



**GOP-UNDP PROGRAMME:
FOSTERING DEMOCRATIC GOVERNANCE**



**UNIVERSITY OF THE PHILIPPINES – NATIONAL COLLEGE OF
PUBLIC ADMINISTRATION AND GOVERNANCE (UP-NCPAG):
IMPLEMENTING PARTNER**

REPORT ON THE BASELINE SURVEY ON GOVERNANCE REFORMS

SWS June 22 - 28, 2006 National Survey



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1. Project Description

1.1 Background: Public opinion and the Millennium Development Goals

To foster democratic governance, the Government of the Philippines-United Nations Development Programme (GOP-UNDP) Cooperation Programme focuses on three strategic reform areas that will build from the gains and lessons in previous country cooperation in the Philippines: (i) political reforms, which give emphasis to the enhancement of democratic political institutions and processes that are inclusive and participatory, a responsive and effective process of legislation, credible and efficient electoral process and an inclusive and participatory political system; (ii) public administration reforms, which pursue administrative reforms, anti-corruption measures, effective capacity building for national and local bureaucracy and partner institutions, and aid coordination; and (iii) justice reforms, which underscore a sustained and harmonized reform within and among the five pillars of the criminal justice system, namely law enforcement, prosecution, courts, corrections, and community integration. Also, the programme focuses on capacitating both the duty holders and claim holders of governance under the Rights and Reforms for Results (RRR) framework as enabling environment initiatives toward realizing the Millennium Declaration (MD) and Millennium Development Goals (MDGs).

The Philippines faces challenging governance reform issues that directly or indirectly impact on the lives of its citizens, particularly the poor and disadvantaged sectors such as women and children. Success in achieving economic growth, poverty reduction and sustainable human development is anchored primarily on the quality of governance in the country.

The public is this government's main client. Leaders are accountable to their constituents; government is accountable to the governed. Public opinion on satisfaction and confidence in the performance of various branches and officers is the end-outcome indicator of successful governance. Real improvements in effectiveness and efficiency



will manifest in a public that views its leaders optimistically, as doing good jobs and fulfilling duties. Evaluation studies emphasize the fundamental difference between outputs and outcomes. Outputs are the means-to-the-end products that programs generate. For example, in a program designed to improve the quality of education, outputs might be a greater number of classrooms and improved teacher-student ratios. The more important indicator of program success is not output, but outcome. Outcomes are the end-products or achieved aims of programs. In the example of improving the quality of education, it may be indicators such as higher acceptance rates into college, or higher test scores. Given the greater context of governance reforms, the critical outcome is how well the governed public reviews improvements. Is there a palpable increase in satisfaction with how government is running the country? Do the people trust agencies of government more? Do citizens feel more like they have a say in how their leaders make decisions?

This study was commissioned to generate baseline data for the MDG programs. The long-term end-outcome for many of the projects is greater approval from the public of the job the government is doing in various critical aspects of governance.

1.2 Design of the study

Social Weather Stations (SWS) and the National College of Public Administration and Governance (NCPAG) agreed that the study would make use of twenty (20) closed-ended questions specifically commissioned with embargo and nineteen (19) questions sponsored without embargo, as part of the Omnibus Second Quarter 2006 Social Weather Survey done over June 22 to 28, 2006.

Following standard SWS procedures, this survey divided the Philippines into four study areas, namely National Capital Region, Balance Luzon, Visayas, and Mindanao, each with a sample size of 300 voting-age adults (18 years and older) for a total sample of 1,200 adults nationwide. The survey instrument was administered through face-to-face interviewing.

Multi-stage sampling was used in selecting the respondents from 240 geographical spots selected from all regions. Provinces, cities/towns, and barangays were selected with probabilities proportional to size. Households were selected using interval sampling, and respondents were randomly selected among qualified adult respondents



within the household using a probability selection table (Kish Grid). To obtain national estimates, the area estimates were weighted by National Statistics Office medium-population projections for 2006.

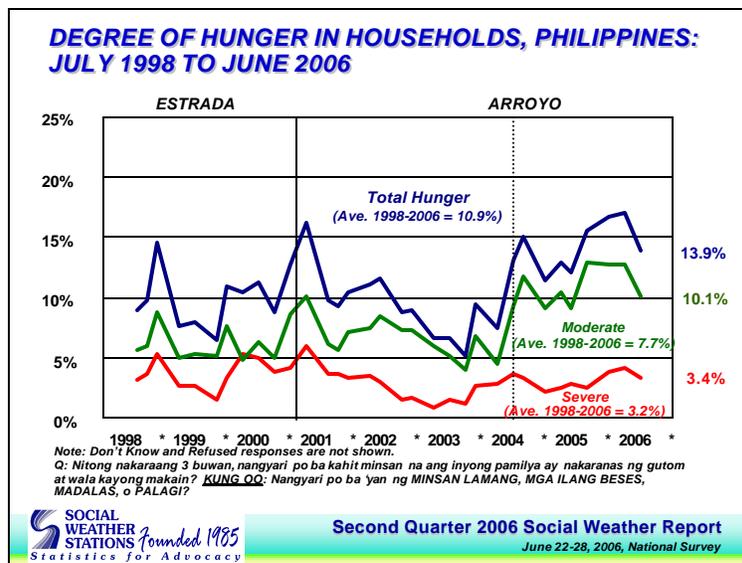


2. Discussion of findings

2.1 Hunger and poverty

In all Social Weather Surveys, household heads are asked whether their family experienced hunger, without any food to eat (i.e., involuntary hunger), at any time in the past three months. Earlier, SWS had reported an all-time high in self-reported incidence of hunger during the First Quarter of 2006, with 16.9% of households reporting having experienced hunger. In the Second Quarter, the proportion of families experiencing involuntary hunger was found to be 13.9%, which is still rather high although less than in the First Quarter. The SWS surveys show that the incidence of hunger has been in double-digits from the Second Quarter of 2004 to the Second Quarter of 2006.

Figure 1.



The last quarter's decline of hunger at the national level is due to improvements in Mindanao where it fell from 21% in March 2006 to 17.3% in June 2006, in Metro Manila, from 18.3% in March to 15% in June, and in the Balance of Luzon, from 14.7% in March to 10% in June. In Visayas, hunger rose slightly from 16% in March to 17.7% in June.



Table 1.

INCIDENCE OF TOTAL HUNGER IN HOUSEHOLDS, BY LOCATION: JULY 1998 TO JUNE 2006												
	<u>NCR</u>	<u>Bal. Luz</u>	<u>Vis</u>	<u>Min</u>		<u>NCR</u>	<u>Bal. Luz</u>	<u>Vis</u>	<u>Min</u>			
Jul 98	6.1%	5.1%	11.3%	15.3%	Sep 02	8.3%	13.7%	2.0%	6.3%			
Sep 98	9.0	7.3	11.1	13.1	Nov 02	5.3	9.3	10.0	9.7			
Nov 98	9.3	17.3	11.6	15.1	Mar 03	7.3	8.0	4.3	6.0			
Mar 99	6.0	5.7	7.7	12.7	Jun 03	8.0	7.3	3.3	7.3			
Jun 99	7.3	7.0	7.0	11.3	Sep 03	7.3	4.7	4.3	5.3			
Oct 99	6.7	8.7	5.3	3.3	Nov 03	7.7	12.7	6.0	7.7			
Dec 99	11.7	11.7	10.3	10.0	Mar 04	3.4	8.1	6.6	9.2			
Mar 00	10.0	7.7	7.7	18.3	Jun 04	7.3	9.3	14.3	22.0			
Jun 00	5.7	12.7	13.3	10.3	Aug 04	15.7	11.3	13.3	23.0			
Sep 00	4.3	8.3	5.3	15.3	Dec 04	8.7	9.0	13.0	16.3			
Dec 00	10.7	12.3	12.3	15.0	Mar 05	7.7	13.7	13.7	14.3			
Mar 01	10.0	15.3	20.0	18.0	May 05	12.0	15.0	13.7	5.3			
Jul 01	9.7	8.0	12.0	11.3	Aug 05	16.7	18.0	13.3	12.0			
Sep 01	11.3	7.0	12.7	9.3	Dec 05	21.0	13.7	14.3	21.7			
Nov 01	5.7	8.7	12.3	14.7	Mar 06	18.3	14.7	16.0	21.0			
Mar 02	8.7	12.0	13.0	9.3	Jun 06	15.0	10.0	17.7	17.3			
May 02	7.7	12.3	10.7	13.0								
					AVERAGE HUNGER (07/98-07/06)				9.4	10.5	10.6	12.7

Note: If 10% is the proportion being tested, the error margin is 1.73%.
 Q: Nitong nakaraang 3 buwan, nangyari po ba kahit minsan na ang inyong pamilya ay nakaranas ng gutom at wala kayong makain?

SOCIAL WEATHER STATIONS *Founded 1985*
Statistics for Advocacy

Second Quarter 2006 Social Weather Report
 June 22-28, 2006, National Survey

Severe Hunger, defined as households who went hungry *Often* or *Always* in the last three months, declined to 3.4% in June - or over 580,000 households - from 4.2% in March. *Moderate Hunger*, defined as those who experienced it *Only Once* or *A Few Times* in the last three months, fell to 10.1% in June - about 1.8 million households - from 12.7% in March. Compared to March 2006, *Severe Hunger* rose in Visayas and Mindanao, but fell in Metro Manila and in the Balance of Luzon. *Moderate Hunger* fell in all areas, between March and June 2006.



Table 2.

