondents, covering the municipality's 21 barangays. Furthermore, non-probability quota sampling is a method where the researchers randomly select participants according to a fixed quota to ensure that different community sectors are represented (Simkus, 2023).

### Data Gathering Method

This study utilized a quantitative research method by employing a survey questionnaire as the research instrument. The survey questionnaire is divided into two parts: Part I is for the LGU of the municipality of Monkayo Priority Programs (ASENSO), and Part II is for citizen satisfaction. The respondents were to rate each statement using the 5-point Likert Scale. The survey questionnaires were distributed to the 21 barangays of the municipality of Monkayo.

### Data Analysis Plan

This study employed a quantitative descriptive research design. Descriptive research will be instrumental in providing a detailed account of the anticipated status of phenomena, offering a snapshot of variables at a particular point in time (Creswell, 2014). In this context, the descriptive design is utilized to systematically delineate the perceived level of the priority programs (ASENSO) of the local government unit of the municipality of Monkayo. The collected data were statistically analyzed using mean and standard deviation (SD).

Mean was utilized to determine the level of the priority programs (ASENSO) of the local government unit of the municipality of

Monkayo and the status of citizen satisfaction. Standard deviation (SD) was used to assess the consistency and dispersion of the responses concerning the level of the priority programs (ASENSO) and the status of citizen satisfaction.

Lastly, the researchers used a 5-point scale in the survey questionnaire. The range of means, descriptions, and interpretations below were used to interpret the level of the LGU of Monkayo priority programs (ASENSO).

**Figure 1.**

*Range of Means, Description, Interpretation on the LGU Priority Programs (ASENSO)*

RANGE OF MEANS	DESCRIPTIVE EQUIVALENT	INTERPRETATION	LEVEL DESCRIPTION
4.2 – 5.00	Strongly agree	ASENSO is very evident.	Very High
3.4 – 4.19	Agree	ASENSO is evident.	High
2.6 – 3.39	Neutral	ASENSO is fairly evident.	Moderate
1.8 – 2.59	Disagree	ASENSO is less evident.	Low
1.0 – 1.79	Strongly Disagree	ASENSO is not evident.	Very Low

The range of means, descriptions, interpretations, and status descriptions below was used to interpret the status of citizen satisfaction.

**Figure 2.**

*Range of Means, Description, and Interpretation for the Level of Citizen Satisfaction*

RANGE OF MEANS	DESCRIPTIVE EQUIVALENT	INTERPRETATION	STATUS DESCRIPTION
4.2 – 5.00	Strongly agree	Citizens are highly satisfied.	Very High
3.4 – 4.19	Agree	Citizens are somewhat satisfied.	High
2.6 – 3.39	Neutral	Citizens are fairly satisfied.	Moderate
1.8 – 2.59	Disagree	Citizens are less satisfied.	Low
1.0 – 1.79	Strongly Disagree	Citizens are not all satisfied.	Very Low

## RESULTS AND DISCUSSION

This part of the study presents the results that were statistically analyzed. The presentation starts with the level of the priority programs (ASENSO) provided by the Local Government Unit of Monkayo, and the level of citizen satisfaction of the municipality of Monkayo.

### **Research Question 1. What is the level of the priority programs (ASENSO) provided by the local government unit (LGU) of the municipality of Monkayo?**

Presented in Table 1 are the data on the level of the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo. It can be observed that the overall mean of the priority programs of the local government unit of the municipality of Monkayo is 4.36 (SD = 0.72) and is described as very high. This connotes that the priority programs of the local government unit of the municipality of Monkayo are very evident. Furthermore, it can also be noted that the standard deviation (SD) ranges from 0.58 to 0.99 of which all items are homogenous.

The very high-level result on the priority programs of the local government unit of Monkayo supports the finding of Udanga (2023)

that higher-level scores on the local government programs indicate a validation that the current programs are meeting and/or exceeding community expectations. The positive validation could encourage the LGU to continue or expand the successful initiative.

