

## Assessment of basic services and facilities in the relocation site of highly urbanized city of Cebu

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### ***Abstract***

Basic services and facilities are the services that meet the basic needs of the target population which are also critical services to improve the quality of life. Republic Act 7279 known as The Urban Development and Housing Act in Section 21 define basic services and facilities; potable water power and electricity and adequate power distribution system; sewerage facilities and an efficient and adequate solid waste disposal system and access to primary roads and transportation facilities. The provisions of other basic services and facilities such as health, education, communications, security, recreation, relief and welfare Towards this concept, this study was conducted to evaluate the basic services and facilities offered to determine the quality of life to the selected relocatees in the relocation site of highly urbanized city of Cebu. In data collection, the process involves researcher-made instrument which was supplemented with Likert scoring procedure. It uses a descriptive survey method of research. The results showed, in general, basic services and facilities achieved poor service.

***Keywords:*** basic services and facilities, evaluate, quality of life, descriptive survey, assessment

## **Assessment of basic services and facilities in the relocation site of highly urbanized city of Cebu**

### **1. Introduction**

Basic services and facilities are the services that meet the basic needs of the target population which are considered to improve the quality of life. It encompasses the basic conditions of life such as adequate food, shelter, and safety, plus life enrichers, such as inclusive social, leisure, and community activities (Shalock & Parmenter, 2000). One factor that must be considered when measuring and analyzing quality of life is the access to necessary services and the level of satisfaction of an individual, group or society. At the core of responsive service delivery is the measurement of performance not only of public servants but of the public institutions as well as citizens - customers and clients (Brillantes, 2011). Thus, this paper evaluates the basic services and facilities offered to determine the quality of life to the selected relocatees in one relocation site of highly urbanized City of Cebu.

Poor access to basic services deteriorates the quality of life and limited access to adequate sanitation facilities and clean drinking water can have severe health effects on poor people such as malnutrition and illness (Miller & Spoolman, 2016). Urban poverty is multi-dimensional; its dimensions relate to the various forms of deprivations, disadvantages and risks, and are manifest in the lack of access of the poor in cities and towns to basic services such as water and sanitation, shelter, and livelihood, and as is becoming increasingly evident, to health, education, and social security (Marthur, 2013). This means that the basic services and facilities should be taken care of equally as a key to improving quality of life.

In the Philippine setting, the Local Government Unit or the National Housing Authority, in cooperation with the private developers and concern agencies must provide the following basic services and facilities such as potable water; power and electricity and adequate power distribution system; sewerage facilities and an efficient and adequate solid waste disposal system; and access to primary roads and transportation facilities. The provisions of other basic services and facilities such as health, education, communications, security, recreation, relief and welfare shall be planned and given priority for implementation by the local government unit and concerned agencies in cooperation with the private sector and the beneficiaries themselves (Section 21 of R.A. 7279 "Urban Development and Housing Act"). Settlements of the urban poor often lack access to water sanitation and infrastructure. These communities are off the grid or network supplies, relying for water on private, small-scale distributors. The result is that most urban slum dwellers pay several times more than high-income households, not just in absolute terms but also as a share of the household expenditure (Marthur, 2013).

As policymakers now focus on addressing societal needs, subjective well-being is becoming popular in measuring the quality of life (Dienar, 2009). The concept has an intuitive appeal to measure the well-being of individuals, communities and nations. However, measuring and expressing the quality of life in any given setting has proved difficult because it includes multiple dimensions (Kapuria, 2014). The linkages among objective and/or subjective scores, levels of performance or satisfaction levels on indicators and well-being, social needs and outcome levels for individuals in terms of health, education, economic prosperity, happiness, the capacity to cope and take control of life chances and opportunities, have been explored by researchers in a number of disciplines (Dissart & Deller, 2000). Hence in this study, the indicators of quality of life deal on basic services and facilities and has not been explored in the previous study. It is along with this concept that this study was conducted.

The study was driven by evaluating basic services and facilities to determine quality of life. It focus on the following basic services and facilities stated on the R.A 7279bor Urban Development and Housing Act, potable water, electricity sewerage facilities, water disposal system, road pavement and transportation facilities, health,

education, recreation, security and relief and welfare.