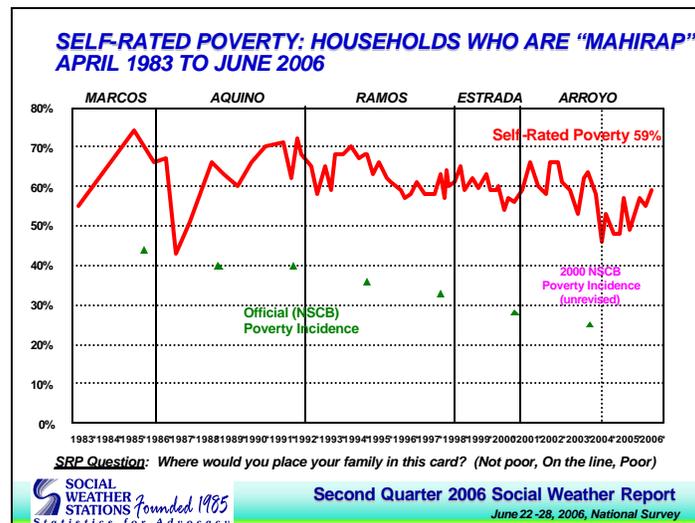
DEGREE OF HUNGER IN HOUSEHOLDS, NATIONAL CAPITAL REGION: JULY 1998 TO JUNE 2006			
	<u>Overall</u>	<u>Moderate</u>	<u>Severe</u>
July 98	6.1%	5.2%	0.9%
Sep 98	9.0	6.1	2.9
Nov 98	9.3	7.3	2.0
Mar 99	6.0	4.7	1.3
Jun 99	7.3	5.3	2.0
Oct 99	6.7	5.7	1.0
Dec 99	11.7	8.3	3.3
Mar 00	10.0	6.0	4.0
Jun 00	5.7	3.7	2.0
Sep 00	4.3	3.7	0.7
Dec 00	10.7	9.7	1.0
Mar 01	10.0	7.3	2.6
Jul 01	9.7	5.3	4.4
Sep 01	11.3	6.0	5.3
Nov 01	5.7	5.0	0.7
Mar 02	8.7	6.7	2.0
May 02	7.7	5.7	2.0
Sep 02	8.3%	6.0%	2.3%
Nov 02	5.3	3.7	1.7
Mar 03	7.3	6.4	1.0
Jun 03	8.0	6.0	2.0
Sep 03	7.3	5.7	1.7
Nov 03	7.7	5.0	2.7
Mar 04	3.4	1.7	1.7
Jun 04	7.3	5.7	1.7
Aug 04	15.7	13.0	2.7
Dec 04	8.7	7.7	1.0
Mar 05	7.7	6.1	1.7
May 05	12.0	10.7	1.3
Aug 05	16.7	12.3	4.3
Dec 05	21.0	13.7	7.3
Mar 06	18.3	12.7	5.7
Jun 06	15.0	10.0	5.0
AVERAGE HUNGER (07/98-07/06)	9.4	6.9	2.5

Note: If 10% is the proportion being tested, the error margin is 1.73%. Don't Know and Refused responses are not shown.
 Q: Nitong nakaraang 3 buwan, nangyari po ba kahit minsan na ang inyong pamilya ay nakaranas ng gutom at wala kayong makain? **KUNG OO:** Nangyari po ba 'yan ng MINSAN LAMANG, MGA ILANG BESES, MADALAS, o PALAGI?

SOCIAL WEATHER STATIONS Founded 1985 **Second Quarter 2006 Social Weather Report**
 June 22-28, 2006, National Survey

The proportion of household heads reporting themselves as *Mahirap* or Poor has been generally rising over 2004-2006, after having fallen over 2001-2004 (Figure 2). In the first two quarters of this year it was at 59% in June, from 55% in March. The proportion of Self-Rated Poor households rose in Mindanao, from 56% in March 2006 to 61% in June 2006, in Luzon outside of Metro Manila, from 54% in March to 59% in June, and in Visayas, from 57% in March to 59% in June. The Self-Rated Poor slightly declined in Metro Manila, from 56% in March to 54% in June.

Figure 2.





There are proportionally more households in Mindanao (25%) and Visayas (23%) with young children than in Luzon (20%) and NCR (15%). The lower economic classes are also more likely to have young children in the home (E 27%, D 20%) compared to the higher classes (ABC 13%). These associations are expected given that historically the more educated and higher-income individuals have delayed childbirth, and have had fewer children during their lifetimes.

Twenty-one percent of households in the Philippines have at least one child studying in public day care centers, or else in Grade 1 at a public elementary school. Of those with at least one child in day care or grade 1, 10% report having received free rice from their schools in the past 3 months.

Household heads were asked if they had received any help, of various forms, any time in the past 3 months. Roughly 4 out of 10 say they received some kind of help (37%). Interestingly, the distribution does not change much by economic class; in the ABC group 65% say they did not receive help, compared to 61% in D and 69% in E. One would expect dramatic differences in assistance received across economic class, that the middle-to-upper ABC classes would not require additional support. Among those who received help, 45% received money-gifts, 39% received money-loans, and 28% received food. Even more interesting, proportionally more of the ABC class members actually received money-gifts (62%) compared to the D (45%) and E (2%) classes. Conversely, the lower classes received more money-loans (D 40%, E 40%) than the ABC group (22%). Perhaps affluent families habitually provide financial assistance to relatives and given their wealthy state they are not inclined to ask for the money back. Across the board, the cash and kind assistance received tends to originate most frequently from relatives, followed by friends, and then government. That is, much of the support received by those who need it come from social networks more often than institutional sources such as government or private companies.



2.2 Electoral and Political Reforms

2.2.1 Registration and voting

Improving the electoral system is an important component of the UNDP's aims for political reforms. Specifically, it aims to enhance capacities of the electoral body to undertake electoral modernization, raise the level of political discourse, and educate the people on citizenship and the right of suffrage. Additionally, part of its goal is to pass critical political reforms on anti-dynasty legislation, campaign financing, and the political party system. In the bigger picture of maintaining a healthy working democratic society, citizens of all social classes should have equal opportunities and be equally motivated to participate in the political process through voting as well as other means. One of the critical indicators of progress in the electoral system is the level of public trust that elections are held free of cheating and unethical practices. This section discusses the public's levels of electoral participation and their perceptions regarding elections. The perceived legitimacy of elections has important impacts on the broader goals of democracy and equal participation, especially among the poor.

Unlike the indicators of hunger and poverty, which refer to a household as a whole and are thus based on responses of a *household-head* as spokesperson, the study's indicators concerning democracy and governance are taken from the viewpoint of an individual *adult* respondent. That is to say, questions in the survey concerning family welfare are directed to the household head, whereas questions concerning democracy and governance are directed towards a randomly-chosen member of the household, not necessarily the household head, who is at least 18 years old, or of voting age.

Eighty-seven percent, or roughly 9 out of 10 Filipino adults are currently registered to vote, while 13% are unregistered; this is roughly equally distributed by region of residence, gender, and social class (Table 3). Table 4 shows that many young people between the ages of 18 and 24 are currently unregistered (42%). A large portion of younger people would not have had any voting experience and may not be thinking about the registration procedure while the next election is still one year off.

There remains much work to be done in terms of disseminating information about Continuing Voter Registration. Of the unregistered, only 24% know, while the great



majority (75%) do not know, that voter registration is always ongoing. Awareness in Mindanao is dismally low (8%) compared to the rest of the country (35% NCR, 26% Luzon, 29% Visayas).

Almost all (92%) eligible voters reported voting during the last national election in 2004. Only 3% say they were currently registered to vote but voluntarily did not vote.

Table 3.

WHETHER RESPONDENT IS A REGISTERED VOTER, AND VOTED IN THE 2004 NATIONAL ELECTION, BY AREA AND CLASS, JUNE 2006								
	<u>RP</u>	<u>BAL</u>				<u>ABC</u>	<u>D</u>	<u>E</u>
		<u>NCR</u>	<u>LUZ</u>	<u>VIS</u>	<u>MIN</u>			
Registered voter	87%	87%	86%	91%	88%	89%	88%	87%
<i>Base: Total Registered voters</i>								
Voted	92	88	92	94	94	89	93	92
Did not vote								
...below 18 at that time	0.3	0.4	0.4	0	0.4	0	0.2	1
...was not registered although aged 18+	1	0	1	0	1	0	1	0
...registered but voluntarily didn't vote	3	5	2	3	3	4	2	4
...registered but didn't vote for reasons beyond control	4	7	5	3	2	8	4	3

R26. At present, are you registered to vote? (Yes, No)
R27. Did you vote in the last national election of 2004? (Yes, voted; No, did not, because below 18 at that time; No, did not, was not registered although 18+ years old; No, registered but voluntarily did not vote; No, registered but did not vote for reasons beyond my contr ol)

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Table 4.

WHETHER RESPONDENT IS A REGISTERED VOTER, AND VOTED IN THE 2004 NATIONAL ELECTION, BY SEX AND AGE GROUP, JUNE 2006								
	<u>RP</u>	<u>MALE FEMALE</u>		<u>18-24</u>	<u>25-34</u>	<u>35-44</u>	<u>45-54</u>	<u>55 & Up</u>
Registered voter	87%	88%	87%	58%	89%	93%	94%	93%
<i>Base: Total Registered voters</i>								
Voted	92	92	93	83	92	92	96	93
Did not vote								
...below 18 at that time	0.3	0.1	1	1	0	1	0.4	0
...was not registered although aged 18+	1	1	1	2	1	1	0.4	1
...registered but voluntarily didn't vote	3	3	3	5	4	3	2	2
...registered but didn't vote for reasons beyond control	4	4	3	10	3	4	2	4

R26. At present, are you registered to vote? (Yes, No)
R27. Did you vote in the last national election of 2004? (Yes, voted; No, did not, because below 18 at that time; No, did not, was not registered although 18+ years old; No, registered but voluntarily did not vote; No, registered but did not vote for reasons beyond my contr ol)

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2.2.2 Clean and free elections

Sixty-two percent of Filipinos say the May 2004 election was clean and free in their precincts, with 37% strongly agreed about this. This differs dramatically between geographic areas of the country. Only 40% of residents in NCR think their precincts were free of cheating, compared to 75% in the rest of Luzon. In general, fewer of those living in urban areas report that the election in their precincts was clean; it is 52% in urban areas compared to 72% in rural areas. There are no statistically significant differences by gender and age. The data (Figure 3) show relatively more of those with lower educational attainment reporting that their precinct-voting was clean. This is a steadily increasing pattern -- 19% among those with some high school and below, 23% among those with some college, and 28% among those with a college degree or more, disagree with the test statement.

Figure 3.

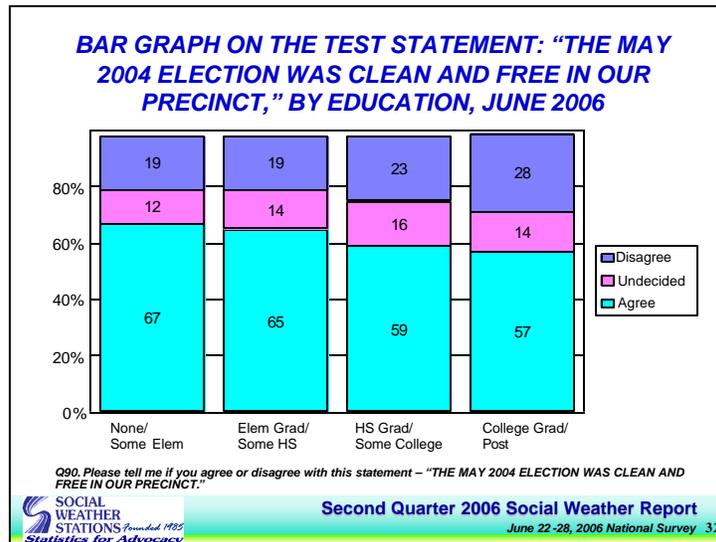




Table 5.

TEST STATEMENT: "THE MAY 2004 ELECTION WAS CLEAN AND FREE IN OUR PRECINCT," BY AREA AND CLASS, JUNE 2006

	RP	BAL					ABC	D	E
		NCR	LUZ	VIS	MIN				
AGREE	62%	40%	75%	56%	57%	64%	64%	58%	
Strongly agree	37	12	52	33	28	34	38	36	
Somewhat agree	25	28	24	23	29	30	26	22	
UNDECIDED	15	23	11	17	15	12	14	19	
DISAGREE	22	36	12	26	27	24	22	22	
Somewhat disagree	11	13	7	14	13	13	10	12	
Strongly disagree	11	23	5	12	14	11	11	10	
NET*	+41	+4	+63	+30	+30	+40	+42	+36	

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q90. Please tell me if you agree or disagree with this statement – "THE MAY 2004 ELECTION WAS CLEAN AND FREE IN OUR PRECINCT."