In Table 1, it is also shown that the *Education Services* has obtained the highest mean score of 4.45 (SD=0.66) among all six (6) priority programs of the LGU. It is then followed by *Social Services* (Mean=4.40), *Security, Peace, and Order* (Mean=4.38), *Opportunity* (4.34), *Agricultural Services* (Mean=4.33), and lastly, *Natural Resources and Environment Services* (Mean=4.29). All of the priority programs have a *very high-level* description.

*Level of Agricultural Services.* The agriculture service generated a category mean of 4.33, described as very high. It suggests that the current agricultural programs and services are effectively meeting the needs of the community, which is very evident. Kharel and Pasa (2021) stressed that a higher validation of the current agricultural services of an LGU would indicate that these services are valued by the community.

Under the agriculture service programs, the item, *the local government provides sufficient financial assistance and subsidies to farmers*, yielded a very high mean score of 4.44 ( $SD = 0.67$ ), which suggests the community feels financially secure with the financial assistance and subsidies provided by the LGU which eventually can reduce their economic vulnerability and would enable them to invest in better farming practices and technologies. The World Bank mentioned in their report in 2019 that adequate financial support allows farmers to purchase quality seeds, fertilizers, and equipment that will aid them in higher productivity and better crop yields. Improved agricultural productivity can contribute to greater food security ensuring a stable supply of food for the local population (IFPRI, 2018). Financial assistance can encourage farmers to adopt sustainable and environmentally friendly farming practices, which can have long-term benefits for the ecosystem.

However, the item, *the local government initiatives to ensure fair pricing and market access for agricultural products are effective*, has obtained the lowest mean score of 4.24, which is described as very high ( $SD=0.81$ ). Although this item gained a very high score, this suggests that the stakeholders, such as farmers and consumers, may not see significant benefits from these initiatives. According to the U.S. Department of Agriculture (USDA, 2022), this could be due to inadequate implementation, lack of awareness, or insufficient impact on market conditions. Additionally, market inefficiencies are a result of ineffective initiatives where farmers do not receive fair prices for their products which is potentially distressing their livelihood and local economies.

**Table 1.**  
*Level of the Priority Programs (ASENSO) LGU of Monkayo*

Indicators / Statements	Mean	SD	Description
<b>1.1 Agricultural Services</b>			
1. The local government provides adequate support for agricultural research and development.	4.25	0.78	Very High
2. The local government's policies effectively support farmers and agricultural productivity.	4.38	0.66	Very High
3. The agricultural extension services the local government provides are timely and useful.	4.32	0.72	Very High
4. The local government provides sufficient financial assistance and subsidies to farmers.	4.44	0.67	Very High
5. The local government initiatives to ensure fair pricing and market access for agricultural products are effective.	4.24	0.81	Very High
<b>Category Mean</b>	<b>4.33</b>	<b>0.73</b>	<b>Very High</b>
<b>1.2 Social Services</b>			
1. The social services provided by the local government are readily accessible to me and my family.	4.37	0.59	Very High
2. The local government effectively manages the quality of healthcare services provided.	4.43	0.74	Very High
3. The local government delivers social services in a timely and efficient manner.	4.36	0.70	Very High
4. The local government provides adequate support and resources for vulnerable populations, such as the elderly, disabled, and low-income families.	4.44	0.66	Very High
5. The local government is responsive to citizen feedback and concerns regarding social services.	4.39	0.58	Very High
<b>Category Mean</b>	<b>4.40</b>	<b>0.66</b>	<b>Very High</b>
<b>1.3 Education Services</b>			
1. The local government provides quality educational resources and materials in public schools.	4.55	0.59	Very High
2. The teachers and staff in government-run educational institutions are well-trained and effective.	4.37	0.79	Very High
3. The educational programs offered by the local government meet the needs of all students, including those with special needs.	4.51	0.58	Very High
4. The local government has made exemplary investments in educational infrastructure (e.g., buildings, technology, etc.).	4.51	0.60	Very High
5. The activities related to education provided by the local government is comprehensive and up-to-date.	4.29	0.70	Very High
<b>Category Mean</b>	<b>4.45</b>	<b>0.66</b>	<b>Very High</b>
<b>1.4 Natural Resources and Environment</b>			
1. The local government's efforts to conserve and protect natural resources such as forests, rivers, and wildlife habitats are evident.	4.32	0.78	Very High



