

Citizen's assessment in the delivery of environmental management programs of the local government unit of Banga, Aklan

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Abstract

This study evaluated the citizens' assessment of the delivery of environmental management programs of the Local Government Unit (LGU) of Banga, Aklan employing the Citizen Satisfaction Index System (CSIS). Particularly, the study determined the awareness, availment, satisfaction, and need for action on the LGU's environmental management programs. The study applied a mix of quantitative and qualitative methods. The samples were determined by applying the Multi-Stage Random Probability Sampling technique to give all the citizens an equal chance to be selected as a participant. The 150 respondents were drawn from barangays with larger shares of the population. The qualified sample respondents were identified using the Kish Grid. All respondents were 18 years old and above. An odd-numbered questionnaire was administered to male respondents while an even-numbered questionnaire was targeted to female respondents. The reasons for their response were likewise gathered. The study concluded that most of the respondents were aware of the clean-up programs/projects. On the other hand, a low awareness was attained on projects such as air pollution control programs and solid waste management. A high percentage of respondents had availed of environmental management programs offered in the LGU. Overall, many respondents were happy with the local government unit's environmental management activities, indicating that less action is necessary. The LGU should improve its air pollution control and solid waste management initiatives, according to the recommendations. Appropriate measures must be used to persuade people to participate, particularly those who burn their trash. Seminars and courses on appropriate trash disposal are held and conduct of regular tree-planting activities may be carried out to help resolve this problem

Keywords: environmental management, awareness, availment, satisfaction, need for action

1. Introduction

Anthropogenic activities continuously impact the fragile environment. The increased speed of growth and fast urbanization has put a strain on natural resources and quality of life. Natural resources are being depleted due to human activity (Sola, 2014). On the other hand, the Municipality of Banga is a third-class town in the province of Aklan whose land area is largely agricultural.

The Citizens' Satisfaction Index System (CSIS) was used to assess the success of the Local Government Unit of Banga, Aklan in delivering environmental management activities. CSIS was developed as a set of tools for citizens to provide feedback on local governments' service delivery and general satisfaction (DILG, 2016).

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The CSIS served as a tool for drawing in applicable information in measuring citizen satisfaction that can be utilized for agenda-setting of economic and human development plans and goals of LGUs. Moreover, it is a source of data that indicates strengths, weaknesses, challenges, limits, and opportunities for improving the implementation of high-quality environmental management programs. By virtue of DILG Memorandum Circular 2016-57, the CSIS was pilot tested in 31 municipalities in the country to equip the tools and procedures for wider implementation in the succeeding years. Local resource institutes are involved to gather data and interpret the results for research and development purposes.

Citizens, as the intended recipients and end-users of public services, are in the greatest position to assess whether or not the services are supplied in accordance with their needs and to the extent that they meet their short- and long-term human development needs (Reyes et al., 2021). Through CSIS, the gathering of their sentiments, opinions, and insights according to their perceptions and assessment as consumers of local public services is a logical method of shaping what the local governments need to do to ensure the welfare of citizens, without neglect to statutory requirements expected from them. The CSIS can be used by a variety of stakeholders that are working to achieve socioeconomic development goals on a local and national level (Yecla & Ortega, 2020). Continuous citizen preference analysis will empower public entities in developing and adopting decisions that are in accordance with the needs of the public.

1.1 Study Objectives

This study evaluated the performance of the Local Government Unit of Banga, Aklan in the delivery of environmental management programs. Specifically, it examined the respondent's rating and reasons for the delivery of the following environmental management programs (community-based greening projects, air pollution control programs, solid waste management, and clean-up programs/projects); the respondent's experiences on solid waste management (garbage disposal, collection, whether waste segregation was practice or not, and regularity of garbage collection). The study also determined the overall satisfaction rating of the respondents on environmental management programs, solicited the overall need for action rating on environmental management programs, and the citizens' recommendations from citizens on environmental management programs.

1.2 Conceptual Framework

The above conceptual framework specifies the range of concepts utilized in evaluating citizen feedback in the LGU's delivery of environmental programs. There are logical connections between the main concepts. The dotted line separates the core concepts from the services actually provided by the local government, defining the border of citizen perception of service delivery.