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Table 6.

TEST STATEMENT: "THE MAY 2004 ELECTION WAS CLEAN AND FREE IN OUR PRECINCT," BY LOCALE AND EDUCATION, JUNE 2006

RP	Urban		Rural		None/Some	Elem	HS Grad/Some HS	HS Grad/Voc/Some Coll	Coll Grad/Post
	Urban	Rural	Urban	Rural	Elem	Some HS	Coll	Post	
AGREE	62%	52%	72%	67%	65%	59%	57%		
Strongly agree	37	24	50	40	38	36	32		
Somewhat agree	25	28	23	27	27	23	26		
UNDECIDED	15	18	12	12	14	16	14		
DISAGREE	22	29	14	19	19	23	28		
Somewhat disagree	11	14	8	12	12	9	14		
Strongly disagree	11	15	6	7	8	14	14		
NET*	+41	+23	+58	+48	+46	+36	+29		

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q90. Please tell me if you agree or disagree with this statement – "THE MAY 2004 ELECTION WAS CLEAN AND FREE IN OUR PRECINCT."

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What about respondents' outlooks for the next elections? While there seems to be an encouraging number of Filipinos report that the past voting was clean in their own precinct, there is some hesitation about predicting how well the next election will go. Only 53% express agreement with the statement that the next election can be expected to be clean and free in their precinct. Of the balance, 31% are undecided and 14% disagree.



Thus, only about half of the respondents are optimistic about the next election. The distribution of responses is significantly different by geographic region: those from NCR are much less likely to be optimistic – 33% compared to 59% in the rest of Luzon, 46% in Visayas, and 57% in Mindanao. Urbanites tend to be less optimistic than rural dwellers in general. Interestingly, the ABCs are more optimistic about the next election (61%) than the Ds (54%) and Es (45%).

Table 7.

TEST STATEMENT: "THE NEXT ELECTION CAN BE EXPECTED TO BE CLEAN AND FREE IN OUR PRECINCT," BY AREA AND CLASS, JUNE 2006

	RP	NCR	BAL LUZ	VIS	MIN	ABC	D	E
AGREE	53%	33%	59%	46%	57%	63%	54%	45%
Strongly agree	28	7	37	22	28	35	29	22
Somewhat agree	25	26	22	25	29	28	25	23
UNDECIDED	31	39	31	31	25	20	30	37
DISAGREE	14	24	8	20	16	14	14	17
Somewhat disagree	8	11	5	11	10	7	8	9
Strongly disagree	6	13	3	9	6	7	6	8
NET*	+38	+10	+51	+27	+41	+49	+41	+28

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q91. Please tell me if you agree or disagree with this statement– "THE NEXT ELECTION CAN BE EXPECTED TO BE CLEAN AND FREE IN OUR PRECINCT."

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Table 8.

TEST STATEMENT: "THE NEXT ELECTION CAN BE EXPECTED TO BE CLEAN AND FREE IN OUR PRECINCT," BY LOCALE AND EDUCATION, JUNE 2006

	RP	Urban	Rural	None/ Some Elem	Elem Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
AGREE	53%	44%	61%	57%	55%	50%	49%
Strongly agree	28	17	38	34	29	26	22
Somewhat agree	25	27	23	23	26	24	27
UNDECIDED	31	34	28	29	31	32	34
DISAGREE	14	20	9	12	12	17	16
Somewhat disagree	8	11	6	6	7	10	8
Strongly disagree	6	9	3	6	6	6	8
NET*	+38	+24	+52	+45	+43	+33	+33

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q91. Please tell me if you agree or disagree with this statement– "THE NEXT ELECTION CAN BE EXPECTED TO BE CLEAN AND FREE IN OUR PRECINCT."

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It is possible that the level of involvement people feel when deciding who to vote for President and who to vote for Mayor would be different. The responsibilities and actions of a town/city mayor would directly impact the lives of residents almost immediately. In contrast, the responsibilities of a president are more diffuse; decision-making at the national level of politics rarely produces immediate and dramatic changes in a citizen's daily life. Moreover, since fewer people vote for a mayor than for a president, in a mayoral election votes hold greater weight in proportion with the total. However, the June survey finds an overwhelming 81% of respondents saying that they are equally interested in the mayoral and presidential races. The remaining 20% is split evenly between those more interested in the mayoral race and those being more interested in the presidential race. Some interesting patterns emerge. Those from NCR (15%) are significantly more likely to have stronger interest in presidential politics than Mindanaoans (4%). This might be symptomatic of the Manila-centric nature of the national political scene. It may also indicate that residents of Mindanao feel alienated from national politics., and that to them it is the people occupying their local political offices that can really make profound differences in their lives.

Table 9.

INTEREST IN VOTING FOR A PRESIDENT, OR MAYOR, BY AREA AND CLASS, JUNE 2006									
	RP	BAL							
		NCR	LUZ	VIS	MIN	ABC	D	E	
<i>Base: Total Who Voted in 2004 Election</i>	<i>(92%)</i>	<i>(88%)</i>	<i>(92%)</i>	<i>(94%)</i>	<i>(94%)</i>	<i>(89%)</i>	<i>(93%)</i>	<i>(92%)</i>	
More interested									
...in voting for a President	9	15	9	11	4	6	11	5	
...in voting for a Mayor	9	10	8	4	18	3	9	12	
Equally interested	81	75	83	85	78	91	80	82	
None of the above	0.1	0.4	0	0	0	0	0	0.2	

Note: No answer responses are not shown.
R28. IF VOTED IN ELECTION OF 2004: In 2004, were you more interested in voting for the position of President, or more interested in the position of Mayor, or were you equally interested in those positions?



2.2.3 Satisfaction with the national government

Gauging public satisfaction with the overall performance of government is one way to detect the long-range success of public programs. Since the political scene has been highly volatile in the past few years, indicators would similarly reflect changes in the social climate. In the mind of an individual constituent, a measure of overall satisfaction may draw from his/her assessment of how well the country is doing as a whole, how government institutions are acting in response to certain crises, and how well a particular institution is fulfilling its mandated role in a democratic nation. Apart from the elections held every few years, satisfaction ratings serve as important indicators of how incumbents and their respective offices are doing.

The Senate. Slightly less than half of all Filipino citizens report being Very/Somewhat Satisfied (45%) in the overall performance of the Senate: the breakdown has only 6% Very Satisfied, with the rest Somewhat Satisfied. A quarter is undecided whether they are satisfied or dissatisfied (25%). There are 28% Dissatisfied, of which 16% are Very and 12% are Somewhat Dissatisfied. Net Satisfaction is then +17 for the Senate as a whole. This is a significant and positive change in public satisfaction from last quarter (Mar06) when the net rating was only +9. There have been substantial fluctuations in the past four quarters in fact. In May of 2005 the Senate suffered its lowest-ever net rating of -3, dramatically rebounding in the next quarter to +20. Positive net ratings notwithstanding, one must take notice of the underlying figures which, in this quarter, shows less than half of the population reporting being satisfied by the performance of the Senate.



Table 10.

NET* SATISFACTION RATINGS OF THE SENATE, 1996 – 2006

<u>Ramos</u>		<u>Arroyo</u>	
Apr96	+13	Mar01	+24
Jun96	+18	Jul01	+28
Sep96	+15	Sep01	+ 4
Dec96	+15	Nov01	+18
Apr97	+29	Mar02	+ 9
Jun97	+34	May02	+ 8
Sep97	+18	Sep02	+17
Dec97	+27	Sep02	+17
Feb88	+19	Mar03	+23
Mar98	+19	Jun03	+25
Apr98	+ 9	Sep03	+20
<u>Estrada</u>		Nov03	+ 7
Sep98	+22	Mar04	+25
Nov98	+31	Jun04	+19
Mar99	+35	Aug04	+17
Jun99	+30	Dec04	+12
Oct99	+16	Mar05	+ 1
Dec99	+ 1	May05	- 3
Mar00	+21	Aug05	+20
Jul00	+28	Dec05	+14
Sep00	+25	Mar 06	+ 9
Dec00	+28	Jun 06	+17

* % Satisfied minus % Dissatisfied

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Table 11.

PUBLIC SATISFACTION WITH THE SENATE, BY AREA AND CLASS, JUNE 2006

	<u>RP</u>	<u>NCR</u>	<u>BAL</u> <u>LUZ</u>	<u>VIS</u>	<u>MIN</u>	<u>ABC</u>	<u>D</u>	<u>E</u>
SATISFIED	45	36	44	51	49	28	46	48
<i>Very satisfied</i>	6	3	5	9	8	7	6	9
<i>Somewhat satisfied</i>	39	32	39	41	41	22	40	39
UNDECIDED	25	19	28	22	23	20	25	24
DISSATISFIED	28	43	27	23	25	47	28	24
<i>Somewhat dissatisfied</i>	16	29	13	16	16	30	15	16
<i>Very dissatisfied</i>	12	14	14	7	9	17	12	8
NET*	+17	-7	+17	+27	+24	-18	+18	+25

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q26. Based on their overall performance, how do you feel about the performance of the SENATE? Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Senate?

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Table 12.

PUBLIC SATISFACTION WITH THE SENATE, BY EDUCATION, JUNE 2006					
	<u>RP</u>	<u>None/ Some Elem</u>	<u>Elem Grad/ Some HS</u>	<u>HS Grad/ Voc/Some Coll</u>	<u>Coll Grad/ Post</u>
SATISFIED	45	51	46	44	41
<i>Very satisfied</i>	6	10	7	5	4
<i>Somewhat satisfied</i>	39	41	38	38	37
UNDECIDED	25	23	26	26	15
DISSATISFIED	28	22	25	29	44
<i>Somewhat dissatisfied</i>	16	13	14	18	21
<i>Very dissatisfied</i>	12	8	10	11	23
NET*	+17	+29	+21	+15	-3

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q26. Based on their overall performance, how do you feel about the performance of the SENATE? Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Senate?

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The distribution of responses across geographic areas and economic class shows large disparities. While only 27% in Luzon, 23% in Visayas, and 25% in Mindanao are dissatisfied with Senate, close to half of those in NCR (43%) are dissatisfied. The same pattern is found in the economic classifications: 47% of the ABC classes are dissatisfied, compared to 28% and 24% of the D and E classes respectively. Reflective of this in part, 44% of those with a college education are dissatisfied compared to only 22% for those with less than elementary education, 25% for those with some high school, and 29% for high school graduates up to partial tertiary education. Thus, while as a whole the country exhibits positive net satisfaction with the senate, the senate rating is negative among those living in NCR (-7), those in the ABC classes (-18), and among the college educated (-3). These patterns are typically found in satisfaction ratings of the national government, likely owing to different levels of expectations of standards between social groups.