2. The local government effectively manages and improves the living quality in my area.	4.26	0.81	Very High
3. The local government delivers quality drinking water services.	4.10	0.99	High
4. The local government's waste management and recycling programs are efficient.	4.44	0.76	Very High
5. The local government provides sufficient and well-maintained green spaces and parks for public use.	4.31	0.72	Very High
<b>Category Mean</b>	<b>4.29</b>	<b>0.82</b>	<b>Very High</b>
<b>1.5 Security, Peace, and Order</b>			
1. The presence of law enforcement in this community is satisfactory.	4.41	0.78	Very High
2. The government is effective in reducing crime rates in this area.	4.21	0.84	Very High
3. The government's response to emergencies and public safety incidents meets expectations.	4.42	0.67	Very High
4. The measures taken by the government are adequate to ensure public order during large events or gatherings.	4.42	0.63	Very High
5. The municipality implements adequate safety and security measures.	4.43	0.60	Very High
<b>Category Mean</b>	<b>4.38</b>	<b>0.71</b>	<b>Very High</b>
<b>1.6 Opportunity</b>			
1. The government provides ample job opportunities for its citizens.	4.32	0.72	Very High
2. The government offers sufficient educational opportunities for lifelong learning and skills development.	4.41	0.71	Very High
3. The government effectively supports entrepreneurial initiatives and small business development.	4.34	0.70	Very High
4. The government ensures equitable access to healthcare opportunities for all citizens.	4.42	0.65	Very High
5. The government promotes cultural and recreational opportunities for community engagement and personal enrichment.	4.22	0.71	Very High
<b>Category Mean</b>	<b>4.34</b>	<b>0.70</b>	<b>Very High</b>
<b>Over-all Mean</b>	<b>4.36</b>	<b>0.72</b>	<b>Very High</b>

*Level of Social Services.* The data in the table on the level of social services displayed a category mean score of 4.40 (SD=0.66) described as very high. This suggests the social services provided by the LGU of the municipality of Monkayo are successful in satisfying the community's needs or are very evident. Positive feedback on support services can build trust between the community and the local government. This trust can lead to greater community engagement and cooperation (Mann, 2018).

Moreover, the item, *the local government provides adequate support and resources for the vulnerable*, has a very high mean score of 4.44 (SD=0.66) which is described as very evident. This suggests that the LGU has provided adequate support and resources, especially to the vulnerable population, which is believed to significantly enhance the quality of life of the elderly, disabled, and low-income families. Mann (2018) posits that making sure that everyone in the community has access to opportunities and necessary services can contribute to the reduction of social inequities. Fallesen and Adolfo (2021) added that supporting vulnerable populations can have broader economic benefits, such as reducing healthcare costs and increasing workforce participation by enabling more people to contribute productively to the economy.

On the contrary, *the local government delivers social services in a timely and efficient manner* item has attained a mean score of 4.36, which is described as very evident (SD=0.70) the lowest among the items. This suggests that there may be inefficiencies or delays in the delivery of social services. The local government may need to review and streamline its processes to improve service delivery times. Ballmer (2016) specified that insufficient resources (staff, funding, technology) allocated to social services are the factors of a dissatisfied client. Investment in training and development is needed to ensure an effective and efficient service delivery. Additionally, members of the community's trust and contentment might be damaged by delays and inefficiency. Rebuilding trust and raising general satisfaction with local government services can both be facilitated by improving service delivery.

*Level of Education Services.* The table provided a category mean for education services of the local government unit of the municipality of Monkayo of 4.45, which is described as very high (SD=0.66). This very evident level of education services suggests that the recent educational programs and services of the LGU are effectively meeting the demands of the population in the education sector or is very evident. Garcia and Weiss (2020) emphasized the importance of the local government's targeted educational programs and support

systems in maintaining educational standards and meeting community demands.

