

ASSESSMENT OF THE CITIZEN'S SATISFACTION ON THE SERVICE DELIVERY IN LOCAL GOVERNMENT: A SYSTEMATIC LITERATURE REVIEW**Ronna Jeam O. Canda**<https://orcid.org/0009-0008-1965-932X>

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ABSTRACT

Citizen's satisfaction serves as a vital indicator to assess the effectiveness and efficiency of service delivery in the Local Government Units (LGUs) including Health Services, Infrastructure, Sanitation and Waste Management, and Responsiveness and Transparency. This systematic literature review using PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) model aims to assess the level of citizen's satisfaction on the service delivery in the Local Government Unit (LGU) of the Island Garden City of Samal. Acknowledging the significant role of the Local government Units (LGUs) in upholding public welfare, this study integrates the findings of existing research from different articles for the last ten years related to the study including service delivery, citizens satisfaction, and LGU outputs. Guided with the PRISMA framework, the study involves comprehensive searchers from published articles, screening, and eligibility assessment then determine themes, indicators and literature gaps. The findings are anticipated to guide policymakers in the LGU, enhance the service delivery outcomes and to uphold good governance as a whole

Keywords:

Service Delivery, Health Services, Infrastructure, Sanitation and Waste Management, and Responsiveness and Transparency, PRISMA

INTRODUCTION

Service delivery is a fundamental tool for effective and efficient governance. It can directly affect the quality of life of its citizen. Citizen's satisfaction is the main parameter to assess the quality of service delivery in every organization. Measuring the level of satisfaction will enhance the services delivered to the citizens (Almihat et al., 2022).

Institutions both public and private all around the world acknowledge the role of service delivery in achieving its objectives which is to foster inclusive growth, improve the well-being of the community, promote economic efficiency, and ensure equitable access to essential resources. Effective service delivery ensures that the needs of the public is effective and efficiently met which also reflects the overall performance of the organization. Furthermore, it can boost trust among its stakeholders and citizen which in return encourage participation. (Chewa et al., 2022)

In the Philippines, the Local Government Units (LGUs) are given autonomy in managing its resources and providing basic services and facilitates which made them essential institutions in attaining immediate needs of their localities as provided by the Republic Act No. 7160 which is also known as the Local Government Code of the Philippines. As stated in Section 17, Local Government Units (LGUs) are mandated to provide basic services including health services, social welfare services, education and sports development, environmental management, agricultural support services, public works and infrastructure, housing and community development, tourism development, and disaster risk reduction and management. The Local Government Units (LGUs) can be categorized by province, city, municipality, and barangay which all play an important role in

achieving local development and also mirrors their commitment to good local governance. (Republic of the Philippines Congress, 1991, Section 17).

In order to identify the areas that needs improvement in the public service delivery, citizen satisfaction surveys must be conducted. The satisfaction should be based on the opinion and perception of the citizens. Researchers in the Philippines utilized the Citizen Satisfaction Index System (CSIS) to assess the performance of Local Government Units. The Citizen Satisfaction Index System (CSIS) is a program of the Department of the Interior and Local Government (DILG) which is also a part of the 2023-2028 implementation plan. It is a tool to measure the level of citizens satisfaction with regards to the services delivered by the Local Government Units (LGUs) including health, education, social welfare, public works, environment, economy, tourism and governance. The citizen satisfaction will which serves as a barometer to evaluate its effectiveness and the data will help improve the service delivery in the Local Government Units (Gabinete et al., 2022).

The Island Garden City of Samal is a second-class city located in the Davao Gulf of the Philippines. The Island Garden City of Samal officially became a city on March 7, 1998, through Republic Act No. 8471 which merged the three municipalities of Samal, Babak, and Kaputian into a single city (Republic of the Philippines Congress, 1998).

The Local Government Unit of the Island Garden City of Samal is a rapid developing city known for its natural attractions, cultural festivals and growing industries. Public service delivery necessary for the LGUs development and sustainability such as healthcare, infrastructure, sanitation and waste management, and responsiveness and transparency. Inefficient delivery of these services can hinder the development of the city and can negatively affect the quality of life of its constituents. The LGU encountered many challenges due to its growing population, which increased the demand for public services while being constrained by limited resources. This study aims to assess the level of satisfaction of citizens with the service delivery in the Local Government of the Island Garden City of Samal in order to gain insights of the LGU and determines areas that calls from improvement and upholds good local governance.