The House of Representatives. Overall satisfaction is slightly lower in the House compared to the Senate, with a total of 40% being satisfied, 5% of which say they are very satisfied and the rest (35%) only somewhat satisfied. Twenty-eight percent are undecided, and 28% say they are somewhat dissatisfied (15%) or very dissatisfied (12%). The national-level net rating is +12, a significant increase from the First Quarter 2006's net rating of -1. Table 13 shows that since last year the net satisfaction ratings of the House have been moving up and down dramatically. In the past several quarters both the



Senate and the House of Representatives have had highly public feuds with each other and the Office of the President regarding, among other things, the proposal to change this country's system of government. These and other incidences of public debate may be causing sharp changes in public assessment of their performance.

Table 13.

NET* SATISFACTION RATINGS OF THE HOUSE OF REPRESENTATIVES, 1988 – 2006					
Aquino		Ramos		Arroyo	
Sep88	+22	Apr96	+ 5	Mar01	+20
Feb89	+ 8	Jun96	+11	Jul01	+21
Sep89	+12	Sep96	+ 8	Sep01	+ 4
Nov90	+ 3	Dec96	+11	Nov01	+15
Jul91	+ 5	Apr97	+25	Mar02	+ 5
Nov91	+ 2	Jun97	+27	May02	+ 1
Feb92	+11	Sep97	+13	Sep02	+12
Apr92	+11	Dec97	+23	Sep02	+12
		Feb88	+17	Mar03	+19
Ramos		Mar98	+17	Jun03	+18
Sep92	+25	Apr98	-	Sep03	+11
Dec92	+25			Nov03	+ 3
Apr93	+22	Estrada		Mar04	+17
Jul93	+26	Sep98	+19	Jun04	+11
Sep93	+17	Nov98	+24	Aug04	+13
Dec93	+32	Mar99	+31	Dec04	+ 7
Apr94	+21	Jun99	+26	Mar05	- 4
Aug94	+13	Oct99	+13	May05	-19
Nov94	+14	Dec99	- 2	Aug05	+12
Dec94	+10	Mar00	+16	Dec05	+ 7
Mar95	+12	Jul00	+25	Mar 06	- 1
Jun95	+ 7	Sep00	+16	Jun 06	+12
Oct95	0	Dec00	+20		
Dec95	+ 8				
					% Satisfied minus % Dissatisfied



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Table 14.

	PUBLIC SATISFACTION WITH THE HOUSE OF REPRESENTATIVES, BY AREA AND CLASS, JUNE 2006								
	RP	NCR	BAL LUZ	VIS	MIN	ABC	D	E	
SATISFIED	40	29	43	46	35	32	40	41	
<i>Very satisfied</i>	5	1	3	11	6	4	4	8	
<i>Somewhat satisfied</i>	35	28	40	35	29	28	36	33	
UNDECIDED	28	30	26	25	31	21	29	26	
DISSATISFIED	28	38	26	25	28	41	26	29	
<i>Somewhat dissatisfied</i>	15	23	13	16	15	26	13	19	
<i>Very dissatisfied</i>	12	15	13	9	12	15	13	10	
NET*	+12	-9	+18	+22	+7	-9	+14	+11	

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q27. Based on their overall performance, how do you feel about the performance of the HOUSE OF REPRESENTATIVES? Are you Very satisfied, Somewhat satisfied, Un decided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about House of Representatives?



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As we found in the results for satisfaction with the Senate, we also find that the distribution of satisfaction with the House is uneven across geographic regions, economic



class, and educational attainment (Tables 14 and 15). The exact same pattern emerges. NCR residents exhibit a -9 net rating, a higher reported dissatisfaction (38%) compared to Luzon (26%), Visayas (25%), and Mindanao (28%). The same is found for economic class, with a -9 net rating, dissatisfaction being 41% among the ABC classes compared to 26% in the D class and 29% in the E class. Although higher dissatisfaction is still evident among the college graduates (34%) compared to the less educated (some elementary 28%, Some HS 57%, HS Grad, 27%), the differences are not as stark as seen in the results of satisfaction ratings for the Senate. Thus, the net rating remains positive at +12.

Table 15.

PUBLIC SATISFACTION WITH THE HOUSE OF REPRESENTATIVES, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
AWARE	96%	87%	96%	98%	100%
SATISFIED	40	36	42	39	46
<i>Very satisfied</i>	5	6	6	4	4
<i>Somewhat satisfied</i>	35	30	36	35	42
UNDECIDED	28	29	25	31	19
DISSATISFIED	28	28	27	27	34
<i>Somewhat dissatisfied</i>	15	16	15	16	11
<i>Very dissatisfied</i>	12	12	11	11	23
NET*	+12	+8	+15	+12	+12

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q27. Based on their overall performance, how do you feel about the performance of the HOUSE OF REPRESENTATIVES? Are you Very satisfied, Somewhat satisfied, Un decided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about House of Representatives?



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The Cabinet as a whole. Satisfaction ratings with the cabinet overall are low, with only 30% reporting being satisfied. With 35% saying they are dissatisfied, the national-level net rating is -5. There are no stark differences in satisfaction ratings across socio-economic classes. However the disparities between NCR ratings and ratings of the rest of the Philippines remain substantial. The net satisfaction rating for NCR is -21 compared to +35 in Luzon, -3 in Visayas, and -5 in Mindanao.

Time Series Chart for Net Satisfaction with Cabinet (See Figure 6)



Table 16.

PUBLIC SATISFACTION WITH THE CABINET AS A WHOLE, BY AREA AND CLASS, JUNE 2006									
	<i>RP</i>	<i>NCR</i>	<i>BAL</i>			<i>ABC</i>	<i>D</i>	<i>E</i>	
			<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>				
AWARE	95%	99%	96%	96%	88%	97%	95%	92%	
SATISFIED	30	23	33	33	29	36	29	33	
<i>Very satisfied</i>	4	2	2	7	5	1	3	5	
<i>Somewhat satisfied</i>	27	20	31	25	24	35	26	28	
UNDECIDED	29	28	30	27	28	23	30	26	
DISSATISFIED	35	44	33	36	33	37	35	35	
<i>Somewhat dissatisfied</i>	21	25	20	21	17	19	21	19	
<i>Very dissatisfied</i>	14	19	12	14	16	18	14	16	
NET*	-5	-21	0	-3	-5	-0.3	-6	-2	

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q29. Based on their overall performance, how do you feel about the performance of the CABINET AS A WHOLE? Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Cabinet as a whole?

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The results also suggest a non-linear relationship between education and satisfaction with the Cabinet. Those who were not able to finish elementary schooling express the largest negative net rating (-12) owing in part to high “undecideds” in combination with low satisfaction. Negative net ratings are also present, but lower, for those who finished elementary school (-3), and those who finished high school (-2). College educated individuals are more likely to express dissatisfaction, and therefore the net rating for this segment is at -9. There is a substantive difference in negative net ratings between the highly educated and those with very little education, even if both subgroups exhibit high net negative ratings. Those with very little education are more likely to select the “undecided” response (28%) compared to those with at least a college degree (19%). Thus, even if the net ratings are “more negative” in the low education group, there is actually a higher level of dissatisfaction among the highly educated. A possible explanation for this pattern is that those with little or no education are less likely to obtain the necessary knowledge about decisions being made by the Cabinet as a whole.



Table 17.

PUBLIC SATISFACTION WITH THE CABINET AS A WHOLE, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
AWARE	95%	86%	94%	98%	100%
SATISFIED	30	25	30	32	35
<i>Very satisfied</i>	4	7	3	4	1
<i>Somewhat satisfied</i>	27	18	27	28	34
UNDECIDED	29	28	29	31	19
DISSATISFIED	35	37	33	34	45
<i>Somewhat dissatisfied</i>	21	19	20	21	25
<i>Very dissatisfied</i>	14	18	13	13	20
NET*	-5	-12	-3	-2	-9

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q29. Based on their overall performance, how do you feel about the performance of the CABINET AS A WHOLE?
Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Cabinet as a whole?

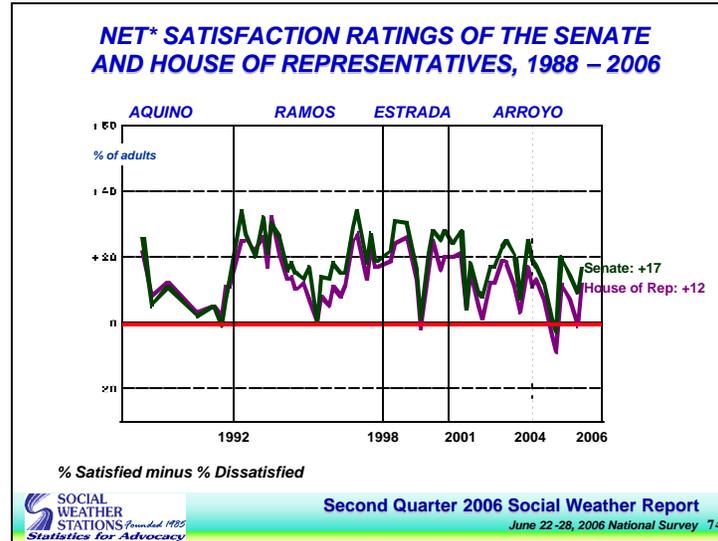
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In sum it is very apparent that the country as a whole expresses low levels of satisfaction with three important institutions of government, namely the Senate, the House of Representatives, and the Cabinet. At present, people are the least satisfied with the overall performance of the Cabinet, because it is part of the Executive Branch, and the President herself is well-known as having trouble shoring up public support. As the time series of surveys show, changes in satisfaction with these institutions of the national government are responses to events in the national political arena. In the immediate past the President has been suffering from highly publicized challenges to her legitimacy. Moreover in the middle of such challenges, struggles to promote a drastic change in the form of government are ongoing. Nonetheless, low and/or volatile states of public satisfaction with institutions are not unusual. Figure 4 shows net satisfaction ratings with the Senate and House over the years. Satisfaction was, on average, higher during the Estrada administration and entering Arroyo's first term than during her second term.



Figure 4.



Now let us shift from assessments of specific institutions of the national government ,and turn to the people’s evaluations of the performance of the national administration regarding particular issues. Tables 18 and 19 show summaries of public satisfaction with the national administration’s performance in dealing with important political, economic, and social issues. Forty percent of Filipino adults say they are satisfied and 38% say they are dissatisfied with the national administration’s performance in general (net performance rating of +2).

Table 18.

SATISFACTION WITH THE NATIONAL ADMINISTRATION: POSITIVE ISSUES, June 2006

	<u>Satisfied</u>	<u>Undecided</u>	<u>Dissatisfied</u>	<u>Net*</u>
Overall performance	40%	20%	38%	+ 2
Helping the poor	49	14	37	+12
Protecting natural resources	42	25	30	+12
Promoting democracy	39	25	33	+ 7

* Net figures (% Satisfied minus % Dissatisfied) correctly rounded.

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Table 19.

SATISFACTION WITH THE NATIONAL ADMINISTRATION: NEGATIVE ISSUES, June 2006				
	<u>Satisfied</u>	<u>Undecided</u>	<u>Dissatisfied</u>	<u>Net*</u>
Overall performance	40%	20%	38%	+ 2
Acting according to what the people want	32	28	36	- 4
Telling the truth to the people	34	24	39	- 5
Ensuring that no family will be hungry	26	19	53	-27
Eradicating graft and corruption	24	21	54	-30
Fighting Inflation	23	15	61	-38

* Net figures (% Satisfied minus % Dissatisfied) correctly rounded.

