

# EVALUATING AGRICULTURAL SUPPORT PROGRAM DELIVERY BY THE LOCAL GOVERNMENT: A CASE STUDY IN MALAY, AKLAN, The PHILIPPINES

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## ABSTRACT

This study evaluated the delivery of agricultural support programs by the local government in Malay, Aklan, the Philippines. A survey was conducted with 150 randomly selected residents adopting the multi-stage random probability sampling technique to assess their awareness, availment, satisfaction, and perceived need for action regarding key agricultural services. The results showed low awareness and availment rates across most programs, including access to irrigation facilities (21% aware, 42% availed), prevention and control of plant/animal pests and diseases (21% aware, 44% availed), and distribution of farming materials/equipment (21% aware, 25% availed). However, satisfaction was high among those who utilized the services. This low awareness corresponded with limited utilization of agricultural support services, with minimal uptake observed for planting, farming, and fishing materials and equipment. Despite these challenges, respondents who did access agricultural support services generally expressed high satisfaction and perceived that these services required relatively fewer improvements.

**Keywords:** *agricultural support programs, availment, awareness, need for action, satisfaction*

## INTRODUCTION

In the landscape of public service delivery and evaluation, understanding citizen satisfaction with Local Government Units (LGUs) becomes a compass guiding effective governance. This study navigates through the intricacies of public opinion, to pave the path toward enhanced agricultural support programs in Malay, Aklan.

Citizens, as the ultimate recipients and beneficiaries of public services, possess a unique vantage point when it comes to assessing the effectiveness and quality of these services. They are the ones directly impacted by the decisions and actions of local governments, and their experiences can provide invaluable insights into whether services meet their immediate needs and contribute

to their long-term development (Clifton et al., 2022).

Malay is a municipality located in the province of Aklan in the Western Visayas region of the Philippines. It has a total land area of 105.79 square kilometers and is divided into 17 barangays, 14 of which are located in the mainland while three are found in the famous Boracay Island. As of the 2015 census, Malay had a population of 52,973, making it the most populous municipality in Aklan.

Agriculture is a vital sector in Malay, providing livelihoods for many residents. Key agricultural products include rice, corn, coconut, banana, mango, and various vegetables. Fishing is also an important economic activity, especially in the coastal barangays.

However, farmers and fishermen in Malay often face challenges accessing necessary resources and support. To address this, the local government provides various agricultural programs and services. This study aimed to evaluate the delivery of these programs from the citizens' perspective. By assessing awareness, availment, satisfaction, and perceived need for improvement, the research provides insights to help the local government enhance agricultural support and better serve the community.

### **Objectives of the Study**

This study was conducted to evaluate citizens' satisfaction on the performance of the Local Government Unit of Malay, Aklan in the delivery of assistance in agricultural production programs.

Specifically, this study aimed to answer the question: What is the respondents' rating and its reasons for the delivery of the following agricultural support programs:

1. access to irrigation facilities or use of irrigation equipment,
2. prevention and control of plant and animal pests and diseases; fish kills and diseases,
3. distribution of planting/farming/fishing materials and/or equipment,
4. water and soil resource utilization and conservation projects,
5. post-harvest facilities such as crop dryers, slaughterhouses, or fish processing facilities,
6. accessible farm harvest buying/trading stations, and
7. enforcement of fishery laws in municipal waters to promote sustainable use of aquatic resources.

## **METHODOLOGY**

### **The Respondents**

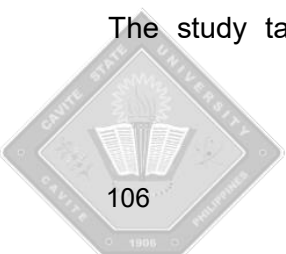
The study targeted 150 voting-age adults (18

years and above) residing in various barangays of Malay for a minimum of six months. The sampling method followed the Citizen Satisfaction Index System (CSIS) implemented by the Department of the Interior and Local Government (DILG). Barangay Manoc-Manoc had the highest number of respondents (40) due to its status as the most populated barangay. From Barangay Manoc-Manoc, eight sample spots were generated, resulting in a total of 40 respondents. Barangay Balabag contributed 35 respondents (from 7 sample spots), Barangay Caticlan provided 25 respondents (from 5 sample spots), Barangay Yapak yielded 15 respondents (from 3 sample spots), while barangays Argao, Balusbus, Cubay Sur, Nabaoy, Poblacion, San Viray, and Motag each contributed five respondents. No respondents were surveyed from the six least populated barangays: Cabulihan, Cogon, Cubay Norte, Dumlog, Naasug, and Napaan (Bandiol, n.d.; Philippine Statistics Authority, n.d.).

