

**EXPLORING COMMUNITY NEEDS AND BASIC SERVICES:  
AN INVESTIGATION OF PEOPLE'S AWARENESS, AVAILMENT,  
AND SATISFACTION IN SITIO LIMUNSUDAN,  
BARANGAY ROGONGON, ILIGAN CITY**

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## **ABSTRACT**

### **EBOL, VAN KENNETH JUNIO and PAGUIA, REY BALIBER, “EXPLORING COMMUNITY NEEDS AND BASIC SERVICES: AN INVESTIGATION OF PEOPLES AWARENESS, AVAILMENT, AND SATISFACTION IN SITIO LIMUNSUDAN, BARANGAY ROGONGON, ILIGAN CITY.”**

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The research study was undertaken primarily to explore and determine the citizens' perspectives on the reach and quality of the services that the Local Government Unit is expected to provide in Sitio Limunsudan, Barangay Rogongon. It seeks to determine citizens' level of awareness, availment status, level of satisfaction, and on how the services affect the community of Sitio Limunsudan on the basic services accessed by the locality. The nature of the study was a mixed method research that involved hypothesis testing of variables. The quantitative method described the citizen's level of perception of the three core concepts – awareness, availment, and satisfaction with the basic services accessed by the community of Sitio Limunsudan – describing in complete detail the information gathered from the respondents.

Moreover, the qualitative method was used to identify how services affect the participants and the aspirations and challenges of these services/programs available to the community. Researchers combine qualitative and quantitative methods to expand their evidence, improve the credibility of their findings, and illustrate the results from one method with the results from the other. It utilized a structured interview schedule to obtain data and a focus group discussion to gather further information.

Based on the findings, the following conclusions are drawn: the study provides valuable insights into the socio-demographic characteristics, awareness, availment of services, and satisfaction levels among the respondents in Sitio Limunsudan. Most of the respondents were female, married, and engaged in farming as their main source of income. They had a high level of awareness of health programs and services, governance and response, and basic education services, indicating that the government has made efforts to inform and involve the community in decision-making processes regarding basic services. However, there is a need for increased awareness and attention to social welfare services and agricultural support services, as they were less known among the respondents.

Most respondents claimed to have availed of health programs and services, governance and response, basic education services, public works and infrastructure, and environmental management services. However, there was a lack of availment of social



welfare services and agricultural support services, highlighting the necessity for additional focus and resources to provide these vital services to the community. The study aligns with previous research, indicating the importance of ensuring access to basic services for rural communities.

Overall, the respondents expressed strong satisfaction with health programs and services and basic education services, indicating that these services met or exceeded their expectations. However, there was general dissatisfaction with social welfare services and agricultural support services, underlining the need for improved access and quality in these areas. The geographical barriers and poor quality of agricultural support services were identified as negative factors affecting the community.

The study found significant associations between various socio-demographic factors, such as sex, age, relationship to household head, educational attainment, source of income, estimated monthly income, length of stay in sitio, and source of information, with the level of awareness. This highlights the importance of considering these factors in designing effective communication strategies and policies to enhance awareness among different segments of the population.

Furthermore, there was a significant association between awareness and the availment status of health programs and services, social welfare services, governance and response, public works and infrastructure, environmental management, and agricultural support services. This emphasizes the need to bridge the gap between awareness and availment to ensure that individuals can benefit fully from available services, particularly in the case of basic education services.

Lastly, the study revealed a significant relationship between availment status and satisfaction levels in health programs and services, social welfare services, governance and response, environmental management, and agricultural support services. This suggests that improving the availment of these services is crucial for enhancing satisfaction levels and overall well-being. Efforts should be directed toward improving access to these services, especially for those living in remote or rural areas.

In conclusion, this study sheds light on the socio-demographic characteristics, awareness, availment of services, and satisfaction levels in Sitio Limunsudan. It provides valuable insights for policymakers and service providers to address the gaps and enhance the delivery of basic services to a vulnerable and marginalized population, ensuring their well-being and development.

**Keywords:** *Basic Services, Level of Awareness, Availment Status, Level of Satisfaction, Community Needs*