Among all the items under this category, *the local government provides quality educational resources and materials in public schools*, has gained a mean score of 4.55, which is described as very high ( $SD=0.59$ ), or the educational services of the LGU are very evident. This would mean that the local government unit of the municipality of Monkayo positively delivered adequate support, especially in providing quality educational resources and materials to be more effective and conducive for learners. Ensured quality resources are provided to all students, regardless of their socio-economic background, and have access to the same high-quality education will help reduce educational disparities and promote social equity according to the World Bank Group (2016) whom Tomas and Reario (2020) agreed that when schools are well-resourced, it can lead to increased enrollment and regular attendance.

However, the item, *the activities related to education provided by the local government, is comprehensive and up-to-date*, has a mean score of 4.29, is very high, and is described as very evident ( $SD=0.70$ ). This demonstrates that current educational practices may not be adequate to meet the needs of learners or the expectations of the modern educational environment. The local government may need to review and revise the curriculum following Rindfuss et al. (2015) recommendations to ensure that it is comprehensive and up to date. The low score could indicate that there are insufficient resources (such as updated textbooks, technology, and training) allocated to education (Eggleston, 2024). Inefficiencies and outdated educational activities can erode trust and satisfaction among students, parents, and the community. Meterko et al. (2015) also pointed out that there may be a need for additional training and professional development for teachers to ensure they are equipped with the latest teaching methods and knowledge.

*Level of Natural Resources and Environmental Services.* The table provided a category mean for the level of the natural resources and environmental services of the local government unit of the municipality of Monkayo which is 4.29 ( $SD=0.82$ ), described as very high. This suggests that the current environmental programs and services of the LGU are effectively meeting the needs of the community, which is very evident. Liu et al. (2024) mentioned that positive feedback from the members of the community on services concerning the environment is a confirmation that the local government is performing well in allocating natural resources and environmental services.

The item, *the local government's waste management and recycling programs are efficient*, has the highest mean score of 4.32 ( $SD=0.78$ ), described as very high. The statement implies that most of the members of the community are very evident to them believing that the local government unit of the municipality of Monkayo is efficiently practicing and effectively implementing solid waste management and recycling programs. Efficient waste management and recycling programs can lead to a reduction in pollution and environmental degradation (Dolipas et al., 2020) while ensuring that materials are reused and repurposed, reducing the need for raw materials and conserving natural resources (Ramos, 2020). It can also lead to cost savings and potential revenue from recycled materials (David, 2023), and can reduce the risk of health issues related to waste accumulation, such as respiratory problems and waterborne diseases (Abubakar et al., 2022). These can lead to a healthier community.

Notwithstanding, *the local government delivers quality drinking water services*, acquiring the lowest mean score of 4.10 ( $SD=0.81$ ), which is interpreted as high. This result highly suggests that the community's concern, especially on the delivery of quality drinking water is very evident. The low score suggests that there may be deficiencies in the water infrastructure. Quality drinking water is essential for maintaining public health and poor-quality drinking water can lead to various health issues, including waterborne diseases and long-term health problems. In Texas, USA, a survey conducted on low-income populations showed that poor drinking water quality is their major concern increasing healthcare costs and burdening the local healthcare system (Fleming, 2023). Hansen and Mullin (2022) recommend that the local government may need to invest in upgrading and maintaining water treatment facilities and distribution systems to ensure safe drinking water. Inefficiencies and poor quality in drinking water services can erode trust and satisfaction among community members (Bazaanah & Mothapo, 2023). Poor water quality can affect local businesses and households, particularly those that rely on clean water for their operations, such as restaurants and food processing industries.

*Level of Security, Peace, and Order Services.* The table provided a category mean of 4.38 ( $SD=0.71$ ) with a description of very high for the level of security, peace, and order services of the local government unit of the municipality of Monkayo. This suggests that current services on the municipality's security, peace, and order effectively meet the needs and demands of the members of the community or are very evident. It can be gleaned that a very high level of security, peace, and order services can advocate that the community feels safe and secure leading to a reduction in crime rates and a more stable environment for residents (UNICEF, 2019). A secure and peaceful environment can attract more businesses and investors which can contribute to economic growth and community development (IPI, 2028).