The respondents comprised 75 males and 75 females. In summary, the respondents were evenly distributed across various age groups, with the majority falling between 25 to 39 years old. Additionally, the occupation of the respondents varied, with the largest proportion working in service-related roles such as shops and market workers, followed by laborers and unskilled workers, and five respondents each from the following barangays: Argao, Balusbus, Cubay Sur, Nabaoy, Poblacion, San Viray, and Motag. No respondents were included in the survey from the six least populated barangays namely Cabulihan, Cogon, Cubay Norte, Dumlog, Naasug, and Napaan.

### **Sampling Procedure**

The town of Malay, Aklan has a total population of 52,973 and it is impossible to interview everyone, thus, multi-stage probability sampling was utilized to come up with 150 sample-respondents (PhilippineLaw.info., 1949; Philippine Statistics Authority, n.d.). Multi-stage probability sampling uses several stages or phases to get the sample at random from the population. This method is an extension or a multiple application of the stratified random sampling technique. The following stag-



es were done in sampling:

**Stage 1.** The targeted 150 respondents were proportionately allocated in each barangay based on the 2015 Census Population and Housing data from the Philippine Statistical Authority (Philippine Statistics Authority, 2015). In each barangay, the Field Supervisor identified sample spots such as churches/chapels, schools, health centers, and/or radio stations.

**Stage 2.** Sample households in each sample spot were selected by determining the sample spot which was the starting point. From the sample spot going to the right, the first sample household is determined by counting as many (households) as indicated by the random start (RS). An interval of one house from the first household after a random start was made to select the other households.

**Stage 3.** Qualified sample respondents in each household were selected using the Kish Grid. Female respondents were targeted for even-numbered questionnaires and male respondents for odd-numbered questionnaires.

### Data Processing

The respondents' answers were converted into electronic data using Microsoft Excel and SPSS to prepare them for analysis. Data cleaning was done to double-check possible errors or inconsistencies in the data which the Field Interviewers may have overlooked.

**Coding.** The questionnaire was drafted in such a way that it is "Codebook-ready." The numbers already assigned in each answer or option were used as codes. If an answer mentioned by a respondent is not yet on the list/does not have an existing code, the assigned for "Others" which is "99" was first used. A new code was created when an answer was mentioned by at least ten (10) respondents. If the last code in the questionnaire is 10, then the new code will be 11.

**Processing quantitative data.** Prior to data analysis and report preparation, frequency distribution tables were first generated from the

cleaned raw data. Frequency distribution tables were only generated from questions with quantitative responses. Open-ended questions which required respondents to give reasons/explanations were processed in a different manner.

**Processing qualitative data.** The following steps were used in processing raw verbatim data: (1) Create a separate codebook for qualitative responses. (2) Enter all of the verbatim responses under each variable. (3) Sort all the verbatim answers alphabetically for each open-ended question. (4) Read at least 20 percent of the verbatim responses for each open-ended question to be coded. (5) Write the recurring themes in a separate sheet or portion of the same sheet. (6) Assign a number, letter, or code per theme. (7) Create another column beside the original open-ended question. This column will contain all the recorded verbatim answers. (8) Read each verbatim response and assign a code to each answer. (9) Go through the entire list of themes and look for sub-codes. Repeat step 8. (10) Group the responses by theme. (11) Count the frequency of the themes or codes.