The core concepts, reasons that underpin the key concepts, general attitudes of citizens toward the LGU, overall satisfaction, overall need for action, and recommendations for improvement are all contained within the citizen's perception domain. These concepts make up the key findings of the study since they are the main information gathered from the residents to measure how well their local governments provide public services.

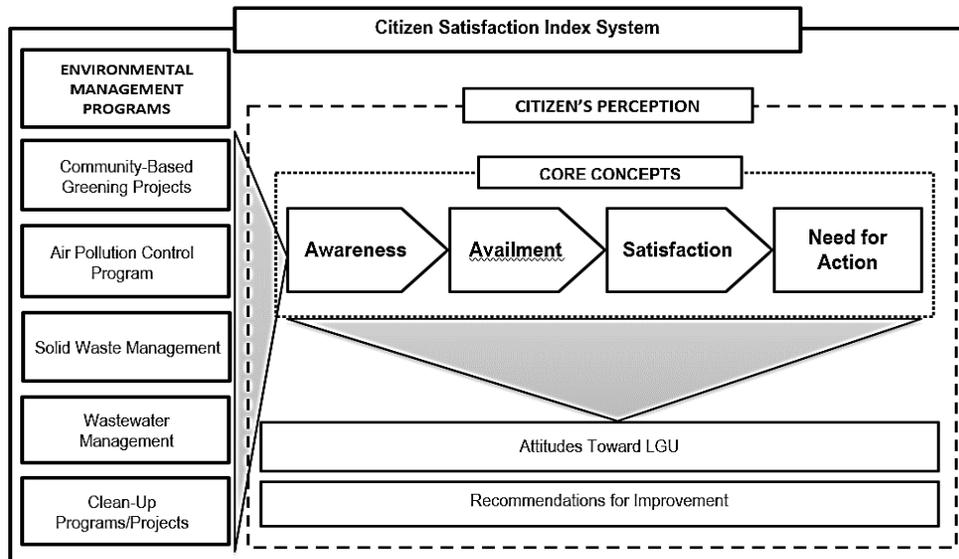


Figure 1. Conceptual Framework of the Study

2. Methodology

The Respondents. The target respondents of the study were 150 voting-age adults (18 years and above) residing in the different barangays of Banga for not less than six months. The greatest number of respondents (15) came from barangay Linabuan Sur since it is the most populated barangay. Three sample spots were generated from this barangay. Ten respondents each from barangays Poblacion and Pagsanghan.

Sampling Procedures. The town of Banga, Aklan has a total population of 39,505 and it is impossible to interview everyone, thus, multi-stage random probability sampling was utilized to come up with 150 sample-respondents. Multi-stage random probability sampling uses several stages or phases in getting the sample at random from the population. This method is an extension or a multiple application of the stratified random sampling technique. The following stages were done in sampling:

Stage 1. Based on the Philippine Statistical Authority's 2015 Census Population and Housing data, the intended 150 respondents were proportionately distributed in each barangay. In each barangay, 30 sample spots such as churches/chapels, schools, health centers, and/or radio stations were identified.

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 was determined by counting as many households as indicated by the random start (RS). After the first household was identified, an interval using the number indicated in the random start was made to select the other households.

Stage 3. Qualified sample respondent in each household was selected using the Kish Grid. Even-numbered surveys were sent to female respondents, whereas odd-numbered questionnaires were sent to male respondents.

Data Analysis

The fundamental ideas in measuring the responses of the respondents using the frequency and percentage distribution are as follows: 1.) The term "awareness" refers to a respondent's knowledge of the service provided by the local government entity. Prior to diving into satisfaction, it is necessary to determine whether they are aware that the service is offered by their local government unit. 2.) Availment refers to the respondent's interaction with local government via programs, initiatives, and services that are being developed or provided. This might indicate citizen demand for or use of government services. Only those who claimed they were aware of the service would be asked the availability questions for service indicator level evaluations. 3.) A citizen's happiness with their experience utilizing or interacting with local government services is referred to as satisfaction. In certain circumstances, this may also indicate the citizen's satisfaction with the services they were able to access. Only individuals who have used the service are questioned about their satisfaction in service indicator level assessments. On a service area level, satisfaction is measured independently of whether or not the customer is aware of and uses any of the service indicators. 4.) The citizen's judgment of whether a given service requires specific and decisive steps for improvement or change is referred to as the "Need for Action." 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. presented will depend on the paper submitted.