Among all the items under the security, peace, and order services category, the item *municipality implements adequate safety and security measures* and has the highest mean score of 4.43 ( $SD=0.71$ ). It means that the feeling of being safe and protected among the residents towards safety and security measures provided by the local government unit of the municipality of Monkayo is very evident. Trust between the community and the local government can be strengthened by positive comments on safety and security initiatives. When people feel safe, they are more inclined to participate in local events and work with the police (NEDA, 2022). A secure environment contributes to the overall quality of life for residents. People can go about their daily activities without fear, leading to a more vibrant and active community (Johansson, 2022).

On the other hand, the item *the government is effective in reducing crime rates in this area*, obtained the lowest mean score of 4.21 ( $SD=0.84$ ) yet described as very high or very evident. This result suggests that while the government may be implementing measures, they are not perceived as effective by the community, there may be a disconnect between the perceived effectiveness of crime reduction efforts and the actual crime rates. The Violent Crime Reduction Roadmap of the Office of Justice Programs of the US Department of Justice (2024) puts forward sharing detailed information about the strategies being implemented, such as community policing, targeted interventions, and support services for victims for transparency purposes. Collaborate with local organizations, schools, and businesses to spread the word and involve more stakeholders in crime reduction efforts (Soska and Ohmer, 2018). An actively

engaged community through town hall meetings, surveys, and forums allows residents to voice their concerns and suggestions eventually fostering a sense of collaboration (Norwood, 2020).

*Level of Opportunity Program Services.* It is shown in the table that the priority program “Opportunity” has a category mean of 4.34 (SD=0.70) which is described as very high. This suggests that the present programs and services especially on providing opportunities to the residents by the local government unit of the municipality of Monkayo meet the basic needs of the community or is very evident. This result is in line with Agranoff's (2019) statement that local governments should have policies and programs that attract business and support enhancing the status of local entrepreneurs so that job opportunities can be generated and thus eventually lead to economic growth and higher living standards.

The item statement *the government ensures equitable access to healthcare opportunities for all citizens* has earned the highest mean of 4.42 (SD=0.65) with a very high description. This result proposes that the residents of the municipality of Monkayo perceived that the local government unit is ensuring that each citizen has access to equal healthcare opportunities. The role of the government is to foster a more inclusive and fair society, providing equitable healthcare helps reduce disparities among different socioeconomic groups according to Kruck et.al. (2018). It is also noteworthy to consider the statement of Fumagalli et.al. (2024) that a healthier population is more productive, which can contribute to economic growth.

Nevertheless, the item *the government promotes cultural and recreational opportunities for community engagement and personal enrichment* garnered the lowest mean score of 4.22 (SD=0.71) among all the items under “Opportunity” services, yet it is still described as very high. Even if this area scores lower, (yet a very high description or very evident) it indicates that these activities are still valued and beneficial to the community. Access to cultural and recreational activities enriches individuals’ lives, broadening their horizons and developing a deeper appreciation for diverse cultures and traditions (Rodriguez and Caro, 2021). Promoting arts and culture can bring people together and create a sense of community leading to increased community well-being and a stronger, more connected society (Crane, 2020). Lastly, developing cultural and recreational programs can also stimulate local economies by attracting tourism and supporting local businesses.

## **Research Question No. 2. What is the status of the citizen satisfaction with the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo?**

Presented in Table 2 is the status of the citizens' satisfaction with the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo. It can be observed that the overall mean of citizen satisfaction is 4.33, described as very high. The result generally connotes those citizens are highly satisfied. Furthermore, it can be attested that the standard deviation (SD) ranges from 0.60 to 0.90, in which all of the item statements are homogenous.