### Data Analysis

The core concepts used in measuring satisfaction are as follows: (1) Awareness alludes to the respondent's knowledge of the programs and services provided by their local government unit. Before delving into satisfaction, there is a need in the first place to know if they are aware that the service is being provided by their local government unit. (2) Availment refers to the contact of the respondent to local government through programs, projects, and services being implemented or offered. This may suggest the demand or utilization of public services by the citizens. For service indicator level assessments, only those who said they were aware of the service will be asked the availment questions. (3) Satisfaction refers to the citizen's contentment with their experience in availing or contacting the local government's services. In some cases, this can also reflect the citizen's fulfillment of expectations with the services they were able to experience. For service indicator level assessments, only those who have

availed of the particular service are asked the satisfaction question. On the service area level, satisfaction is gathered regardless of their awareness and availment of any of the service indicators. (4) Need for Action refers to the citizen's assessment of whether or not a particular service requires specific and decisive actions for improvement or reform. This concept is paired with satisfaction to provide readers with an additional

dimension that could help refine the prioritization of services for further development and reform.

**Percentage scores.** Percentage scores were computed to compare and contrast the concepts between the different services within one or across service areas. Table 1 shows the derivation of the scores per concept.

Table 1. Derivation of percentage scores per core concept for service indicators

SCORE	DIVIDEND	BASE/DIVISOR	FORMULA
Awareness Score	No. of those who were aware of the service	N = 150, all respondents	Aware / 150
Availment Score	No. of those who have availed of the service	No. of those who were aware of the service	Availed / Aware
Satisfaction Score	No. of those who said they were satisfied	No. of those who have availed of the service	Satisfied / Availed
Need for Action Score	No. of those who said service needs appropriate action	No. of those who have availed of the service	Needs action / Availed



The Overall Satisfaction and Overall Need for Action Percentage Scores were derived by dividing the number of those who said yes to the question by the total number of respondents who answered the question. The quotients were then multiplied by 100 to express in terms of percentages.

**Adjectival ratings.** Percentage scores were converted to adjectival ratings (i.e. from ratio to ordinal level of measurement) to simplify the prioritization process. Categorization was based on passing the test of 50%+MoE (margin of error). A cutoff was computed for every indicator which was determined by the base.

$$Cutoff = 0.5 + \left| \frac{0.98}{\sqrt{n}} \right|$$

Following the above, the percentage score being tested should be equal to or greater than the cutoff in order to pass this test. Therefore, the following condition was derived:

$$Percentage\ Score \geq 0.5 + |MoE|$$

$$Percentage\ Score \geq 0.5 + \left| \frac{0.98}{\sqrt{n}} \right|$$

$$Cutoff = 0.5 + |MoE|$$

Table 2. Adjectival ratings for the percentage scores and their cut-offs and interpretations

ADJECTIVAL RATING	CONDITION	INTERPRETATION
High	Equal or more than 50% + MoE	More respondents...
Low	Less than 50% + MoE	Few respondents...

## RESULTS AND DISCUSSION

### Access to Irrigation Facilities or Use of Irrigation Equipment

The survey results showed that awareness and availment of access to irrigation facilities or use of irrigation equipment was low, with only 21 percent of respondents aware and 42 percent of those

aware having actually availed of the service. However, satisfaction was high among those who utilized the services, with 92 percent reporting satisfaction (Table 3).

Table 3. Access to irrigation facilities or use of irrigation equipment

CORE CONCEPT	YES		NO		PERCENTAGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	31	20.7	119	79.3	<b>21%</b>	<b>Low</b>
<b>Availment</b>	13	41.9	18	58.1	<b>42%</b>	<b>Low</b>
<b>Satisfaction</b>	12	92.3	1	7.7	<b>92%</b>	<b>High</b>
<b>Need for Action</b>	2	15.4	11	84.6	<b>15%</b>	<b>Low</b>

The main reasons cited for non-availment were not being engaged in farming (66.7%) and the area not being suitable for farming (33.3%) (Supplementary Table 1). This suggests that the irrigation services are not reaching a significant portion of the population, either because they are not involved in agriculture or the services are not accessible in their specific location.

Among those who were satisfied, the main reasons given were that the irrigation facilities were accessible (75%) and helped save energy and time (25%) (Supplementary Table 2). This indicates that for those who can access the services, they are well-designed and beneficial.

The survey results showed that only one respondent was dissatisfied with access to irrigation facilities or the use of irrigation equipment, citing low-quality irrigation as the reason (Supplementary Table 3).

