

Residents Satisfaction on Disaster Risk Reduction Management Unit



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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

INTRODUCTION

The Philippines was named third among the world's most dangerous countries (WEF, 2018). Multiple hazards threaten at least 60% of the country's total geographical area, and 74 percent of the population is vulnerable to their effects (GFDRR, 2017). This is strongly attributable to the location and geographical setting, as natural hazard such as typhoons, storm surges, and increasing sea levels pose a real threat. Furthermore, because the islands are inside the "Ring of Fire" between the Eurasian and Pacific tectonic plates, tremors and eruptions pose a great threat to the nation's safety. Natural hazards are made more susceptible by flooding, landslides, droughts, and tsunamis (CFE-DM, 2018).

Approximately 85.2 percent of the country's production sources are disaster-prone, while 50.3 percent of the country's total geographical area is considered economically vulnerable (ADB, 2012). Recurring, massive-scale super typhoons such as Ondoy and Pepeng in 2009, Washi in 2011, Bopha in 2012, Haiyan in 2013, Koppu in 2015, Haima in 2016, and Mangkhut in 2018 have caused the majority of the damage. Many of the country's exports and trade income come from resource extraction; this has repercussions for catastrophe vulnerability and long-term income development (Martinico, 2018).

The possibility for loss of life, injury, or property damage is defined as disaster risk that could occur to a system, society, or community over a certain period of time, as assessed probabilistically as a function of hazard, exposure, and vulnerability (UNISDR, 2019).

The Philippine Disaster Risk Reduction and Management Act of 2010 shall be the of the state to develop, promote, and implement a comprehensive National Disaster Risk Reduction Management Plan (NDRRMP) that aims to strengthen the capacity of the national government and the local government units (LGU's) to enhance disaster preparedness (LawPhil, 2010). MDRRMU plays an important role in helping residents in times of calamity. It is in this context that this study is conducted to assess the satisfaction of residents towards the MDRRMU of Estancia, Iloilo. Thus, this study aimed to determine the satisfaction of residents to the performance of Estancia's MDRRMU.

METHODOLOGY

This study used the descriptive method of research. Descriptive research gathers quantifiable information that can be used for statistical inference on target audience through data analysis (Calderon, 2009). A researcher modified questionnaire was used to gather data. This study was conducted in the municipality of Estancia, located in the northern part of Iloilo province. The 501 randomly selected residents of the Municipality of were the respondents of the study. The residents were classified according to

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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 residents as to age, sex, educational attainment, civil status, occupation and monthly income. Mean was used to determine the level of satisfaction of residents 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.

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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.

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