3. Results and Discussions

3.1 Community-Based Greening Projects

3.1.1 Extent of Awareness, Availment, Satisfaction, and Need for Action

The data shown in Table 1 reflects the awareness of the respondents on the greening projects of the Municipality of Banga. It is evident that the majority of the respondents (85 or 56.67%) were highly aware of such undertaking while only 65 or 43.33% were not aware of it. Among the respondents who were aware of the community-based greening program, 57 or 67.06% have availed of the services of the program. Only 28 or 32.94% of them were not able to benefit from the program. Thus, a percentage score of 67.06% was attained.

The respondents were highly satisfied with the community-based greening project of the Municipality of Banga with a percentage score of 91.23%. The majority of the respondents were satisfied with the project while five or 8.77% were not fully satisfied with the service.

Less than one-half (25 or 43.86%) of the respondents affirmed that there is a need for appropriate action to this program. However, the majority (32 or 56.14%) of the respondents signified that there is no need for action. Hence, the findings resulted in a low rating (43.86%) which means that the said project does not need adequate action.

Table 1. Percentage Scores and Adjectival Ratings for the major core concepts of Community-Based Greening Project

Core Concepts	Yes		No		%	Adjectival Rating
	Freq.	%	Freq.	%		
Awareness	85	56.67	65	43.33	56.67%	Low
Availment	57	67.06	28	32.94	67.06%	High
Satisfaction	52	91.23	5	8.77	91.23%	High
Need for Action	25	43.86	32	56.14	43.86%	Low

3.1.2 Reasons for Non-Availment

Out of the 28 respondents who did not avail of the community-based greening projects of the local government, most of them (10 or 35.71%) preferred not to participate, four or 14.29% said that they have not received any seedlings, three each or 10.71% indicated that the project was not implemented and they were too old to participate, respectively. There were two or 7.14% who mentioned that they plant trees on their own. Only one each or 3.15% of the respondents mentioned that he was not available during the conduct of the activity, only the barangay officials participated in the greening program, he participated in school-based greening projects, only those who were registered with COMELEC are encouraged to join, only 4Ps beneficiaries participated in the activity and he was not informed about the conduct of the activity.

Table 2. Reasons for Non-Availment of Community-Based Greening Projects

Reason	Frequency (n = 28)	Percent
Preferred not to participate	10	35.71
We did not receive seedlings	4	14.29
It was not implemented	3	10.71
Too old to participate	3	10.71
We plant trees on our own	2	7.14
I was not available during the conduct of the activity	1	3.57
Only barangay officials participate	1	3.57
Participates in school-based greening projects	1	3.57
Only those who are registered with COMELEC are encouraged to join	1	3.57
Only 4Ps participates	1	3.57
We were not informed during the conduct of the activity	1	3.57

3.1.3 Reasons for Satisfaction

The reasons for satisfaction with the community-based greening project are shown in Table 3. It could be noted that more than one-half of the respondents who availed of the project, 30 or 57.69%, were satisfied with the service because there were plenty of trees in the community. Another six or 11.54% signified that the project was beneficial to the environment/people, four or 7.69% indicated that cleanliness was maintained while three each or 5.77% said that the people actively participate in the implementation of the project and two each or 3.85% indicated

that only 4Ps beneficiaries participated and trees provided shade, respectively. Only one each or 1.92% correspondingly stated that selected individuals are assigned to maintain cleanliness and it prevents flood.