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However, assessments of performance regarding the specific issues¹ treated in this study are generally less favorable. In particular, three issues where the national administration has dismal satisfaction ratings are: addressing hunger (net -27), eradicating graft and corruption (-30), and fighting inflation (-38). Satisfaction ratings in each of the issues are discussed at length below.

Fighting inflation. Inflation is the people's most important indicator of the performance of the national economy. Most Filipinos feel the crunch of rising prices and the impact it has had on the buying power of their incomes, which have not truly improved despite increases in per capita GNP.

The Filipino public has for a very long time been dissatisfied with the performance of the national administration in fighting inflation. Six out of ten respondents are presently dissatisfied (61%). In fact 41% say they are very dissatisfied, and the remaining 20% somewhat dissatisfied. Only 15% are undecided, demonstrating that this is an issue where most people are directly affected. That leaves 23% reporting they are satisfied with how inflation is being handled. Dissatisfaction is particularly high in NCR with 70%, compared to roughly 60% across the rest of the country. Proportionally higher

¹ The June 2006 Social Weather Survey also included other issues, which are not part of this study. Some of these issues, for example Foreign Relations, are positively rated while others are negatively rated. Survey findings on these other issues are available to SWS subscribers on an advanced basis, and to the general public on a delayed basis.



dissatisfaction is found among the ABC social classes (71%), compared to the D (62%) and E (57%) classes. This pattern can be explained by bearing in mind that inflation reduces not only the real purchasing power of current income but also the real value of all forms of wealth denominated in nominal or money-terms, such as cash balances, bank accounts, retirement benefits, insurance policies, etc. Inflation erodes the real value of all forms of wealth in financial balances, and thus hurts those in the middle-to-upper classes who entrust their savings to financial institutions.

Table 20.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON FIGHTING INFLATION, BY AREA, JUNE 2006					
	RP	NCR	BAL LUZ	VIS	MIN
SATISFIED	23%	18%	21%	29%	24%
<i>Very satisfied</i>	<i>10</i>	<i>8</i>	<i>8</i>	<i>13</i>	<i>11</i>
<i>Somewhat satisfied</i>	<i>13</i>	<i>10</i>	<i>13</i>	<i>16</i>	<i>13</i>
UNDECIDED	15	11	18	12	14
DISSATISFIED	61	70	61	56	60
<i>Somewhat dissatisfied</i>	<i>20</i>	<i>22</i>	<i>18</i>	<i>21</i>	<i>21</i>
<i>Very dissatisfied</i>	<i>41</i>	<i>48</i>	<i>42</i>	<i>35</i>	<i>39</i>
NET*	-38	-52	-39	-27	-36

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q40. How satisfied or dissatisfied are you with regard to the present national administration's performance in fighting inflation? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?



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Helping the poor. Paying special attention to the plight of the poor is one of the main areas of interest outlined in the Millennium Development Goals. What does the public think about the job the national administration is doing in helping the poor? A little less than half of respondents say they are satisfied (49%) with the national administration's performance in helping the poor. Those who report being dissatisfied make up 37% of the respondents.



Table 21.

	RP	BAL					ABC	D	E
		NCR	LUZ	VIS	MIN				
SATISFIED	49%	35%	55%	51%	44%	51%	48%	51%	
<i>Very satisfied</i>	19	9	20	27	17	16	17	25	
<i>Somewhat satisfied</i>	30	26	35	24	27	35	31	26	
UNDECIDED	14	10	14	14	15	9	14	14	
DISSATISFIED	37	54	31	34	41	40	38	35	
<i>Somewhat dissatisfied</i>	17	23	14	17	17	13	17	18	
<i>Very dissatisfied</i>	20	31	17	17	24	27	21	17	
NET*	+12	-19	+24	+17	+2	+11	+10	+17	

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q39. How satisfied or dissatisfied are you with regard to the present national administration's performance in helping the poor? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Again we find substantial disparities in satisfaction ratings across geographic regions. In particular there are higher levels of dissatisfaction in NCR (54%) and Mindanao (41%), compared to Luzon (31%) and Visayas (34%). Much of the high rate of migration of people into Metro Manila is clearly due to poverty in the provinces. Attention paid by the national government to the (urban) poor in NCR seems to be sorely lacking.²

Mindanao is another area that sorely needs poverty assistance. Insurgencies and rebellions, which continue to plague much of Muslim Mindanao, have hampered economic and social development. In fact the provinces in ARMM rank lowest in many of the social and economic indicators used today. Incidence of poverty is very high, and people are frequently displaced from their communities when there are episodes of violence. The high levels of dissatisfaction expressed by people in Mindanao -- undoubtedly influenced by the sheer scale of the poverty problem in the region -- signal a need to pay at least as much attention to the poor as to quelling rebellions in the area.

² The poor in NCR may be more visible than the poor in the more dispersed rural provinces. Help from the national administration in forms of assistance to agricultural communities may be more substantive than forms of assistance offered to the urban poor.



Table 22.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON HELPING THE POOR, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
SATISFIED	49%	46%	51%	50%	40%
<i>Very satisfied</i>	19	18	19	20	14
<i>Somewhat satisfied</i>	30	28	32	30	26
UNDECIDED	14	15	13	13	11
DISSATISFIED	37	38	35	36	48
<i>Somewhat dissatisfied</i>	17	17	17	16	19
<i>Very dissatisfied</i>	20	21	18	20	29
NET*	+12	+8	+16	+15	-8

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q39. How satisfied or dissatisfied are you with regard to the present national administration's performance in helping the poor? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Interestingly there are no notable differences across social classes: only a slightly higher percentage of ABC respondents (40%) are dissatisfied compared to the D (38%) and E (35%) respondents. It is also interesting that in the especially high education categories, there tends to be a larger proportion of respondents dissatisfied with the government's performance in helping the poor. Since this subgroup is less likely to be poor than those with lower educational attainment, by demanding more effort from government to assist the poor in particular, they display a sense of altruism toward those who are less fortunate.

Ensuring that no family will ever be hungry and have nothing to eat. The national administration is not reviewed well by the public with regards to their performance in reducing the incidence of hunger in the country. A slim majority of respondents nationwide are dissatisfied (53%) while only 26% are satisfied. With 19% reporting that they are undecided if they are satisfied or not, the national net satisfaction rating for the national administration's performance in curbing hunger is -30.



Table 23.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON ENSURING THAT NO FAMILY WILL EVER BE HUNGRY, BY AREA AND CLASS, JUNE 2006

	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
SATISFIED	26%	18%	26%	30%	27%	19%	26%	29%
<i>Very satisfied</i>	10	6	9	13	9	3	9	13
<i>Somewhat satisfied</i>	16	12	17	17	18	16	17	16
UNDECIDED	19	12	22	20	19	20	19	21
DISSATISFIED	53	67	51	48	52	60	54	49
<i>Somewhat dissatisfied</i>	22	25	24	20	20	19	23	20
<i>Very dissatisfied</i>	31	42	28	28	33	42	30	29
NET*	-27	-49	-25	-17	-25	-42	-28	-20

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.
Q41. How satisfied or dissatisfied are you with regard to the present national administration's performance in ensuring that no family will ever be hungry and have nothing to eat? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Once again the highest reporting of dissatisfaction is in NCR, where 67% of residents are dissatisfied, compared to Luzon with 51%, Visayas with 48%, and Mindanao with 52%. The higher socio-economic ABC classes are more dissatisfied (60% dissatisfied) than the D (54%) and E (49%) classes. Considering that the issue of food poverty directly affects very few from the higher socio-economic class, this again may be a product of greater expectations of government performance and a strong sense of altruism among the upper SES groups.

Table 24.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON ENSURING THAT NO FAMILY WILL EVER BE HUNGRY, BY EDUCATION, JUNE 2006

	RP	None/ Some Elem	Elem Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
SATISFIED	26%	21%	26%	30%	19%
<i>Very satisfied</i>	10	10	10	11	3
<i>Somewhat satisfied</i>	16	12	16	19	16
UNDECIDED	19	22	17	20	21
DISSATISFIED	53	54	56	49	59
<i>Somewhat dissatisfied</i>	22	21	24	21	23
<i>Very dissatisfied</i>	31	32	32	28	36
NET*	-27	-32	-30	-19	-40

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.
Q41. How satisfied or dissatisfied are you with regard to the present national administration's performance in ensuring that no family will ever be hungry and have nothing to eat? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Eradicating graft and corruption. Graft and corruption are problems that have plagued this country's government for decades on end. How can we expect citizens to trust, follow, and support a government if they perceive this to be ridden with corrupt officials, and worse yet, that there seem to be no earnest efforts to curb the problem? The results of the June 2006 survey confirm yet again that Filipinos in general are dissatisfied with the performance of the national administration in eradicating graft and corruption. Regularly during the past two decades, this issue ranks second to fighting inflation as having the highest level of dissatisfaction among the issues discussed. Less than a quarter of respondents say that they are satisfied (24%), and 21% say they are undecided.

Table 25.

	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
SATISFIED	24%	16%	25%	28%	23%	14%	23%	30%
<i>Very satisfied</i>	11	8	11	13	10	3	9	16
<i>Somewhat satisfied</i>	13	8	14	15	13	11	13	14
UNDECIDED	21	15	24	20	19	19	21	21
DISSATISFIED	54	67	49	50	56	67	54	48
<i>Somewhat dissatisfied</i>	18	25	17	21	15	24	18	19
<i>Very dissatisfied</i>	35	42	32	30	42	44	37	28
NET*	-30	-51	-25	-22	-33	-54	-32	-18

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q44. How satisfied or dissatisfied are you with regard to the present national administration's performance in eradicating graft and corruption in government? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Nowhere is dissatisfaction more widespread than in NCR, where 67% are dissatisfied, compared to 49% in Luzon, 50% in Visayas, and 56% in Mindanao (Table 25). Economic class also produces the same uneven distribution; more of those in the ABC economic classes are dissatisfied (67%) compared to those in the D (54%) and E (48%) classes. These differences signal greater cynicism toward government from this particular subgroup, as evidenced in other findings reported above.³

³ It may also be the case that the real incidence of graft and corruption is more rampant in NCR compared to other places in the country. The presence of many government offices in Metro Manila amplifies the public's sensitivity to corruption. Cities in NCR are among the richest city governments in the country, with more infrastructure projects,



Acting according to what the people want. Respondents were asked to assess the performance of the national administration with regard to acting according to what the people want. About a third of Filipinos report being satisfied (32%) while 36% say they are dissatisfied, giving a net satisfaction rating of -4. Dissatisfaction, once again, is dramatically different by region. The highest level of dissatisfaction is found in Mindanao (44%) followed by NCR (42%). While a pattern of increasing dissatisfaction is evident as socio-economic class moves from rich to poor, and as educational attainment increases, the differences are not large.

Table 26.