While the data indicates high overall satisfaction (92%) among those who utilized irrigation services, the low number of respondents citing dissatisfaction suggests there may be room for improvement in the quality and maintenance of irrigation infrastructure. The local government should consider conducting regular assessments and making necessary upgrades to ensure irriga-

tion facilities are functioning effectively and efficiently for farmers.

The low awareness and availment rates point to a need for the local government to increase outreach and accessibility of irrigation services. Reasons cited for non-availment, such as not being engaged in farming and services only being available in certain areas, suggest barriers that could be addressed through targeted expansion of coverage and awareness campaigns. Improving access to irrigation is important for supporting agricultural productivity and livelihoods in Malay. Irrigation can help farmers increase yields, diversify crops, and improve resilience to droughts and other climate impacts. By addressing the barriers to access, the local government can ensure more farmers can benefit from this critical service.

### **Prevention and Control of Plant and Animal Pests and Diseases, Fish Kills, and Diseases**

The survey results showed low awareness (21%) and availment (44%) of programs for prevention and control of plant and animal pests and diseases, and fish kills (Table 4). However, satisfaction was high among those who utilized the services, with 93 percent reporting satisfaction.



Table 4. Prevention and control of plant and animal pests and diseases, fish kills, and diseases

CORE CON- CEPT	YES		NO		PERCENT- AGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	32	21.3	118	78.7	<b>21%</b>	<b>Low</b>
<b>Availment</b>	14	43.8	18	56.3	<b>44%</b>	<b>Low</b>
<b>Satisfac- tion</b>	13	92.9	1	7.1	<b>93%</b>	<b>High</b>
<b>Need for Action</b>	5	35.7	9	64.3	<b>36%</b>	<b>Low</b>

The main reasons cited for non-availment were not being engaged in farming/fishing (50%), the program not being free (28%), and the program not being feasible for the area (22%) (Supplementary Table 4). This suggests the services are not reaching a significant portion of the population who are not involved in agriculture or fishing, or who face other barriers to access.

Among those satisfied, the main reasons given were that the program was beneficial to those in agriculture (62%), they participated in implementation (23%), and rabies vaccines were provided (15%) (Supplementary Table 5). This indicates the services are well-designed and beneficial for those who can access them.

The survey results showed that only one respondent was dissatisfied with prevention and control of plant and animal pests and diseases, and fish kills and diseases, citing not being able to benefit from the service as the reason (Supplementary Table 6).

While the data indicates high overall satisfaction (93%) among those who utilized these services, the low number of respondents citing dissatisfaction suggests the programs are generally well-designed and implemented for those who can access them. However, the local government should still investigate why this individual was unable to

benefit and make necessary adjustments to ensure equitable access and impact.

The low awareness and availment rates, along with the high satisfaction among users, point to a need for the local government to increase outreach and accessibility of pest/disease control and fish kill prevention services. Reasons cited for non-availment, such as not being engaged in farming/fishing and services only being available in certain areas, suggest barriers that could be addressed through targeted expansion of coverage and awareness campaigns.

Improving access to these services is important for supporting agricultural productivity, animal health, and food security in Malay. By addressing the barriers to access, the local government can ensure more farmers and fishermen can benefit from this critical support.

#### **Distribution of Planting/Farming/Fishing Materials and/or Equipment**

The survey results showed low awareness (21%) and availment (25%) of the distribution of planting/farming/fishing materials and/or equipment programs (Table 5). Satisfaction was also low among those who utilized the service, with 75 percent reporting satisfaction.

Table 7. Post-harvest facilities such as crop dryers, slaughterhouses, or fish processing facilities

CORE CON- CEPT	YES		NO		PERCENT- AGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	20	13.3	130	86.7	<b>13%</b>	<b>Low</b>
<b>Availment</b>	11	55.0	9	45.0	<b>55%</b>	<b>Low</b>
<b>Satisfac- tion</b>	11	100.0	0	0	<b>100%</b>	<b>High</b>
<b>Need for Action</b>	1	9.1	10	90.9	<b>9%</b>	<b>Low</b>

The main reasons cited for non-availment were not being engaged in farming (55.6%) and the facilities only being available in some areas (44.4%) (Supplementary Table 13). This suggests the services are not reaching a significant portion of the population who are not involved in agriculture or who lack access in their specific location.