The item statements, *Overall, the quality of service provided by the local government unit of Monkayo is commendable*, and *Overall, the services provided by the local government unit of Monkayo meet the modern requirements and needs of the citizens*, both earned mean scores of 4.41 and are described as very high or citizens are highly-satisfied of the provided priority programs and services of the local government unit of the municipality of Monkayo. The local government unit (LGU) of the municipality of Monkayo has exhibited an impressive degree of service delivery, marked by efficient governance and receptiveness to the requirements of its citizens. The LGU's efforts are noticeable in their priority programs (Agriculture, Social Services, Education, Natural Resources and Environment, Security, Peace, and Order, and Opportunity). Their programs demonstrate a strong dedication to enhancing community well-being by ensuring that necessary services are timely, relevant, and easily available. Furthermore, the LGU has adjusted its programs to meet current demands and requirements to keep up with the changing preferences of its constituents. As a result, the citizens of Monkayo benefit from services that not only maintain high quality but also resonate with the aspirations of a progressive and dynamic community.

On the other hand, the item statement *Overall, the services from the local government unit of Monkayo are worth the tax I paid* has the lowest mean score among the item statements under citizen satisfaction which is 4.19 described as high or citizens are somewhat satisfied. Despite receiving the lowest mean score among the evaluated statements, it still reflects a high level of citizen satisfaction. This indicates that while there may be areas for improvement, citizens feel that the services provided justify their tax contributions. The LGU of the municipality of Monkayo has likely implemented various

**Table 2.**  
*Level of Citizen Satisfaction*

Indicators / Statements	Mean	SD	Description
<b>1.1 Citizen Satisfaction</b>			
1. Overall, the quality of service provided by the local government unit of Monkayo is commendable.	4.41	0.60	Very High
2. Overall, I am satisfied with the services provided by the local government unit of Monkayo.	4.36	0.80	Very High
3. Overall, the services of the local government unit of Monkayo meet my expectations.	4.29	0.81	Very High
4. Overall, the services from the local government unit of Monkayo are worth the tax I paid.	4.19	0.90	High
5. Overall, the services provided by the local government unit of Monkayo meet the modern requirements and needs of the citizens.	4.41	0.74	Very High

initiatives and projects that resonate well with the community, ensuring that essential services such as healthcare, education, infrastructure, and public safety are adequately funded and maintained. The idea of value for money argues that taxpayers' contributions are appreciated in real terms by the public in the form of providing quality and tangible projects and effective government operations. The lower score does, however, also suggest that there may be certain areas or gaps in the LGU's service delivery that should be improved to better meet the requirements and expectations of the public.

## CONCLUSION

Based on the findings, the following conclusions were drawn.

The level of the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo is very evident, suggesting that these priority programs are effectively implemented and have a strong commitment to improving the quality of life for its citizens.

The level of agricultural services provided by the local government unit of the municipality of Monkayo is very evident, implying that the current agricultural programs and services are effectively meeting the needs of the community.

The level of social services provided by the local government unit of the municipality of Monkayo is very evident, signifying that the social services offered are successful in satisfying the community's prevailing needs.

The level of services in the education sector provided by the local government unit of the municipality of Monkayo is very evident, connoting that the recent educational programs and services are effective and highly appropriate for the concerned sector.

The level of natural resources and environmental services provided by the local government unit of the municipality of Monkayo is very evident, indicating that the LGU's current ecological programs and services are well-planned and timely meeting the demand of the municipality.

The level of security, peace, and order services provided by the local government unit of the municipality of Monkayo is very evident, advocating a safe and secure feeling in the community.

The level of opportunity program services provided by the local government unit of the municipality of Monkayo is very evident, demonstrating that the present programs and services of the LGU are in line with the needs of the citizens especially in job opportunities and support of businesses.

The status of the citizens' satisfaction with the priority programs (ASENSO) provided by the local government unit of the municipality of Monkayo is highly satisfied, interpreting that the general public of the entire municipality of Monkayo is pleased and their expectations exceeded with their perceived services.

## RECOMMENDATIONS

The following are recommended based on the findings specifically from the statements with the lowest mean score. The researcher believes that addressing these concerns will enable the local

government unit of the municipality of Monkayo to enhance policies efficiently based from the needs of the community.