OBJECTIVES

The study was conducted to assess the level of citizen's satisfaction on the service delivery in the Local Government Unit (LGU) of the Island Garden City of Samal. This study focuses on attaining the following objectives: (1) To profile the citizens of the Island Garden City of Samal; (2) To determine the level of citizen's satisfaction with service delivery in Local Government Unit of service delivery of the Island Garden City of Samal in terms of health services, infrastructure, sanitation and waste management, responsiveness and transparency, and overall satisfaction; and to recommend an intervention program to the Local Government Unit of the Island Garden City of Samal based on the findings of the study.

METHODOLOGY

The study employed systematic review of literature using PRISMA (Preferred Reporting Items for Systematic Reviews and Meta-Analyses) framework in order to guarantee transparency and structured approach in the selection, assessment and synthesis of the literature.

Articles published within the last ten years, from 2015 to 2025, that relate to the citizen satisfaction on service delivery by the Local Government Units (LGUs) in the Philippines and in global contexts as part of inclusion criteria are examined. Studies that used quantitative, qualitative, mixed method research designs, employing empirical data and published in English language were studied. The articles and studies with vague methodological concepts were excluded to ensure precision and significance.

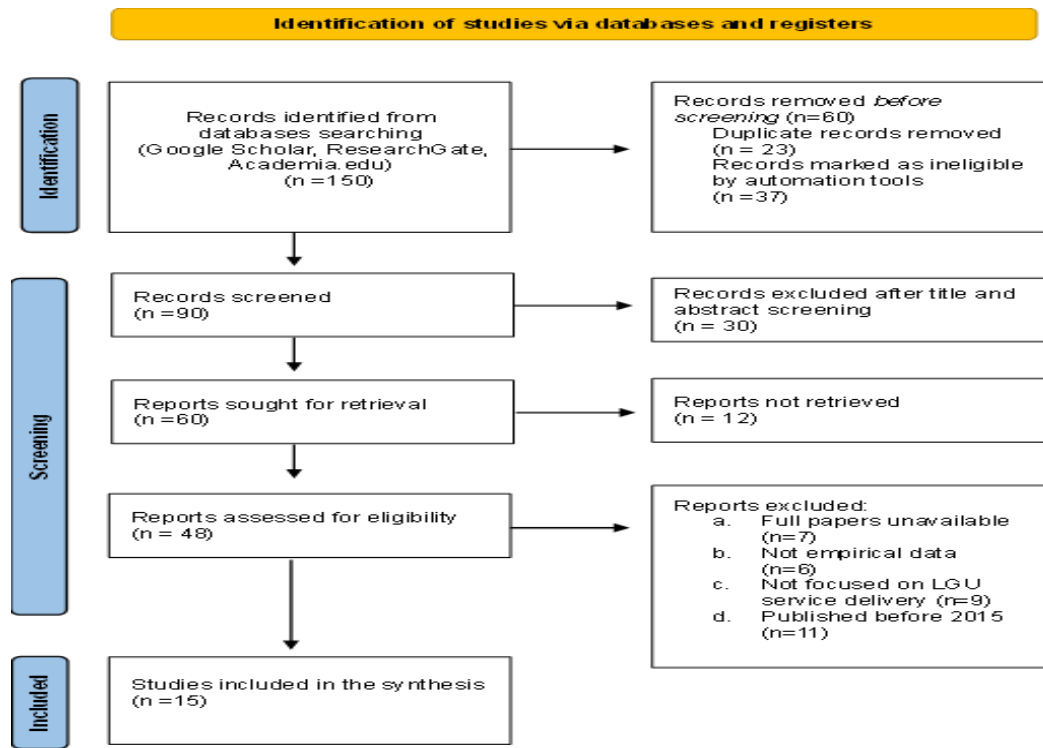
**Figure 1. Selection Flow using PRISMA Guidelines**

Figure 1 illustrates the process of selection and was documented using a PRISMA flow diagram which shows the identification, screening, eligibility assessment, and inclusion stages of the literature review. This structured approach enabled identification of key themes and trends within the selected literature to uphold a reliable and comprehensive overview about the citizen's satisfaction on the service delivery in Local Government Unit (LGU).