Among those satisfied, the main reasons given were that the services were implemented efficiently (63.6%), beneficial to farmers (27.3%), and available and accessible (9.1%) (Supplementary Table 14). This indicates the services are well-designed and beneficial for those who can access them.

The low awareness and availment rates, along with the high satisfaction among users, point to a need for the local government to increase outreach and accessibility of post-harvest facilities. Reasons cited for non-availment, such as not being engaged in farming and services only being available in certain areas, suggest barriers that could be addressed through targeted expansion of coverage and awareness campaigns.

Improving access to post-harvest facilities is important for reducing food waste, adding value to

agricultural products, and supporting the livelihoods of farmers and fishermen in Malay. By addressing the barriers to access, the local government can ensure more producers can benefit from this critical infrastructure.

**Accessible Farm Harvest Buying/Trading Stations**

The survey results showed low awareness (16%) and availment (67%) of accessible farm harvest buying/trading stations (Table 8). However, satisfaction was high among those who utilized the services, with 88 percent reporting satisfaction.

The main reasons cited for non-availment were not being engaged in farming (50%), the stations only being available on the mainland (37.5%), and products needing to be delivered in Malay proper (12.5%) (Supplementary Table 15). This suggests the services are not reaching a significant portion of the population who are not involved in agriculture or who face logistical barriers to access.





Table 8. Accessible farm harvest buying/trading stations

CORE CONCEPT	YES		NO		PERCENTAGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	24	16.0	126	84.0	<b>16%</b>	<b>Low</b>
<b>Availment</b>	16	66.7	8	33.3	<b>67%</b>	<b>Low</b>
<b>Satisfaction</b>	14	87.5	2	12.5	<b>88%</b>	<b>High</b>
<b>Need for Action</b>	4	25.0	12	75.0	<b>25%</b>	<b>Low</b>

Among those satisfied, the main reasons given were that the stations were beneficial to the people of Malay (57.1%), goods were sold at low prices (28.6%), and there was efficient implementation (14.3%) (Supplementary Table 16). This indicates the services are well-designed and beneficial for those who can access them.

The survey results showed that the two respondents who were dissatisfied with the accessible farm harvest buying/trading stations cited the lack of a proper trading place as the reason for their dissatisfaction (Supplementary Table 17).

This suggests that the local government should consider establishing dedicated and well-equipped trading facilities to improve satisfaction and accessibility for farmers and traders. The absence of proper infrastructure appears to be a significant factor contributing to dissatisfaction.

The low awareness and availment rates, along with the high satisfaction among users, point to a need for the local government to increase outreach and accessibility of farm harvest buying/trading stations. Reasons cited for non-availment, such as not being engaged in farming, the stations only being available in certain areas,

and logistical challenges, suggest barriers that could be addressed through targeted expansion of coverage, improved transportation links, and awareness campaigns.

#### **Enforcement of Fishery Laws in Municipal Waters to Promote Sustainable Use of Aquatic Resources**

The survey results showed low awareness (25%) and availment (62%) of the enforcement of fishery laws in municipal waters to promote sustainable use of aquatic resources (Table 9). However, satisfaction was high among those who utilized the services, with 91 percent reporting satisfaction.

The main reasons cited for non-availment were not being engaged in fishing (50%) and the program only being available in some areas (50%). This suggests the services are not reaching a significant portion of the population who are not involved in fishing or who lack access in their specific location.

Among those satisfied, the main reasons given were that the program was implemented efficiently (57.1%), beneficial to fishermen (28.6%), and

Table 5. Distribution of planting/farming/fishing materials and/or equipment

CORE CONCEPT	YES		NO		PERCENT-AGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	32	21.3	118	78.7	<b>21%</b>	<b>Low</b>
<b>Availment</b>	8	25.0	24	75.0	<b>25%</b>	<b>Low</b>
<b>Satisfaction</b>	6	75.0	2	25.0	<b>75%</b>	<b>Low</b>
<b>Need for Action</b>	5	62.5	3	37.5	<b>63%</b>	<b>Low</b>

The main reasons cited for non-availment were not being engaged in farming/fishing (45.8%), the area not being suitable for farming/fishing (29.2%), the program requiring payment (16.7%), and lack of interest (8.3%) ([Supplementary Table 7](#)). This suggests the services are not reaching a significant portion of the population who are not involved in agriculture or fishing, or who face other barriers to access.