Table 3. Reasons for Satisfaction with Community-Based Greening Projects

Reason	Frequency (n = 52)	Percent
There are plenty of trees in the community	30	57.69
Beneficial	6	11.54
Cleanliness is maintained	4	7.69
People actively participate	3	5.77
Cutting off trees was prohibited	3	5.77
Only 4Ps members participate	2	3.85
Trees provided shade	2	3.85
Selected individuals are assigned to maintain cleanliness	1	1.92
Prevents flood	1	1.92

3.1.4 Reasons for Dissatisfaction

Of the five respondents who were dissatisfied with the community-based greening project, four of them revealed that the activities were not regularly conducted. On the other hand, one respondent was not satisfied with the project since only 4Ps beneficiaries and barangay officials participated in the activity.

Table 4. Reasons for Dissatisfaction with Community-Based Greening Projects

Reason	Frequency
Activities are not regularly conducted	4
Only 4Ps members and barangay officials participate in the activity	1

3.2 Air Pollution Control Program

3.2.1 Extent of Awareness, Availment, Satisfaction, and Need for Action

Another program under the environmental management service implemented by the Municipality of Banga is air pollution control. As indicated in Table 5, majority of the respondents (101 or 67.33%) were not aware of such project. However, there were 49 or 32.67% who knew about the project.

Out of the 49 respondents who were aware of the air pollution control program of the local government of Banga, majority (36 or 73.47%) of the respondents have availed such service. There were 13 or 26.53% who have not benefitted from the program. With these data, a percentage rating of 73.47% was obtained.

A high satisfaction rating (69.44%) was obtained for air pollution control program because majority of the respondents (25 or 69.44%) were satisfied with the program. There were only 11 or 30.56% who were not contented with the air pollution control services of the Municipality of Banga. Majority (20 or 55.56%) of the respondents expressed that there is no need to take

adequate action on the air pollution control program of the Municipality of Banga. Moreover, there were still 16, or 44.44% who indicated that the local government should take necessary action on this service area. A percentage score of 44.44% was obtained.

Table 5. Percentage Scores and Adjectival Ratings for the major core concepts of Air Pollution Control Program

Core Concepts	Yes		No		Percent Freq.	Adjectival Rating
	Freq.	Percent	Freq.	Percent		
Awareness	49	32.67	101	67.33	32.67%	Low
Availment	36	73.47	13	26.53	73.47%	High
Satisfaction	25	69.44	11	30.56	69.44%	High
Need for Action	16	44.44	20	55.56	44.44%	Low

3.2.2 Reasons for Non-Availment

In Table 6, the respondents' three reasons why they did not avail of the air pollution control program are revealed. First, there were many residents who are still burning their garbage (eight or 61.54%). Secondly, four, or 27.27% of the respondents were not informed during the conduct of the activity; and one, or 7.69% said that the project was poorly implemented.

Table 6. Reasons for Non-Availment of Air Pollution Control Program

Reason	Frequency (n = 13)	Percent
Many residents still practice burning of garbage	8	61.54
Not informed during the conduct of the activity	4	30.77
Poor implementation	1	7.69

3.2.3 Reasons for Satisfaction

The 25 respondents were satisfied with the air pollution control program of the municipality since the burning of plastics and rice straws were prohibited as mentioned by 11 or 44% of respondents. Seven each or 28% reasoned out that the program was beneficial, and the air was not polluted, respectively.

Table 7. Reasons for Satisfaction with Air Pollution Control Program

Reason	Frequency (n =25)	Percent
Burning of plastics and rice straws was prohibited	11	44.00
Beneficial	7	28.00
Air is not polluted	7	28.00

3.2.4 Reasons for Dissatisfaction

Out of the 11 respondents who were dissatisfied with the air pollution control program, five of them said that many residents still burn their garbage and that the program was poorly implemented by the Municipality of Banga. Only one respondent admitted that they were still burning their garbage because of the absence of a garbage collector in their area.