	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
SATISFIED	32%	24%	34%	33%	32%	40%	31%	34%
<i>Very satisfied</i>	10	6	9	12	11	8	9	13
<i>Somewhat satisfied</i>	22	18	25	21	21	32	22	21
UNDECIDED	28	32	29	34	19	16	29	29
DISSATISFIED	36	42	33	29	44	42	37	32
<i>Somewhat dissatisfied</i>	21	26	19	17	25	31	21	19
<i>Very dissatisfied</i>	15	16	14	12	19	12	16	13
NET*	-4	-18	+1	+4	-12	-2	-6	+1

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q49. How satisfied or dissatisfied are you with regard to the present national administration's performance in acting according to what the people want? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Telling the truth to the people. Related to the item discussed above, respondents were asked whether they were satisfied or dissatisfied with the national administration's performance in telling people the truth. Consistently with the results discussed thus far, in this question we find further evidence of the cynicism felt by Filipinos toward their government. Thirty-nine percent nationwide say they are dissatisfied with the government's performance in telling the truth, whereas 34% say they are satisfied. The disparities are clearly apparent once again. Dissatisfaction in NCR is 52%, and in

more permits to approve, more taxes to collect and so on. Each task is an opportunity for corruption. As for the dramatically higher dissatisfaction among the ABC class, the explanation may be more straightforward -- the wealthy are more likely to be targets for corruption and extortion simply because they possess more monetary resources.



Mindanao 40%, but is somewhat lower in Luzon (36%) and Visayas (37%). Among the ABC economic class, dissatisfaction is very high at 64%, compared to 40% among the D class and 32% among the E class. There is also markedly higher dissatisfaction among the college educated (58%) compared to the less educated (Some elementary 35%, Some HS 37%, HS graduate 39%).

Table 27.

	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
SATISFIED	34%	23%	36%	39%	33%	20%	33%	42%
<i>Very satisfied</i>	14	9	14	17	13	1	13	20
<i>Somewhat satisfied</i>	21	14	22	23	20	19	20	22
UNDECIDED	24	22	25	22	24	16	24	25
DISSATISFIED	39	52	36	37	40	64	40	32
<i>Somewhat dissatisfied</i>	19	22	17	17	20	31	18	16
<i>Very dissatisfied</i>	21	30	19	20	20	33	22	15
NET*	-5	-29	0	+3	-7	-45	-7	+11

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q45. How satisfied or dissatisfied are you with regard to the present national administration's performance in telling the truth to the people? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Table 28.

	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
<i>Very satisfied</i>	14	10	16	16	6
<i>Somewhat satisfied</i>	21	22	20	22	15
UNDECIDED	24	27	25	22	19
DISSATISFIED	39	35	37	39	58
<i>Somewhat dissatisfied</i>	19	14	17	20	24
<i>Very dissatisfied</i>	21	21	20	18	34
NET*	-5	-4	-2	-1	-37

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q45. How satisfied or dissatisfied are you with regard to the present national administration's performance in telling the truth to the people? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Promoting democracy. Thirty-nine percent of respondents are satisfied with the national administration's overall performance in promoting democracy. Thirty-three



percent report being dissatisfied, resulting in a net rating of +7. The disparities by region can once more, be characterized as substantial. In NCR 43% say they are dissatisfied, as do 36% in Mindanao; these are high compared to 31% in Luzon and 27% in Visayas.

Table 29.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON PROMOTING DEMOCRACY, BY AREA, JUNE 2006					
	RP	NCR	BAL LUZ	VIS	MIN
SATISFIED	39%	34%	40%	46%	35%
<i>Very satisfied</i>	13	10	12	18	13
<i>Somewhat satisfied</i>	26	24	28	28	22
UNDECIDED	25	21	27	23	24
DISSATISFIED	33	43	31	27	36
<i>Somewhat dissatisfied</i>	18	22	16	17	20
<i>Very dissatisfied</i>	15	20	15	10	16
NET*	+7	-9	+10	+19	-1

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q46. How satisfied or dissatisfied are you with regard to the present national administration's performance in promoting democracy? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Protecting natural resources. There is growing awareness in the country of the importance of protecting natural resources. As a whole 42% of the nation is satisfied with the national administration's performance on this particular issue. Twenty-five percent are undecided and 30% are dissatisfied. Although this is a higher satisfaction rating than any of the other issues covered so far, it is still low in absolute terms. At the very least one should wish for an outright majority of citizens to be satisfied with the overall performance on a given issue.

Protection of natural resources is a unique political issue and one that has been out of the news for most of the past few years. It has not been a focus in the national agenda and in this administration's agenda. The popular issues have mainly been of political legitimacy, trust, and of course the actual form of governance (i.e. charter change). The environment is an issue that has not been in the foreground of the national agenda in the past few years. Thus, it is not surprising to find that the pattern of results do not show disparities in satisfaction across geographic areas. The higher economic classes exhibit more dissatisfaction, possibly because of a greater appreciation for the importance of preserving the environment. Poorer socio-economic classes would understandably be



more concerned with issues related to their basic survival: poverty, helping the poor, hunger, education, and health. The same can be said for the higher dissatisfaction among highly educated respondents compared to those with less education (college 42%, HS graduate 26%, Elementary graduate 30%, some elementary, 31%).

Table 30.

<u>PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON PROTECTING NATURAL RESOURCES, BY AREA AND CLASS, JUNE 2006</u>								
	<u>RP</u>	<u>BAL</u>				<u>ABC</u>	<u>D</u>	<u>E</u>
		<u>NCB</u>	<u>LUZ</u>	<u>VIS</u>	<u>MIN</u>			
SATISFIED	42%	40%	43%	45%	39%	38%	40%	48%
<i>Very satisfied</i>	15	10	15	16	17	7	13	22
<i>Somewhat satisfied</i>	27	30	29	28	22	31	27	26
UNDECIDED	25	29	24	26	22	21	26	21
DISSATISFIED	30	29	30	27	34	41	31	26
<i>Somewhat dissatisfied</i>	16	17	15	16	17	20	16	16
<i>Very dissatisfied</i>	14	12	15	11	17	21	15	10
NET*	+12	+11	+13	+18	+5	-2	+10	+22

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q48. How satisfied or dissatisfied are you with regard to the present national administration's performance in protecting natural resources? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Table 31.

<u>PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON PROTECTING NATURAL RESOURCES, BY EDUCATION, JUNE 2006</u>					
	<u>RP</u>	<u>None/Some Elem</u>	<u>Elem Grad/Some HS</u>	<u>HS Grad/Voc/Some Coll</u>	<u>Coll Grad/Post</u>
SATISFIED	42%	35%	43%	45%	38%
<i>Very satisfied</i>	15	12	15	17	11
<i>Somewhat satisfied</i>	27	23	29	28	27
UNDECIDED	25	26	23	27	19
DISSATISFIED	30	32	30	26	42
<i>Somewhat dissatisfied</i>	16	16	17	15	17
<i>Very dissatisfied</i>	14	16	13	12	25
NET*	+12	+3	+13	+19	-4

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q48. How satisfied or dissatisfied are you with regard to the present national administration's performance in protecting natural resources? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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2.2 Justice Reforms

In the area of justice reforms the goals are centered on improving access to justice, particularly among the poor and disadvantaged. Specifically they seek to provide more accountable and rule-based justice institutions, for greater access by the poor to justice and human security. The following presentation of findings discusses two important target areas in justice reforms, satisfaction with security and justice at the Barangay level, and confidence in four of the pillars of justice with regards to their ability to render justice in a fair manner. First we will discuss results at the barangay level.

2.2.1 Barangay security and justice

Overall there is a high degree of confidence in the barangay tanod's ability to provide safety and security in people's neighborhoods, with 62% saying they have either very much or much confidence, and only 21% saying they have little or very little confidence. Lack of confidence is particularly low in NCR (26%) and Visayas (25%) compared to the rest of the regions.

There is a decrease in confidence as education increases. While only 15% of respondents without an elementary degree have little confidence, more than double that proportion (34%) of college-educated respondents profess low confidence. This stark difference may reflect the fact that uneducated people, or those with low-income levels, have more contact with the barangay tanod than highly educated people do.

Table 32.

CONFIDENCE IN BARANGAY TANOD'S ABILITY TO PROVIDE SAFETY AND SECURITY IN THE BARANGAY, BY AREA, JUNE 2006					
	<u>RP</u>	<u>NCR</u>	<u>BAL LUZ</u>	<u>VIS</u>	<u>MIN</u>
MUCH CONFIDENCE	62%	50%	73%	58%	51%
<i>Very much confidence</i>	27	12	36	23	22
<i>Much confidence</i>	35	38	37	36	29
NEITHER	16	23	10	16	22
LITTLE CONFIDENCE	21	26	16	25	22
<i>Little confidence</i>	14	16	12	17	14
<i>Very little confidence</i>	7	10	5	8	8
NET*	+41	+24	+57	+33	+29

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores No Answer, Don't Know and Refused responses.

Q56. And how much confidence do you have in your barangay tanod's ability to provide safety and security in your barangay? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, NEITHER, MUCH NOR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Table 33.

CONFIDENCE IN BARANGAY TANOD'S ABILITY TO PROVIDE SAFETY AND SECURITY IN THE BARANGAY, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
MUCH CONFIDENCE	62%	67%	64%	61%	49%
<i>Very much confidence</i>	27	35	31	23	13
<i>Much confidence</i>	35	32	33	39	36
NEITHER	16	12	16	18	17
LITTLE CONFIDENCE	21	15	19	21	34
<i>Little confidence</i>	14	9	13	15	18
<i>Very little confidence</i>	7	7	6	6	15
NET*	+41	+51	+45	+40	+15

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores No Answer, Don't Know and Refused responses.

Q56. And how much confidence do you have in your barangay tanods' ability to provide safety and security in your barangay? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, NEITHER MUCH NOR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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If the barangay tanod system does indeed do a good job of providing security in their neighborhoods then only those who are directly affected can accurately assess its effectiveness. If the highly educated do not think that the barangay tanods can provide security it may be reflective of a general cynicism and distrust toward the local government. On the other hand, it is also possible that those with low education look up to figures of authority more than those with high education – perhaps they are more easily impressed and thus expectations of service are disparate.

Part of what makes the job of the barangay tanod system so important is the general feeling of insecurity many people feel about the safety in their own neighborhoods. Forty-four percent either agree strongly or agree somewhat to the statement that in their neighborhood people are usually afraid that robbers might break into their houses. Forty-five percent disagree and 11% are undecided. These percentages are roughly equal across the different demographic parameters, including social class.

The survey has an item about whether people are usually afraid to walk in the street at night because it is not safe in their neighborhood. A slim majority of people disagrees with that statement (52%), while 36% feel that the place where they live is not completely secure. Lack of safety on the street is a greater worry in NCR (43%) compared with the rest of the country. Crime appears to be more rampant in the poorer areas -- 41% of the E group think it is not safe to walk around at night, but a significantly smaller 24% of the ABC groups share that sentiment.



Table 34.