Among those satisfied, the main reasons given were that fertilizers were provided for free by the local government (66.7%), and the materials were found to be useful (33.3%) (Supplementary Table 8). However, the two dissatisfied respondents cited the need to pay for the service as the reason.

The survey results showed that the two respondents who were dissatisfied with the distribution of planting/farming/fishing materials and/or equipment cited the need to pay for the service as the reason for their dissatisfaction (Supplementary Table 9).

This suggests that the local government should consider providing these materials and equipment for free or at subsidized rates to improve satisfaction and accessibility. Requiring payment

appears to be a significant barrier preventing some farmers and fishermen from utilizing the services.

The low awareness, availment, and satisfaction rates point to a need for the local government to re-evaluate the distribution of planting/farming/fishing materials and/or equipment programs. Reasons cited for non-availment, such as not being engaged in farming/fishing, the area not being suitable, and the program requiring payment, suggest significant barriers that need to be addressed.

### **Water and Soil Resource Utilization and Conservation Projects**

The survey results showed low awareness (21%) and availment (68%) of water and soil resource utilization and conservation projects (Table 6). However, satisfaction was high among those who utilized the services, with 91 percent reporting satisfaction.



Table 6. Water and soil resource utilization and conservation projects

CORE CONCEPT	YES		NO		PERCENT-AGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	31	20.7	119	79.3	<b>21%</b>	<b>Low</b>
<b>Availment</b>	21	67.7	10	32.3	<b>68%</b>	<b>Low</b>
<b>Satisfaction</b>	19	90.5	2	9.5	<b>91%</b>	<b>High</b>
<b>Need for Action</b>	5	23.8	16	76.2	<b>24%</b>	<b>Low</b>

The main reasons cited for non-availment were not being engaged in farming (60%) and the projects only being available in some areas (40%) (Supplementary Table 10). This suggests the services are not reaching a significant portion of the population who are not involved in agriculture or who lack access in their specific location.

Among those satisfied, the main reasons given were that the projects were a big help to the people (53%), they were implemented properly (26%), and they were beneficial (21%) (Supplementary Table 11). This indicates the services are well-designed and beneficial for those who can access them.

The survey results showed that the two respondents who were dissatisfied with the water and soil resource utilization and conservation projects cited not being informed as the reason for their dissatisfaction (Supplementary Table 12).

This suggests that the local government should improve communication and outreach efforts to ensure all citizens are aware of these important projects. The lack of information appears to be a blockade preventing some residents from fully benefiting from the services.

The low awareness and availment rates, along with the high satisfaction among users, point to a need for the local government to increase outreach and accessibility of water and soil resource utilization and conservation projects. Reasons cited for non-availment, such as not being engaged in farming and services only being available in certain areas, suggest barriers that could be addressed through targeted expansion of coverage and awareness campaigns.

Improving access to these services is important for supporting sustainable agriculture, preventing soil degradation, and ensuring water security in Malay. By addressing the barriers to access, the local government can ensure more farmers can benefit from this critical support.

**Post-Harvest Facilities such as Crop Dryers, Slaughter Houses, or Fish Processing Facilities**

The survey results showed low awareness (13%) and availment (55%) of post-harvest facilities such as crop dryers, slaughterhouses, or fish processing facilities (Table 7). However, satisfaction was high among those who utilized the services, with 100 percent reporting satisfaction.

accessible (14.3%). This indicates the services are well-designed and beneficial for those who can access them.

The low awareness and availment rates, along with the high satisfaction among users, point to a need for the local government to increase out-

reach and accessibility of fishery law enforcement services. Reasons cited for non-availment, such as not being engaged in fishing and services only being available in certain areas, suggest barriers that could be addressed through targeted expansion of coverage and awareness campaigns.

