Residents Satisfaction on Disaster Risk Reduction Management Unit

Ignie V. Baco Jr¹, Michelle B. Baco²

¹Disaster Risk Management Coordinator, NISU, Batad Campus
²Chairperson, Master of Public Administration, NISU Northern Iloilo State University, Iloilo Philippines

ABSTRACT: Disaster risk means the potential loss of life, injury, or destroyed or damaged assets to which could occur to a system, society, or community in a specific period of time, determined probabilistically with relation to risk, exposure, and susceptibility (UNISDR, 2019). In times of calamities, MDRRMU plays a crucial role in assisting residents. This study is being undertaken to determine the residents' satisfaction with the MDRRMU in Estancia, Iloilo. As a result, the purpose of this research was to see how satisfied residents were with the performance of Estancia MDRRMU. This study used the descriptive method of research and a researcher modified questionnaire was used to gather data. Conducted in the municipality of Estancia, located in the northern part of Iloilo province, 501 randomly selected residents of the municipality were the respondents of the study. Result shows that residents were satisfied with the performance of MDRRMU. To improve residents' satisfaction, the MDRRMU should be proactive in educating people in Estancia about disaster management and strengthening its MDRRM Council with clear and enumerated functions, responsibilities, and coordination.

KEYWORDS: Disaster Management, Preparedness, Satisfaction
Resident's Satisfaction on Disaster Risk Reduction Management Unit

age, sex, educational attainment, civil status, monthly income, and occupation. Demographic profile of respondents is shown in table 1.

Table 1. Profile of Respondents.

| Variable                        | F   | %   |
|---------------------------------|-----|-----|
| Age                             |     |     |
| 18-29                           | 25  | 4.99|
| 30-59                           | 356 | 71.06|
| 60 and above                    | 70  | 13.97|
| Sex                             |     |     |
| Male                            | 178 | 35.53|
| Female                          | 323 | 64.47|
| Educational Attainment          |     |     |
| Elementary                      | 122 | 24.35|
| Secondary                       | 259 | 51.70|
| Tertiary                        | 120 | 23.95|
| Civil Status                    |     |     |
| Single                          | 131 | 26.15|
| Married                         | 319 | 63.67|
| Widowed/Separated               | 51  | 10.18|
| Occupation                      |     |     |
| Government Employee             | 33  | 6.59 |
| Private Employee                | 68  | 13.57|
| Self-employed                   | 400 | 79.84|
| Monthly Income                  |     |     |
| Below 5,000                     | 367 | 73.25|
| 5,000-10,000                    | 52  | 10.38|
| Above 10,000                    | 33  | 6.59 |

Data analysis was done using IBM-SPSS v.23. Frequency and Percentage were used in classifying the respondents as to age, sex, educational attainment, civil status, occupation, and monthly income. Mean was used to determine the level of satisfaction of respondents towards the performance of Estancia MDRRMU in their programs and projects. Standard Deviation was used to determine the dispersion on the level of satisfaction of residents to the performance of Estancia DRRMU when taken as a whole and when classified as to age, sex, educational attainment, civil status, occupation, and monthly income. Kruskal-Wallis-Test was used to determine the differences in the level of satisfaction of the residents when classified as to age, educational attainment, civil status, occupation, and monthly income. To determine the results, the Mann-Whitney U test was utilized to determine the differences on level of satisfaction of the residents when classified as to sex. All inferential statistics were set up .05 alpha level of significance.

RESULTS AND DISCUSSIONS

Taken as an entire group, the level of satisfaction of residents to the performance of Estancia MDRRMU towards their programs and projects was "satisfied" (M=3.85, SD=.7). When classified as to educational attainment, those in elementary and secondary levels were satisfied with the performance of Estancia MDRRMU, with a mean of (M=3.95, SD=.68) and (M=3.88, SD=.67) respectively. When classified as to age, those who were 25 and below rated the performance of Estancia MDRRMU as satisfied (M=3.73, SD=.76), and senior citizens ages 60 years old and above were also satisfied of Estancia MDRRMU performance (M=3.86, SD=.71). When classified as to civil status, those who were single (M=3.79, SD=.71), married (M=3.89, SD=.68), and widowed/separated respondents were satisfied (M=3.83, SD=.77). When classified as to sex both male (M=3.75, SD=.76) and female (M=3.91, SD=.65) were satisfied. In terms of monthly income, those who earn below 5,000.00 were satisfied (M=3.87, SD=.73), and those who earn above Php 10,000.00 were satisfied (M=3.70, SD=.77). When classified as to occupation, all respondents rated the performance of Estancia MDRRMU as satisfied, government (M=3.73, SD=.73), private employee (M=3.68, SD=.74), and self-employed (M=3.89, SD=.77). Hence, it could be inferred that the residents' level of satisfaction when they are classified as to age, sex, educational attainment, civil status, occupation, and monthly income, they were generally "satisfied".