TEST STATEMENT: "IN THIS NEIGHBORHOOD, PEOPLE ARE USUALLY AFRAID THAT ROBBERS MIGHT BREAK INTO THEIR HOUSES," BY AREA AND CLASS, JUNE 2006

	RP	NGR	BAL LUZ	VIS	MIN	ABC	D	E
AGREE	44%	47%	42%	47%	43%	46%	43%	45%
Strongly agree	18	11	18	25	16	18	17	21
Somewhat agree	26	36	24	22	27	28	26	24
UNDECIDED	11	10	10	13	10	16	10	12
DISAGREE	45	42	47	41	47	38	46	43
Somewhat disagree	18	24	16	19	18	13	18	19
Strongly disagree	27	18	31	22	29	25	28	24
NET*	-1	+6	-5	+6	-4	+8	-3	+2

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q80. Please tell me if you agree or disagree with this statement – "IN THIS NEIGHBORHOOD, PEOPLE ARE USUALLY AFRAID THAT ROBBERS MIGHT BREAK INTO THEIR HOUSES."

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Table 35.

TEST STATEMENT: "IN THIS NEIGHBORHOOD, PEOPLE ARE USUALLY AFRAID TO WALK IN THE STREET AT NIGHT BECAUSE IT IS NOT SAFE," BY AREA AND CLASS, JUNE 2006

	RP	NGR	BAL LUZ	VIS	MIN	ABC	D	E
AGREE	36%	43%	34%	37%	33%	24%	35%	41%
Strongly agree	14	13	12	21	12	11	13	20
Somewhat agree	22	30	22	16	21	13	23	21
UNDECIDED	11	10	9	15	14	13	11	13
DISAGREE	52	47	56	48	52	62	54	46
Somewhat disagree	22	30	18	25	24	28	23	20
Strongly disagree	30	17	38	23	28	34	31	25
NET*	-16	-3	-22	-10	-19	-38	-19	-5

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q81. Please tell me if you agree or disagree with this statement – "IN THIS NEIGHBORHOOD, PEOPLE ARE USUALLY AFRAID TO WALK IN THE STREET AT NIGHT BECAUSE IT IS NOT SAFE."

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The Barangay Justice System (BJS) is, in theory, the first place citizens should go to in the case of neighborhood disputes. It is intended to prevent the courts from being clogged with disputes that can be handled at the barangay level. By and large, the system is popular. Among all respondents, 46% have had direct experience in solving disputes through the barangay justice system, a significant increase from 2003 when SWS surveyed it at 33%. Experience is fairly evenly distributed, with Visayas and Mindanao



showing slightly higher rates of popular involvement. It is the very poor (E) who tend to use the barangay justice system most frequently, with 56% having had direct experience with it, compared to only 42% of the D class. The rate of use in the ABC classes is also relatively high, at 52%.

Table 36.

EXPERIENCE OF SOLVING DISPUTES THROUGH THE BARANGAY JUSTICE SYSTEM (BJS), BY AREA AND CLASS, JUNE 2006

	RP	BAL			ABC	D	E	
		NCR	LUZ	VIS	MIN			
Yes	46%	40%	42%	55%	48%	52%	42%	56%
No	52	59	57	43	48	48	56	43
Not aware of BJS	2	1	1	2	4	0	2	2

In 1978, the Katarungang Pambarangay or Barangay Justice was established so that disputes could, preferably, be settled in the barangay and would not have to reach the court anymore.

Q57. Have you experienced this system of solving disputes? (Yes, No, Never heard about the Barangay Justice System)

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Our next question is, do those who have had personal experiences with the Barangay Justice System come away from it satisfied that their problems were dealt with? The answer to that question is Yes. The BJS enjoys high satisfaction ratings from the public it has served. Of respondents who have had experience with the BJS, 71% report being Very/Somewhat Satisfied, and in fact 43% report being Very Satisfied. Sixteen percent are dissatisfied and 10% are undecided. The balance of Luzon shows significantly higher levels of satisfaction ratings at 79% than NCR (70%), Visayas (64%), and Mindanao (65%), suggesting that the next research question should be to find out what lessons the other areas should learn from the Luzon BJS experience.

It is not all good news for the BJS. There is relatively less satisfaction among the poorer classes (72% in class D, 65% in class E) compared to the ABC classes (83%). Moreover, females are less satisfied with the BJS, compared to males. These two findings may be indicative of unequal justice, but we cannot make solid conclusions about that from the scant data on hand here.



Table 37.

SATISFACTION WITH THE BARANGAY JUSTICE SYSTEM (BJS), BY AREA, JUNE 2006

	<u>RP</u>	<u>NCR</u>	<u>BAL LUZ</u>	<u>VIS</u>	<u>MIN</u>
Base: Total With Experience of BJS	(46%)	(40%)	(42%)	(55%)	(48%)
SATISFIED	71	70	79	64	65
<i>Very satisfied</i>	43	30	53	39	36
<i>Somewhat satisfied</i>	28	40	26	25	28
UNDECIDED	10	12	6	13	15
DISSATISFIED	16	16	13	20	15
<i>Somewhat dissatisfied</i>	8	10	6	9	10
<i>Very dissatisfied</i>	8	6	8	11	6
NET*	+55	+54	+65	+44	+49

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.
Q57. Have you experienced this system of solving disputes? IF YES: Are you ... (Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied) with the experience?

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Table 38.

SATISFACTION WITH THE BARANGAY JUSTICE SYSTEM (BJS), BY SEX AND CLASS, JUNE 2006

	<u>RP</u>	<u>MALE</u>	<u>FEMALE</u>	<u>ABC</u>	<u>D</u>	<u>E</u>
Base: Total With Experience of BJS	(46%)	(48%)	(44%)	(52%)	(42%)	(56%)
SATISFIED	71	74	67	83	72	65
<i>Very satisfied</i>	43	47	39	43	44	41
<i>Somewhat satisfied</i>	28	28	28	40	28	25
UNDECIDED	10	10	11	3	10	13
DISSATISFIED	16	13	18	12	16	17
<i>Somewhat dissatisfied</i>	8	7	9	7	7	10
<i>Very dissatisfied</i>	8	6	9	5	8	7
NET*	+55	+61	+49	+71	+56	+49

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.
Q57. Have you experienced this system of solving disputes? IF YES: Are you ... (Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied) with the experience?

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2.2.2 Confidence in the pillars of justice

The next set of questions asks about confidence in four of the pillars of the justice system: police, local courts, fiscals, and the prison or correctional system. A successful justice system would enjoy high confidence and trust from its constituents.

Only about half of Filipinos have confidence that the police do their job in a fair manner (52%). Of the remaining, 22% are undecided, and 26% have little or very little confidence. Disparities between geographic areas are apparent, with low levels of confidence found in NCR at 40%, and Visayas at 44%, compared to the Balance of Luzon at 57% and Mindanao at 55%. As education increases, confidence in the police declines steeply. While 61% of those with at most some elementary education have confidence in the fairness of the police, only 47% of college graduates agree with them.

Table 39.

CONFIDENCE IN THE POLICE TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY AREA AND CLASS, JUNE 2006								
	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
MUCH CONFIDENCE	52%	40%	57%	44%	55%	41%	54%	47%
<i>Very much confidence</i>	13	4	14	14	17	6	15	11
<i>Much confidence</i>	38	36	43	30	38	35	39	36
UNDECIDED	22	24	23	24	17	21	21	24
LITTLE CONFIDENCE	26	34	20	33	27	37	25	28
<i>Little confidence</i>	17	23	12	24	18	19	16	20
<i>Very little confidence</i>	9	11	9	8	9	17	9	8
NET*	+26	+6	+37	+11	+28	+5	+29	+19

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q51. How much confidence do you have in the ability of the police to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED IF MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?



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Table 40.

**CONFIDENCE IN THE POLICE TO DO ITS JOB FAIRLY,
ESPECIALLY FOR THE POOR, BY EDUCATION,
JUNE 2006**

	<u>RP</u>	<u>None/ Some Elem</u>	<u>Elem Grad/ Some HS</u>	<u>HS Grad/ Voc/Some Coll</u>	<u>Coll Grad/ Post</u>
MUCH CONFIDENCE	52%	61%	51%	50%	47%
<i>Very much confidence</i>	13	18	13	12	10
<i>Much confidence</i>	38	43	38	38	37
UNDECIDED	22	16	23	23	23
LITTLE CONFIDENCE	26	22	25	27	31
<i>Little confidence</i>	17	13	17	20	14
<i>Very little confidence</i>	9	9	9	7	16
NET*	+26	+39	+25	+22	+16

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q51. How much confidence do you have in the ability of the police to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED IF MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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What about the local courts? There is less confidence in the court system's ability to do its job in a fair manner compared to the police. Only 45% of respondents trust the courts to be fair, while 23% are undecided about it, and 23% have little or very little confidence. Once again more NCR residents have little or very little confidence (31%) compared to the rest of the country (20% Balance Luzon, 23% Visayas, 24% Mindanao). Confidence in the local courts does not systematically differ according to urbanization, social class, gender, age, or education.

Table 41.

**CONFIDENCE IN THE LOCAL COURTS TO DO ITS JOB
FAIRLY, ESPECIALLY FOR THE POOR, BY AREA AND
CLASS, JUNE 2006**

	<u>RP</u>	<u>BAL</u>				<u>ABC</u>	<u>D</u>	<u>E</u>
		<u>NCR</u>	<u>LUZ</u>	<u>VIS</u>	<u>MIN</u>			
MUCH CONFIDENCE	45%	26%	49%	49%	44%	40%	46%	41%
<i>Very much confidence</i>	10	3	9	15	12	5	10	10
<i>Much confidence</i>	35	23	41	35	31	36	36	30
UNDECIDED	29	39	27	27	29	25	29	32
LITTLE CONFIDENCE	23	31	20	23	24	27	22	25
<i>Little confidence</i>	16	20	13	14	19	19	15	18
<i>Very little confidence</i>	8	11	7	9	5	8	8	6
NET*	+22	-5	+29	+26	+19	+13	+24	+16

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q52. How much confidence do you have in the ability of the local courts to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED IF MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Table 42.

CONFIDENCE IN THE LOCAL COURTS TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY EDUCATION, JUNE 2006

	<i>RP</i>	<i>None/Some Elem</i>	<i>Elem Grad/Some HS</i>	<i>HS Grad/Voc/Some Coll</i>	<i>Coll Grad/Post</i>
MUCH CONFIDENCE	45%	41%	46%	46%	44%
<i>Very much confidence</i>	<i>10</i>	<i>15</i>	<i>10</i>	<i>9</i>	<i>3</i>
<i>Much confidence</i>	<i>35</i>	<i>26</i>	<i>36</i>	<i>36</i>	<i>41</i>
UNDECIDED	29	30	30	29	28
LITTLE CONFIDENCE	23	25	21	24	26
<i>Little confidence</i>	<i>16</i>	<i>16</i>	<i>15</i>	<i>17</i>	<i>13</i>
<i>Very little confidence</i>	<i>8</i>	<i>9</i>	<i>6</i>	<i>7</i>	<i>13</i>
NET*	+22	+16	+25	+22	+18

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q52. How much confidence do you have in the ability of the local courts to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED IF MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Figure 5.