Table 8. Enforcement of fishery laws in municipal waters to promote sustainable use of aquatic resources

CORE CONCEPT	YES		NO		PERCENT-AGE SCORE	ADJECTIVAL RATING
	Frequency	Percent	Frequency	Percent		
<b>Awareness</b>	37	24.7	113	75.3	<b>25%</b>	<b>Low</b>
<b>Availment</b>	23	62.2	14	37.8	<b>62%</b>	<b>Low</b>
<b>Satisfaction</b>	21	91.3	2	8.7	<b>91%</b>	<b>High</b>
<b>Need for Action</b>	5	21.7	18	78.7	<b>22%</b>	<b>Low</b>

## CONCLUSIONS

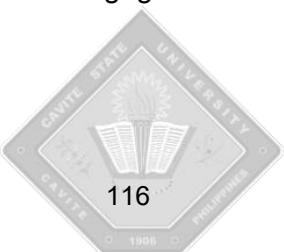
Based on the survey results, the local government of Malay, Aklan faces significant challenges in delivering agricultural support programs to its citizens. Across most programs, awareness and utilization rates were low, with only 13-25 percent of respondents aware of services like post-harvest facilities, distribution of farming materials, and water/soil conservation projects. Even among those aware, availment ranged from just 25-68 percent. However, satisfaction was generally high (75-100%) among the minority who did access the services, indicating they are well-designed for those who can utilize them. The main reasons for low availment were lack of engagement in farming/fishing, services only being

accessible in certain areas, and in some cases, the need to pay for services. To improve delivery, the local government should prioritize expanding coverage to reach more farmers and fishermen, providing materials and equipment for free or subsidized rates, and conducting targeted outreach campaigns to raise awareness. Establishing dedicated trading facilities, improving transportation links, and soliciting regular citizen feedback can also help address barriers to access.

## IMPLICATIONS AND RECOMMENDATIONS

### Implications

1. Low awareness and availment suggest significant unmet needs. The consistently low aware-



ness and utilization rates across most programs indicate a large portion of farmers and fishermen in Malay are not benefiting from critical support services. This has implications for agricultural productivity, livelihoods, and food security in the municipality.

2. High satisfaction among users points to well-designed programs. Despite low overall utilization, the high satisfaction rates among those who did access the services suggest they are generally well-designed and beneficial for those who can use them. This provides a strong foundation to build upon in improving program delivery.

3. Barriers to access are multifaceted and need to be addressed. The various reasons cited for non-availment, such as lack of engagement in farming/fishing, services only being accessible in certain areas, and the need to pay for services, indicate that barriers to access are complex and interconnected. Addressing them will require a multi-pronged approach.

### Recommendations

1. Significantly expand outreach and awareness campaigns. Given the low awareness rates, the local government may invest heavily in outreach and awareness campaigns to inform more farmers and fishermen about the available support services. Partnering with community organizations and using multiple communication channels can help reach a wider audience.

2. Prioritize expanding coverage to underserved areas and demographics. Many of the reasons for non-availment are related to services only being accessible in certain areas or to specific groups. The local government may conduct a needs assessment to identify underserved areas and demographics and prioritize expanding coverage to these groups.

3. Provide materials and equipment for free or at subsidized rates. The requirement to pay for some services is a significant barrier preventing utilization. The local government may consider providing key materials and equipment for free or

at subsidized rates to improve accessibility and utilization.

4. Establish dedicated infrastructure where lacking. The lack of proper trading facilities and irrigation infrastructure in some areas was a barrier. The local government should invest in establishing dedicated, well-equipped facilities in underserved areas to improve access and quality of services.

### ACKNOWLEDGMENTS

The researchers would like to express their heartfelt appreciation to Aklan State University; the Department of Interior and Local Government for providing funds for this investigation, the Local Government Unit of Malay, Aklan for their full cooperation and assistance; and to those who in one way or another contributed for the successful conduct of the study.

### SUPPLEMENTARY MATERIAL

Supplementary tables are available [https://drive.google.com/file/d/121Pn4zixw41RTD8MJrfoDhsbFiqVktSo/view?usp=drive\\_link](https://drive.google.com/file/d/121Pn4zixw41RTD8MJrfoDhsbFiqVktSo/view?usp=drive_link)

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