Table 8. Reasons for Dissatisfaction with Air Pollution Control Program

Reason	Frequency
Many residents still burn their garbage	5
Poor program implementation	5
We still burn our garbage because there is no garbage collector assigned in our area.	1

3.3 Solid Waste Management

3.3.1 Extent of Awareness, Availment, Satisfaction, and Need for Action

Majority of the respondents (92 or 61.33%) were aware of the solid waste management project of the municipality while 58 or 38.67% have no knowledge about this program. The computed percentage score of 61.33% denotes high level of citizens' awareness of the solid waste management program.

Among the 92 respondents who were aware of the solid waste management project, majority (57 or 61.96%) benefitted from the program. Meanwhile, less than half (35 or 38.04%) did not avail of the solid waste management program. However, it resulted in a high percentage score of 61.96%.

As regards the data on the respondents' satisfaction with the solid waste management program, more than three-fourths of them (46 or 80.70%) were content with the project. This leads to a high satisfaction percentage of 80.70%. However, one-fourth of the respondents (11 or 19.30%) were not satisfied with such service.

A percentage score of 52.63% was attained which could be explained that less than one-half (30 or 52.63%) of the respondents indicated that there is a need for appropriate action on the solid waste management program of the Municipality of Banga. Though, there were still 27, or 47.37% who signified that appropriate action on this service is no longer needed.

Table 9. Percentage Scores and Adjectival Ratings for the major core concepts on Solid Waste Management

Core Concepts	Yes		No		%	Adjectival Rating
	Freq.	%	Freq.	%		
Awareness	92	61.33	58	38.67	61.33%	High
Availment	57	61.96	35	38.04	61.96%	High
Satisfaction	46	80.70	11	19.30	80.70%	High
Need for Action	30	52.63	27	47.37	52.63%	Low

3.3.2 Reasons for Non-Availment

More than the majority (21 or 60%) of the respondents did not avail the solid waste management program of the municipality since there was no garbage collector in their area. Five or 14.29% signified that they disposed their own garbage while three each or 8.57% were not informed during the conduct of the activity and solid waste management was not practiced in their barangay, respectively. There were two or 5.71% who indicated that the program will soon be implemented in their barangay and one or 2.86% did not avail since the barangay has no budget for such service and they were prohibited to throw garbage in the dumpsite.

Table 10. Reasons for Non-Availment of Solid Waste Management

Reason	Frequency (n = 35)	Percent
No garbage collector	21	60.00
We dispose our own garbage	5	14.29
It is not practiced in our barangay	3	8.57
We were not informed during the conduct of the activity	3	8.57
The program is soon to be implemented	2	5.71
The barangay has no budget. We were prohibited to throw garbage in the dumpsite.	1	2.86

3.3.3 Reasons for Satisfaction

Most of the respondents (21 or 45.65%) were satisfied with the solid waste management program of the municipality because proper waste segregation was practiced while eight or 17.39% said that through solid waste management, the people learned discipline and seven or 15.22% mentioned cleaner surroundings with this program of the local government. Only one each or 2.17% of the respondents mentioned the following reasons why they were satisfied with the LGU program on waste management: the barangay council collects the garbage from students and exchanges it with school supplies, burning of garbage was prohibited and the program was beneficial.

Table 11. Reasons for Satisfaction with Solid Waste Management

Reason	Frequency (n =46)	Percent
Proper waste segregation is practiced	21	45.65
People learned discipline	8	17.39
Cleaner surroundings	7	15.22
We learned to recycle waste materials	4	8.70
Garbage is regularly collected	3	6.52
The barangay council collects the garbage from students and exchange it with school supplies	1	2.17
Burning of garbage were prohibited	1	2.17
Beneficial	1	2.17

3.3.4 Reasons for Dissatisfaction

Out of eleven respondents who were dissatisfied with the solid waste management services, four of them indicated that garbage collection was not done regularly. Another three respondents were not satisfied because of poor program implementation and proper waste segregation was not practiced. Only one respondent stated that the program on solid waste management was not sustained.