Legitimate academic databases were utilized to find literature and employed search strategy by using keywords such as “citizen satisfaction”, “service delivery”, “Local Government Unit”, “Local Governance”, “Philippines”, “Public services”, “Island Garden City of Samal” AND “health services” OR “infrastructure” OR “sanitation” OR “waste management” OR “responsiveness” OR “transparency”. To expand and refine the results, boolean operators such as “and” and “or” were used. Initial identification includes a total of 150 articles and then 90 articles remained after removing duplicates, 60 unique records remained. The title as well as the abstracts were screened which results in 48 articles were found eligible for the study. Final synthesis involves 15 studies based on the inclusion criteria.

Source/Database	Number of Studies	Key themes
Google Scholar	5	Infrastructure Development and Satisfaction
ResearchGate	3	E-Government and citizen engagement
Science Direct	3	Citizen Participation and Healthcare Service Delivery
SAGE	2	Responsiveness, Transparency, and Citizen Engagement
JSTOR	1	Sanitation and Waste Management
PIDS	1	Citizen satisfaction and Service Delivery Quality

Table 1. Summary of Distribution of Studies in Peer-Reviewed Journals and Databases

As shown in table 1 the distribution of 15 peer-reviewed studies in various academic databases as the corresponding key themes. Google scholar has the highest number of studies (n=5), with key theme Infrastructure Development and Satisfaction. ResearchGate (n=3) contributed key theme E-Government and

citizen engagement as well as the Science Direct (n=3) with theme Citizen Participation and Healthcare Service Delivery. SAGE (n=2) which provided key themes on Responsiveness, Transparency, and Citizen Engagement. One study from JSTOR focused on Sanitation and Waste Management along with PIDS (n=1) with key theme of Citizen satisfaction and Service Delivery Quality.

RESULTS AND DISCUSSION

The 15 studies included in this literature review encompass global and national context. Different regions in the Philippines with various methodologies are included ranging from surveys and interviews to case studies. Key themes identified across these studies include citizen satisfaction, service delivery quality, citizen participation in healthcare service delivery, infrastructure development and satisfaction, sanitation and waste management, and responsiveness, transparency, and citizen engagement.

Citizen Satisfaction. The quality the public services delivered by all governments reflects on the citizens satisfaction. A study by (Lamsal et al., 2022) affirms that citizens satisfactions include high quality infrastructure, easy access of public services, government personnel responsiveness to the public, and transparency. It is the main goal of all government either local or national to provide quality services to attain high level of satisfaction. However, citizen satisfaction is not solely based on services available but also on the quality, responsiveness, and accessibility of the given services. It is crucial that the government understand the needs of its citizens and determine which services needs improvement as it can enhance public satisfaction.

According to the study of (Almihat et al., 2022), customer satisfaction is way of assessing the quality of the given product or service. Citizens are composed of people in public and private sectors. The study indicates that citizen satisfaction is influenced by timely services, quality of infrastructure, transparency of local government operations, and good communication between the Local Government Unit (LGU) and the citizens. Moreover, the study stresses that having regular feedback mechanism and community participation in decision making encourage citizen satisfaction and trust. The use of digital tools in accessing LGU services were a factor that can increase citizen satisfaction as well.

Service Delivery Quality. A study by (Chewa et al., 2022) reveals that the interest of the government actors strongly influences the delivery of services such as personal interest, political influence and absence of transparency and responsibility. These factors especially compromise the service delivery which lead to citizen dissatisfaction. The study provides important contrasting approach to understand local governance challenges in the context of developing countries like the Philippines.

As emphasized by (Valle et al., 2024) explored how utilizing digital tools in the local government influence citizen participation, improved service delivery, and satisfaction in Local Government Units (LGUs) in Caloocan, Philippines. The study suggests that e-government tools and technologies significantly improved citizen participation, improved service delivery, and satisfaction by improving accessibility, lessen bureaucratic delays and promoting transparency. The study is relevant as it reflects both opportunities and limitation of e-governance in the local government setting.