*On the Natural Resources and Environmental Services.* The LGU may regularly review and update environmental policies to ensure they are effective and enforceable. This may be done by conducting regular assessments of environmental programs and initiatives to track progress and identify areas for improvement. Establish mechanisms to gather feedback from the community and stakeholders to ensure continuous improvement by encouraging the community to be involved in environmental decision-making processes to ensure a sense of responsibility and ownership.

*On the effectivity of the local government initiatives to ensure fair pricing and market access for agricultural products.* The LGU may provide a mechanism for tracking and publishing fair market pricing for agricultural goods regularly. Put in place measures to keep prices stable, including guaranteeing a minimum price or offering subsidies when prices are low. This can guarantee transparency and help thwart pricing manipulation. In addition, to guarantee that agricultural products can be moved from farms to markets in an efficient manner, improve the transportation infrastructure. LGU should ensure the market's amenities are well-maintained, easily accessible, and orderly. This may draw more farmers to engage in local trading. Lastly, assess the success of programs designed to guarantee equitable market access and pricing regularly.

*On the local government delivers social services in a timely and efficient manner.* The LGU may conduct a thorough review of existing processes and identify bottlenecks to improve social services such as simplifying and streamlining procedures to make them more efficient. They may provide regular staff training to improve their skills and knowledge in service delivery focusing on customer service and efficiency. To add, they must ensure adequate resources (e.g., budget, personnel, equipment) are allocated to social services to meet demand and improve service quality. Lastly, it is recommended that the LGU prioritize establishing regular auditing and public reporting mechanisms to hold service providers accountable for delays or inefficiencies.

*On the activities related to education provided by the local government are comprehensive and up-to-date.* The LGU may invest in modernizing school facilities, including classrooms, laboratories, libraries, and sports facilities, to create a conducive learning environment. This can be done by ensuring that schools are equipped with up-to-date learning materials, including textbooks, digital resources, and educational tools. The LGU may, in addition, establish feedback mechanisms to gather input from students, parents, and teachers. Use this feedback to make necessary improvements.

*On the local government delivers quality drinking water services.* The LGU may upgrade its water infrastructure by investing in water treatment plants and distribution systems to ensure they meet current standards and can handle the community's needs. The LGU may also conduct regular and comprehensive water quality testing to detect and address contaminants promptly. Also, the LGU may extend water supply networks to underserved and remote areas to ensure all residents have access to clean drinking water. Lastly, the LGU may strengthen its maintenance system by following strictly



the regular schedule for all water infrastructure to prevent breakdowns and ensure consistent water quality.

*On the government is effective in reducing crime rates in this area.* The LGU may supplement the existing initiatives on efforts to reduce crime in Monkayo. They may enhance the visibility of law enforcement officers in high-crime areas through regular patrols and community policing. As well as to provide continuous training for law enforcement personnel on modern policing techniques and ensure they have the necessary resources and equipment. They may also strengthen the existing dedicated hotline and reporting system for citizens to report crimes promptly. The LGU can also engage the community by conducting campaigns to educate the public about crime prevention strategies and the importance of reporting suspicious activities. Create rapid civilian response teams in collaboration with law enforcers to ensure quick and effective action when crimes are reported.

*On the government promotes cultural and recreational opportunities for community engagement and personal enrichment.* The LGU may establish or upgrade cultural centers that can host various cultural events, workshops, and exhibitions. Activities such as cultural festivals, fairs, and celebrations that highlight local traditions, arts, and crafts, may be conducted regularly to promote community engagement and opportunities for personal enrichment. The LGU may also invest in the development and maintenance of parks, playgrounds, and sports facilities to provide spaces for recreational activities or by organizing sports leagues, fitness classes, and recreational activities to encourage physical activity and community participation.

*On the overall, the services from the local government unit of Monkayo are worth the tax I paid.* The LGU may provide clear and regular updates on how tax revenues are being utilized which can be done through community meetings, social media, and local government websites or radio stations. There shall be a published detailed report on completed projects, ongoing initiatives, and plans. By this means, it will help taxpayers see the direct impact of the LGU's contribution.

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