Table 12. Reasons for Dissatisfaction with Solid Waste Management

Reason	Frequency
Garbage collection is not done regularly	4
Poor program implementation	3
Proper waster segregation is not practiced	3
Program was not sustained	1

3.4 Clean-Up Programs/Projects

3.4.1 Extent of Awareness, Availment, Satisfaction, Need for Action

A percentage score of 66.67% was obtained which was due to the fact that more than majority (100 or 66.67%) were aware of the clean-up program of the Municipality of Banga. On the other hand, there were 50 or 33.33% who were unaware of the service mentioned. Based on the findings, a high availment percentage score of 75% was attained on the clean-up programs. Three-fourths (75 or 75%) of the respondents benefitted from the program while 25 or 25% said that they have not availed of the service offered by the Municipality of Banga.

The data presented in Table 13 indicate a high satisfaction percentage (97.33%) on the clean-up program of the Municipality of Banga as perceived by the respondents. Most of them (73 or 97.33%) were satisfied with the clean-up project of the municipality while only two or 2.67% were not satisfied with the project.

The response as to whether or not the clean-up program needs appropriate action was rated by the respondents as high which means that the program needs appropriate action. This is shown in the data reflected in Table 13 wherein more than one-half of the respondents (39 or 52%) replied “no” and 36 or 48% answered “yes.”

Table 13. Percentage Scores and Adjectival Ratings for the major core concepts on Clean-Up Programs/Projects

Core Concepts	Yes		No		%	Adjectival Rating
	Freq.	%	Freq.	%		
Awareness	100	66.67	50	33.33	66.67%	High
Availment	75	75.00	25	25.00	75.00%	High
Satisfaction	73	97.33	2	2.67	97.33%	High
Need for Action	36	48.00	39	52.00	48.00%	Low

3.4.2 Reasons for Non-Availment

The respondents did not avail of the clean-up program because they were not able to join as mentioned by 11 or 44% of them. This was followed by six or 24% who indicated that the program did not reach them; three or 12.00% said that only 4Ps beneficiaries participated and two or 8% indicated that the program was not sustained. One each or 4% noted that the program was implemented only in schools, he was of old age and he was not chosen to participate, respectively.

Table 14. Reasons for Non-Availment of Clean-up Programs/ Projects

Reason	Frequency (n = 25)	Percent
Did not join	11	44.00
The program did not reach us	6	24.00
Only 4Ps members participate	3	12.00
Program was not sustained	2	8.00
Only implemented in schools	1	4.00
Old age	1	4.00
Was not chosen	1	4.00

3.4.3 Reasons for Satisfaction

More than three-fourths of the respondents who availed of the clean-up program (60 or 82.19%) said that with this undertaking, they had beautiful and cleaner surroundings. Only one or 1.37% manifested satisfaction with the program due to the “cash for work” scheme.

Table 15. Reasons for Satisfaction with Clean-up Programs/ Projects

Reason	Frequency (n = 73)	Percent
Beautiful and cleaner surroundings	60	82.19
Good service	7	9.59
Illnesses were prevented	3	4.11
Regularly conducted	2	2.74
There is "cash for work" program	1	1.37

3.4.4 Reasons for Dissatisfaction

As reflected in Table 16, two respondents were not satisfied with the implementation of the clean-up programs/projects because it was not done regularly.

Table 16. Reasons for Dissatisfaction with Clean-up Programs/ Projects

Reason	Frequency
Not done regularly	2

3.5 Experience with Solid Waste Management

3.5.1 Distribution of Respondents According to How They Dispose Their Garbage

The data in Table 17 reflects how the respondents disposed their garbage. Majority (78 or 52%) were burning their garbage while 76 or 50.67% bury them on the ground. Thirteen each or 8.67% collected and just throw their garbage, respectively. Eight or 5.33% of the respondents attested that they sell plastic bottles.

Table 17. Distribution of respondents according to how they dispose their garbage.

Garbage Disposal*	Frequency (n = 150)	Percent
Collect	13	8.67
Burn	78	52.00
Bury	76	50.67
Throw	13	8.67
Sell plastics and bottles	8	5.33

*Multiple Response

3.5.2 Respondents' Response as to Who Collects Their Garbage

Among the respondents who signified that their garbage was collected, more than majority (nine or 69.23%) said that the municipality gathered the garbage while three, or 23.08% gathered by the barangay. Only one or 7.69% expressed that garbage was collected by the private sector.