Healthcare Services. One of the crucial components of service delivery are health services. This includes medical health programs, medical care and maintaining medical facilities to improve the health of the people. As mandated in RA 7160 healthcare is an essential service that LGU should provide including primary health care services, basic hospital services, public health programs and disaster and emergency health response. As revealed in the study of (Cohen et al., 2022) that citizen's satisfaction to service delivery is high, the perceptions of government social responsibility become strong which leads to less support to private healthcare provider. On the other hand, citizens dissatisfaction to public service delivery constitute to high support to private healthcare provider. The results revealed that citizen satisfaction is the attitude of the public towards service delivery approach and can measure public trust to the government.

As highlighted by La Forgia (2022), the result revealed that the LGU shows readiness in implementing the integrated healthcare service delivery under the Universal Health Care (UHC) by active collaboration with e-governance tools and health care providers. However, there are also challenges including lack of healthcare personnel, lack of facilities, and lack of partnership between municipals and provincial health offices. Moreover, the finding of the study shows that citizens satisfactions were not developed which makes it challenging to measure the quality of healthcare services.

Mangada (2018), in the study titled "Health Service Delivery in Selected Municipalities in Leyte: Inputs for Improved Health Service Delivery," the finding shows that the municipalities show satisfactory level in basic healthcare services including maternal and child health program. However, in the areas of infrastructure,

supplies and human resources shows disparities in service delivery especially in far flung areas in the municipalities. A lack of collection of data on patient satisfaction and healthcare outcomes were seen as a gap which hamper improvement of the healthcare service delivery. The result highlights the importance of assessing health services in the lens of the citizen satisfaction not just in the context of administrative capacity.

Infrastructure Development. Republic Act No. 9470 otherwise known as the Local Government Code of 1991, LGUs are mandated to uphold infrastructure development. The LGU are responsible for planning, implementing and maintaining projects in infrastructure such as basic public facilities, utilities and services, social infrastructure, community services and transportation networks. According to the report of the National Economic and Development Authority (NEDA), the Local Government Units (LGUs) must innovate and be resourceful in order to address the gaps in infrastructure.

The study of (Muatan et. al, 2022) revealed that users are satisfied on the pavement condition and maintenance of the road while they are dissatisfied with the inefficient traffic managements systems resulting to traffic congestions. In addition, it is also important to have enough lighting and pedestrians to ensure safety and accessibility. Poor road conditions and unreliable public utilities is inconvenient to the residents and also negatively affect potential investors and tourists which stops economic growth. The study highlights the importance of regular assessment of infrastructure and responsiveness of the government in terms of infrastructure.

Lee (2021) analyzed the relationship between the administrative capacity of local government and its performance in delivering services to the citizen. The study focused in global perspective and examined data from various countries to determine how governance factors influence infrastructure development. Case examples were also included to show how capacity constraints hamper infrastructure in the local context. The results revealed that high administrative capacity constitute improved infrastructure development especially in terms of transportation, public facilities and sanitation.

The study of (Ballesteros et al., 2023) assessed how collaborative governance between local government units (LGUs) and metropolitan areas such as Manila in the Philippines can improve the quality of urban service delivery in terms of infrastructure and utilities. The findings revealed that LGU collaboration leads to effective execution of infrastructure projects like waste management, transportation system and waste management. Nevertheless, there are identified disparities such as lack accountability and lack of incentives which prevents sustainability of the project.

In the study of (Park et al., 2017) the result shows that creation of infrastructure like irrigation system have significant impact on social capital. The respondents especially the households showed greater participation and responsibility if they will be involved in the project. Moreover, equitable implementation in infrastructure development leads to citizen satisfaction and service delivery in local government.

Sanitation and Waste Management. Sound and effective sanitation and waste management are not only important for public health but also for environmental sustainability. Under the Republic Act No. 7160 LGUs are mandated to ensure proper waste segregation and disposal, sanitation, and efficient waste management system.

In the study of (Ochoa-Rico et al., 2024) the results showed that citizen satisfaction on sanitation and management was lower than other services because of lack of maintenance of sanitation facilities, no garbage disposal infrastructure, and irregular collection of garbage. Moreover, there was a high level of citizens satisfaction in the communities having local government that is transparent and encourage citizen participation. This study provides insights on how to enhance sanitation and promote responsive local governance to enhance citizen satisfaction.

Go et al., (2020), in their study the findings showed the citizens are aware about the implementation of waste management policies however the implementation was a challenge due to lack of community participation, limited resources and lack of enforcement with the government personnel due to absence of cooperation between the citizens and the local officials. In addition, disparities include inadequate infrastructure for recycling, no education campaign and lack of monitoring which results to lack of citizen compliance and public dissatisfaction.