The table 2 below shows significant differences in the level of satisfaction of residents to the performance of Estancia MDRRMU in their programs and projects when they are classified according to their sex, educational attainment, and occupation.
Table 2. Significant Differences In The Level Of Satisfaction Of Residents

| Variable                  | $X^2$ | df | P    |
|---------------------------|-------|----|------|
| Sex                       | 25508 | -2.089| 0.037|
| Educational Attainment    | 5796  | 2.8 | 0.005|
| Occupation                | 6.055 | 2   | 0.048|

Female respondents have a higher satisfaction mean (4.0) compared to their male counterpart (3.86). A post hoc test using Mann Whitney further revealed that those who were elementary and secondary level have a higher satisfaction mean of 4.06 and 4.0 respectively, compared to those who were tertiary level who has a satisfaction mean of 3.72. Self-employed respondents show higher satisfaction (4.0) as compared to those who are employed either in government (3.67) and private employees (3.72).

To improve residents' satisfaction, the MDRRMU should be proactive in educating people in Estancia about disaster management and strengthening its MDRRM Council with clear and enumerated functions, responsibility, and coordination. Further study on disaster risk management is recommended to further determine MDRRMU preparedness, especially in updating facilities and equipment used.

REFERENCES:

1) ADB, 2012. Special Evaluation Study: ADB’s Response to Natural Disasters and Disaster Risks, Manila: Asian Development Bank. [Online] Available at: https://www.adb.org/sites/default/files/institutional-document/33806/adb-annual-report-2012.pdf

2) CFE-DM, 2018. Philippines: Disaster Management Reference Handbook, Pearl Harbor, Ford Island: Center for Excellence in Disaster Management and Humanitarian Assistance. [Online] Available at: https://www.cfe-dmha.org/DMHA-Resources/Disaster-Management-Reference-Handbooks [Accessed: February 2019].

3) GFDRR, 2017. GFDRR: Philippines. [Online] Available at: https://www.gfdrr.org/en/ar2017 [Accessed: March 2019].

4) Martinico-Perez, M. F. G., Schandl, H., Fishman, T. & Tanikawa, H., 2018. The SocioEconomic Metabolism of an Emerging Economy: Monitoring Progress of Decoupling of Economic Growth and Environmental Pressures in the Philippines. Ecological Economics, Volume 147, pp. 155-166

5) National Economic and Development Authority, 2017. Philippine Development Plan 2017-2022. Manila: National Economic and Development Authority

6) NEDA, 2018. Preliminary tool for measuring socio-economic resilience to natural disasters in the Philippines. [Online] Available at: http://www.phresilience.com/description/. [Accessed: March 2019].

7) Republic Act No. 10121. [Online] Available at: https://lawphil.net/statutes/repacts/ra2010/ra_10121_2010.html

8) UNDRR (2019). Disaster Risk Reduction in the Philippines: Status Report 2019. Bangkok, Thailand, United Nations Office for Disaster Risk Reduction (UNDRR), Regional Office for Asia and the Pacific. [Online] Available at: https://www.unisdr.org/files/68265_682308philippinesdrmstatusreport.pdf.

9) World Economic Forum, 2018. The Global Risks Report 2018: 3rd Edition, Geneva: World Economic Forum. [Online] Available at: https://www.weforum.org/reports/the-global-risks-report-2018 [Accessed: March 2019].

10) https://appliedvolc.biomedcentral.com/articles/10.1186/s13617-021-00108-5

There is an Open Access article, distributed under the term of the Creative Commons Attribution – Non Commercial 4.0 International (CC BY-NC 4.0) (https://creativecommons.org/licenses/by-nc/4.0/), which permits remixing, adapting and building upon the work for non-commercial use, provided the original work is properly cited.