## 2. Research Methodology

The research uses the descriptive survey method and supplemented with an adopted questionnaire of Likert Scoring Procedure, field observation and informal interview and was tabulated systematically. Two (2) Homeowners Association (HOA) are selected to be the respondents because they are the latest beneficiaries of the site. Forty-five percent or 53 from the total number of household (117) were taken as the sample size and were randomly chosen as the evaluators of the study. Below is the sampling formula used in to determine the sample size of respondents as suggested by Lynch and Others, 1972. Respondents are asked to rate the basic services and facilities: potable water, electricity, sewerage facilities, waste disposal system, road pavement and transportation facilities, health, education, recreation, security and relief and welfare. After that, the papers were checked, tallied, interpreted and analyzed. In rating the different areas of services, scaled description was used and were determined using the weighted mean (WM) and the average weighted mean (AWM).

**Ethical Considerations** - An adopted questionnaire was used and supplemented with an observation and informal interview in data collection. An informed consent was primarily obtained and researchers immediately go to the relocation site and asked help to assist the researchers so that specific target respondent can be identified. The constructed questionnaire was utilized and randomly administered according to the convenient language of the respondent. The respondents answered it anonymously after giving their informed consent.

## 3. Results and Discussion

Findings of the assessment of the basic services and facilities are presented below. The table 1 contains the rating and category of basic services. It shows that education and recreation rated very good; water and health are rated good; security and relief and welfare are rated poor; and electricity was rated very poor. The entire basic services is good since has an average weighted mean of 2.63

**Table 1**

*Basic Services*

Basic Services	Rating	Category	Status
Water	2.9	<i>Good</i>	Tubig Pag-asa (payment collected every day) and Deep Well (monthly with a minimum P200.00) were the two water sources.
Electricity	1.18	<i>Very Poor</i>	An electric post that has existed in the site. In over three years stay, none had acquired an electric connection. Residents made ways to acquire light during darkness (candles, solar, lamp and car battery.)
Health	2.93	<i>Good</i>	Medical mission was conducted by the city in partnership to a private firm at once. Health services like immunization, vaccination and check-up were present. Health center is under develop (donated by concern agency)
Education	3.5	<i>Very Good</i>	Scholarship service for poor but deserving student was offered. A day care center (donated by concern agency) was built.
Recreation	3.6	<i>Very Good</i>	Sports complex was constructed. They could have sports activities like basketball, volleyball and etc.
Security	2.25	<i>Poor</i>	No street lights on the street and alleys. Moreover, stealing existed in the relocation site.
Relief and Welfare	2.08	<i>Poor</i>	Identified livelihoods were as follows; water refilling stations and hollow block making for 4P's beneficiaries. Livelihood plans and proposals were still imminent. Some relocatees had mini-business for additional profit (sari-sari store, carenderia, rag making, selling vegetables, banana cue and etc.,)
AWM	2.63	<i>Good</i>	

The table 2 contains the rating and category of basic facilities. It shows that waste disposal system was rated good, and sewerage facilities and primary roads and transportation facilities are rated poor. Basic facilities were poor since it average weighted mean of 2.49. The table 3 also reveals that the average weighted mean of the basic services and facilities is poor

**Table 2***Basic Facilities*

Basic Facilities	Rating	Category	Status
Sewerage Facilities	2.29	<i>Poor</i>	Drainage was installed in the site but flood was still inescapable. The area was prone to flood because it was near to the mouth of Butuanon River (a wide river of the city)
Waste disposal system	2.69	<i>Good</i>	Regular collection of garbage was observed but truck capacity cannot cater all the waste; garbage dumping can't be avoided.
Primary roads and transportation facilities	2.48	<i>Poor</i>	Road pavement and construction was on progress. Transportation facilities were present but need to travel a quite distance. Payment for transportation was expensive in contrast to their recent living location.
AMW	2.49	<i>Poor</i>	
AWM (Basic Services and Facilities)	2.56	<i>Poor</i>	

The government articulated its focus on socialized housing as a primary concern and thus included a system of balanced housing development, mandated identification of lands for socialized housing, and prescribed the conditions for decent socialized housing and resettlement areas, taking into consideration their degree of availability of basic services and facilities, their accessibility, and proximity to jobs and other economic opportunities (Section 8 of Republic Act 7279.)