According to the study of (Santos-Nolo et a., 2021), the results revealed that the LGUs with well-established collaborative mechanism and community participation were significantly effective in the execution of solid waste management policies. However, disparities such as lack of technical capacities of local government personnel, lack of local ordinances which leads to citizen dissatisfaction. The study highlights the importance of regular monitoring and assessment in the initiatives. Moreover, the success of the local government program

particularly in waste management lies on the ability of the LGU to uphold accountability, participations and trust. The study is relevant to this review as it illustrates the role of environmental governance and the capacity of LGUs to influence the success of the program but also public satisfaction.

As noted by (Corpuz 2024), the result revealed that a lot of LGUs in the Philippines do not have enough infrastructure, financial resources, and inadequate technical capacity to create a wastewater treatment facility. In addition, weak coordination with other government department also hampers wastewater solutions. The study recommended to create a consensus-oriented strategy with the help of the citizen to solve the problem. This study highlights the significance of citizen engagement in planning to promote community participation. The findings of this study support the rationale for assessing service delivery particularly in sanitation services in Samal and how satisfaction levels can serve as a benchmark to improve the effectiveness of service delivery.

Responsiveness and Transparency. The Republic Act No. 7160 promotes good governance which key indicators include responsiveness and transparency. Citizens expect to have a local government which address their needs in a prompt, efficient and timely manner. Local government are also expected to fully disclose information to the public especially financial reports and budget to ensure that public funds are appropriately used.

Nguyen (2024), the study revealed the higher the level of government responsiveness the higher the trust and participate in government initiatives online. In addition, the factors that shapes transparency and digital participation includes timeliness and clarity. A notable gap includes limited application of experimental setting as some regions with no access to internet to connection and not digital literate.

The study of (Baloyi, 2023) showed that the factors that hinder responsiveness includes the level of community engagement, availability of resources and administrative processes. This factor resulted to delay of service delivery which undermine the trust in the local government. Nevertheless, the study also revealed when the municipality encourage citizen participation by through meetings and communication, this leads to increased public trust and satisfaction.

Gabriel (2017) revealed that councilors are fully aware of their roles especially in transparency however they failed to do it in practice. Transparency includes public disclosures of information especially policies, open forums, and public hearing were carried out inconsistently. Significant disparity includes lack of citizen engagement in decision-making which limits feedback mechanism for upholding public satisfaction and making public officials accountable.

According to (Gabriel et al., 2019) that the greater the transparency the higher the public satisfaction in service delivery especially when citizens are involves in participatory decision making and budgeting. However, identified gaps include inadequate evaluation systems, limited LGU personnel capacity and citizens awareness which leads to weak service delivery in the local setting. The study highlights that even though transparency frameworks exist, public satisfaction depends on implementation and engagement.

The reviewed studies highlight the different factors influencing citizen satisfaction in local government service delivery. The key determinants, in the case of the Local Government of the Island Garden City of Samal, these insights suggest strategies to ensure high level of citizen satisfaction by improving governance practices, promoting citizen engagement, investing in infrastructure development, establishing effective and efficient sanitation and waste management, and upholding transparency and responsiveness in service delivery at all times.

CONCLUSION

Citizen participation ensures that services delivered by the government align with community needs and citizen expectations. In the context of Island Garden City of Samal assessing the level of citizen satisfaction can lead to better service delivery by determining effective strategies.

The citizen values the quality of services delivered not what services are delivered to them. Services should be delivered in timely manner and should be accessible. Citizen's participation though giving them voice also contributes to increased satisfaction and improve the outcomes of service delivery particularly in healthcare services. The public should be included, seen and heard. Regular maintenance of infrastructure upholds trust of the citizen as well as adequate waste infrastructure, sanitation educational campaign and regular monitoring of waste management. Moreover, citizens wanted local government authorities to deliver public services in prompt, efficiently, and timely manner. When the LGU are responsive to needs of the citizens trust and support will be easy to acquire.

In adopting best practices and strategies from other LGUs, the Island Garden City of Samal can improve its service delivery mechanism and better meet the expectations of its citizens. Further research is encouraged especially focusing on the Samal will be beneficial to further validate the findings.

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