Table 18. Respondent's response as to who collects their garbage.

Collector*	Frequency (n = 13)	Percent
Municipality	9	69.23
Barangay	3	23.08
Private collector	1	7.69

*Multiple Response

3.5.3 Respondents' Response as to Whether or Not They Practice Waste Segregation

As to the response on whether or not the respondents practiced waste segregation, more than majority (eight or 61.54%) were practicing the technique. Only five or 38.46% did not practice waste segregation.

Table 19. Respondent's Response as to Whether or Not They Practice Waste Segregation.

Response	Frequency (n = 13)	Percent
Yes	8	61.54
No	5	38.46

3.5.4 Response to Regularity of Garbage Collection

When asked about the regularity of garbage collection, more than the majority (eight or 61.54%) stated that their garbage was collected once a week. Four or 30.77% of respondents had their garbage collected every day, and one, or 7.69% responded that garbage collection was done three times a week.

Table 20. Response to Regularity of Garbage Collection

Response	Frequency (n = 13)	Percent
Everyday	4	30.77
3x a week	1	7.69
Once a week	8	61.54

3.6 Overall Satisfaction Rating

As shown in Table 21, less than three-fourths of the respondents (105 or 74.47%) were highly satisfied with the environmental management programs of the Municipality of Banga while 36 or 25.53% were dissatisfied. Thus, a high adjectival rating was attained.

Table 21. Overall Satisfaction with Regard to Environmental Management Programs/Projects

Response	Frequency (n = 141)	Percent	Adjectival Rating
Satisfied	105	74.47	High
Not satisfied	36	25.53	

3.7 Overall Need for Action Rating

Although the respondents were satisfied with the environmental management services of the Municipality of Banga, 109 or 77.30% of them revealed that the local government should take appropriate action on the different projects under the environmental management service. Only 32 or 22.70% said that there is no need to act on this service.

Table 22. Overall Response as to Whether or Not the Environmental Management Programs/Projects Need Appropriate Action from the Local Government

Response	Frequency (n = 141)	Percent	Adjectival Rating
Need appropriate action	109	77.30	High
Do not need appropriate action	32	22.70	

3.8 Recommendations from Citizens

The recommendations of the respondents are revealed in Table 23. There were 30 or 20% of the respondents who recommended conducting a regular community tree-planting and clean-up activity, 29 or 18.67% of them said to sustain existing environmental programs and 26 or 17.33% suggested that proper implementation of environmental programs should be done and penalize those who violate. Only one (0.67%) respondent mentioned that the LGU should establish MRFs in the barangays.

Table 23. Recommendations from Citizens on Environmental Management

Recommendations	Frequency (n = 150)	Percent
Conduct a regular community tree-planting and clean-up activity	30	20.00
Sustain existing environmental programs	28	18.67
Proper implementation of environmental programs and penalizing those who violate	26	17.33
Conduct seminars and training on waste management	17	11.33
Assign a garbage collector to the barangay	15	10.00
Implement additional programs	12	8.00
Provide garbage bins in the barangays	11	7.33
Regular garbage collection	4	2.67
Provide assistance to sustain environmental programs	3	2.00
Enhance awareness of the community	3	2.00
Establish MRFs in the barangays	1	0.67

4. Conclusion and Recommendations

The citizens of the Municipality of Banga were moderately aware, have availed, and were satisfied with the different services rendered by LGU on environmental management projects/ programs. A high number of the respondents get rid of their garbage by burning which is most commonly observed in rural areas where environmental laws are not strictly observed.

From the findings of the study, it is recommended to enhance solid waste management and air pollution control programs. Interventions must be made to encourage people's participation in these programs most especially those who dispose their garbage by burning them. Conduct of regular tree planting activities and seminars about proper waste disposal may be carried out to help resolve this problem.

Statement of Conflict of Interest

We, the authors, state that we have no known competing financial interests or personal ties that may have influenced the work presented in this study.

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