Providing and overseeing key public services is the core responsibility of the government. This is recognized by governments in countries at all stages of development, but implementing consistently high quality services remains an enduring challenge (Enhancing the Quality of Service Delivery, 2017). While urbanization can bring opportunities for the poor, urban dwellers also face risks, not least poor housing and insecure tenure, as well as unequal access to basic services (Wikiprogress, 2014).

Access to basic services remains far from universal across the developing world, which lower quality of life and can constrain productive activities (Worldbank, 2015). Improved financial and physical access to basic services may not result in a corresponding increase in development outcomes if services are below acceptable quality (Worldbank, 2014).

Private Public Partnership is an important delivery mechanism to maximize the reach to public resources while improving the efficiency and quality of basic services reaching citizens (Worldbank, 2015). Government services have moved to private hands, a too-cozy relationship between politicians and businessmen who are willing to sum resources in order to provide new public service (Monti, D. et. al., 2016). The city, in partnership with the concerned agencies, partially deliver services on education, relief and welfare, health facilities, sewerage facilities, recreation facilities, electricity and water.

Service of water in the relocation site is proven adequate because it functions within twenty-four (24) hours. However, economically speaking, the residents found difficulty and disappointed in paying water expenses because it was collected every day and this water service provider was operated by a Non-Government Organization (NGO). On the other hand, a feedback from the city representative was asked and accordingly, they could not interfere to NGO's policy. VECO Inc. provided service on electricity Based on data gathered, relocatees stayed in the site for over three years but currently, they were still longing to have access on electricity. Financial reason primarily holds on a thread. A main post was currently existing but none of them have been connected. To acquire light on darkness, relocatees make ways to have alternative sources of electricity like candles, solar, lamp and car battery.

#### 4. Findings

The relocation site does not guarantee they will stay there for good. According to the relocatees, the site was a fishpond and mangrove area before owned by a private entity. The city developed it through working on its

basic facilities (installation of file sheet in riverside, construction of drainage and road networks). Drainage was present in the site but flood was still inescapable because the area was near to the mouth of Butuanon River. Road networks are on development still. Currently, relocatees enjoyed fresh air, rural view, and meet new community which is diametrically opposite to their life along the estero.

Getting jobs is the main reason why urban settlers are residing near the estero (Ancheta, et al., 2011); and job availability entails cheap accommodation, affordable education and free medical services. The primary concern of the relocatees is the economic recovery through livelihood opportunities. They complained about less job opportunities, expensive local transportation and limited commercial and industrial areas. Economic concerns encircle along the resident's quality of life.

In resettlement sites, the main subject is monetary security. On an informal interview conducted, relocatees prefer to live on the estero rather than staying on the relocation site because livelihood opportunity is nearly vast. The relocatees are actually using hand-to-mouth existence and daily wages; others are making mini-business for additional income like sari-sari store, carenderia, rag making, selling vegetables and banana cue. It is necessary for them to earn a living to support and sustain the needs of their family. Thus, a kind of income generating activities should be available and highly recommendable in the relocation site. Fortunately, one livelihood opportunity opens a job to some relocatees but only the 4Ps beneficiaries are qualified to avail. Some proposals and plans for livelihood are still imminent because electricity was not yet available.

## 5. Conclusion

Economic growth is the most powerful instrument for reducing poverty and improving the quality of life in developing countries. The first reason of urban poverty is mainly a monetary phenomenon, the poor stand exposed to the behavior of the economic system and the internal and external shocks (Marthur, 2013). Livelihood demand is a key service indicator to quality of life in respect to basic services and facilities. So to speak, education needs resources to support children from schooling; water consumption need money to pay the expenses; sewerage facilities (private toilet) requires money to have; an aim for electric connection need money to tap; transportation purpose involve money to travel, a monthly payment for land requires cash to pay (28 meter squares every household); and basic needs for the family requires an earnings to obtain. The paradigm mentioned proved that monetary security is important to quality of life in resettlement areas. Disaster affected population have identified livelihood as a greatest recovery priority (Guidance Note and Recovery: Livelihood, 2005). To be precise, livelihood was not primary carried by the city as an important recovery factor so they could have attained satisfactory service. Hence, based on the data gathered, in general, basic services and facilities were poor. Thus, poor access to basic services and facilities was proven to deteriorate quality of life.

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