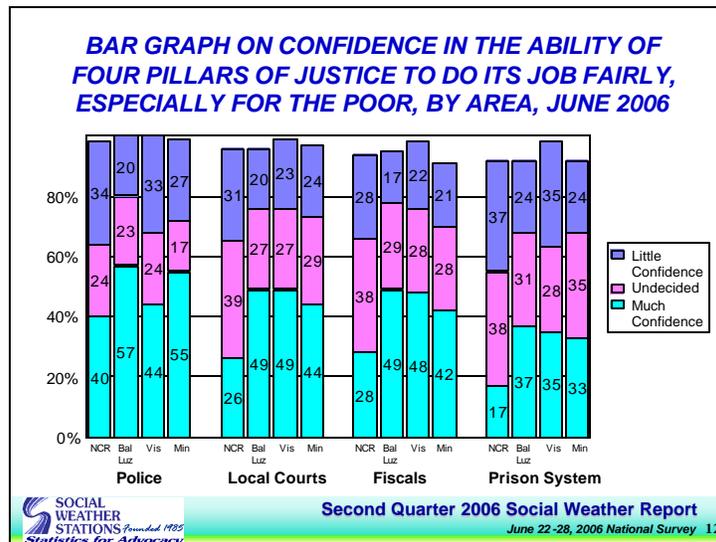




Table 43.

CONFIDENCE IN THE ABILITY OF FOUR PILLARS OF JUSTICE TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, JUNE 2006

	<i>Very much/ Much Confidence</i>	<i>Undecided</i>	<i>Little/ Very little Confidence</i>	<i>NET*</i>
Police	52%	22%	26%	+26
Local courts	45	29	23	+22
Fiscals	44	30	21	+24
Prison system	33	32	28	+5

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q51-54. How much confidence do you have in the ability of (INSTITUTION) to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED I F MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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The overall level of confidence in fiscals or prosecutors is roughly the same as in the local courts -- 44% have much or very much confidence, 30% are undecided, and 21% have little or very little confidence. The same general pattern emerges here: fewer NCR residents have confidence (28%) in the court system compared to others in the country (49% Luzon, 48% Visayas, 42% Mindanao). Perhaps related to this, we also find that the ABC social classes (35% confident) have less confidence than both the D and E groups (46% and 41% respectively). The highly educated are also found to have significantly lower levels of confidence.

Table 44.

CONFIDENCE IN FISCALS TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY AREA AND CLASS, JUNE 2006

	<i>RP</i>	<i>BAL</i>					<i>ABC</i>	<i>D</i>	<i>E</i>
		<i>NCR</i>	<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>				
MUCH CONFIDENCE	44%	28%	49%	48%	42%	35%	46%	41%	
<i>Very much confidence</i>	10	4	8	14	12	8	9	12	
<i>Much confidence</i>	34	24	41	34	30	27	37	29	
UNDECIDED	30	38	29	28	28	28	29	31	
LITTLE CONFIDENCE	21	28	17	22	21	29	19	23	
<i>Little confidence</i>	14	19	11	16	17	20	13	18	
<i>Very little confidence</i>	6	9	7	6	5	9	7	5	
NET*	+24	0	+32	+26	+21	+6	+27	+17	

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q53. How much confidence do you have in the ability of the fiscals to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED I F MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Table 45.

CONFIDENCE IN <u>FISCALS</u> TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY EDUCATION, JUNE 2006					
	<i>RP</i>	<i>None/Some Elem</i>	<i>Elem Grad/Some HS</i>	<i>HS Grad/Voc/Some Coll</i>	<i>Coll Grad/Post</i>
MUCH CONFIDENCE	44%	42%	47%	44%	40%
<i>Very much confidence</i>	10	17	10	8	3
<i>Much confidence</i>	34	25	37	36	37
UNDECIDED	30	29	29	31	26
LITTLE CONFIDENCE	21	20	17	22	28
<i>Little confidence</i>	14	11	13	16	17
<i>Very little confidence</i>	6	9	4	6	11
NET*	+24	+22	+30	+22	+13

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q53. How much confidence do you have in the ability of the fiscals to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED I F MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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The last pillar treated here is the correctional or prison system. There is much less confidence in the prison system compared to the other 3 pillars of justice. Only 33% say they have much or very much confidence, and 28% say they have little or very little confidence. Once again the differences across geographical areas are dramatic. The highest reports of confidence can be found in Luzon (37%), followed by Mindanao (33%), Visayas (35%) and finally NCR at an alarmingly low 17%.

Table 46.

CONFIDENCE IN <u>THE PRISON SYSTEM</u> TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY AREA AND CLASS, JUNE 2006								
	<i>RP</i>	<i>BAL</i>				<i>ABC</i>	<i>D</i>	<i>E</i>
		<i>NGR</i>	<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>			
MUCH CONFIDENCE	33%	17%	37%	35%	33%	29%	34%	31%
<i>Very much confidence</i>	6	2	5	8	6	7	6	6
<i>Much confidence</i>	27	15	32	26	26	22	28	26
UNDECIDED	32	38	31	28	35	29	32	33
LITTLE CONFIDENCE	28	37	24	35	24	33	27	29
<i>Little confidence</i>	19	22	17	25	16	23	18	21
<i>Very little confidence</i>	9	15	7	10	8	10	9	7
NET*	+5	-20	+13	-1	+9	-5	+6	+3

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q54. How much confidence do you have in the ability of the correctional or prison system to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED I F MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Table 47.

CONFIDENCE IN THE PRISON SYSTEM TO DO ITS JOB FAIRLY, ESPECIALLY FOR THE POOR, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
MUCH CONFIDENCE	33%	29%	34%	35%	29%
<i>Very much confidence</i>	6	8	6	6	1
<i>Much confidence</i>	27	22	28	29	27
UNDECIDED	32	30	31	35	29
LITTLE CONFIDENCE	28	31	27	26	37
<i>Little confidence</i>	19	21	20	17	20
<i>Very little confidence</i>	9	10	6	8	17
NET*	+5	-2	+7	+9	-8

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores Don't Know and Refused responses.

Q54. How much confidence do you have in the ability of the correctional or prison system to do its job in a fair manner, especially for the poor? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, UNDECIDED, MUCH OR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Protection of the rights of those accused of crime is a mandate of the justice system, but the survey finds more (39%) who doubt the government's ability to protect the rights of the accused, than those (34%) who are confident about it. The SWS survey shows significantly higher levels of distrust in NCR (50%) compared to Mindanao (36%). There also appears to be greater distrust among the ABC social class (46%) than in the D (40%) and E (34%) classes.

Table 48.

CONFIDENCE IN THE GOVERNMENT'S ABILITY TO PROTECT THE RIGHTS OF THOSE ACCUSED OF CRIME, BY AREA AND CLASS, JUNE 2006								
	RP	NCR	BAL LUZ	VIS	MIN	ABC	D	E
MUCH CONFIDENCE	34%	19%	39%	37%	30%	31%	34%	34%
<i>Very much confidence</i>	8	3	9	12	4	2	8	9
<i>Much confidence</i>	26	16	30	25	26	28	27	25
NEITHER	27	30	22	25	33	24	25	31
LITTLE CONFIDENCE	39	50	38	38	36	46	40	34
<i>Little confidence</i>	26	33	26	24	25	23	27	25
<i>Very little confidence</i>	13	17	12	14	11	23	14	9
NET*	-5	-31	+1	-1	-7	-15	-6	0

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores No Answer, Don't Know and Refused responses.

Q55. And how much confidence do you have in the government's ability to protect the rights of those accused of crime? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, NEITHER MUCH NOR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Table 49.

CONFIDENCE IN THE GOVERNMENT'S ABILITY TO PROTECT THE RIGHTS OF THOSE ACCUSED OF CRIME, BY EDUCATION, JUNE 2006					
	<i>RP</i>	<i>None/Some Elem</i>	<i>Elem Grad/Some HS</i>	<i>HS Grad/Voc/Some Coll</i>	<i>Coll Grad/Post</i>
MUCH CONFIDENCE	34%	39%	32%	34%	30%
<i>Very much confidence</i>	8	14	7	6	6
<i>Much confidence</i>	26	26	25	28	24
NEITHER	27	20	29	29	21
LITTLE CONFIDENCE	39	39	40	37	49
<i>Little confidence</i>	26	28	27	24	29
<i>Very little confidence</i>	13	10	13	13	20
NET*	-5	+1	-8	-2	-20

* Net confidence = % Very much/Much confidence minus % Little/Very little confidence correctly rounded. Ignores No Answer, Don't Know and Refused responses.

Q55. And how much confidence do you have in the government's ability to protect the rights of those accused of crime? Do you have VERY MUCH CONFIDENCE, MUCH CONFIDENCE, NEITHER MUCH NOR LITTLE CONFIDENCE, LITTLE CONFIDENCE, or VERY LITTLE CONFIDENCE?

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Our findings in these questions are quite resounding: (1) the level of confidence in the justice system is generally quite low; (2) the area pattern is stark: NCR people have much less trust in the justice system than people elsewhere; (3) more educated and higher social class groups have lower levels of confidence in the fairness of the four pillars of justice investigated here.

2.2.3 Satisfaction with the Supreme Court

In comparison with the popular satisfaction with the Barangay Justice System, the performance indicators for the national justice system are disappointing. In the case of the Supreme Court, only 38% are satisfied, while 28% are undecided, and 29% are dissatisfied. Figure 5 shows a generally downward trend, over the past 5 years, in the public's net satisfaction with the Supreme Court, notwithstanding the fact that it rose slightly from the First to the Second Quarter in 2006.



Table 50.

**PUBLIC SATISFACTION WITH THE SUPREME COURT,
BY AREA AND CLASS, JUNE 2006**

	RP	BAL				ABC	D	E
		NCR	LUZ	VIS	MIN			
AWARE	98%	99%	99%	99%	94%	100%	98%	97%
SATISFIED	38	30	36	44	40	31	37	42
<i>Very satisfied</i>	7	3	3	13	9	4	6	10
<i>Somewhat satisfied</i>	31	27	33	31	31	27	32	31
UNDECIDED	28	27	33	25	23	23	30	24
DISSATISFIED	29	38	26	28	30	39	28	29
<i>Somewhat dissatisfied</i>	16	22	15	18	14	25	16	17
<i>Very dissatisfied</i>	13	15	11	10	16	13	12	13
NET*	+9	-7	+10	+17	+10	-8	+9	+12

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q28. Based on their overall performance, how do you feel about the performance of the SUPREME COURT? Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Supreme Court?

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Table 51.

**PUBLIC SATISFACTION WITH THE SUPREME COURT,
BY EDUCATION, JUNE 2006**

	RP	None/ Some	Elem Grad/ Some HS	HS Grad/ Voc/Some	Coll Grad/ Post
		Elem	Some HS	Coll	Post
AWARE	98%	92%	98%	100%	100%
SATISFIED	38	32	38	38	43
<i>Very satisfied</i>	7	8	8	6	3
<i>Somewhat satisfied</i>	31	25	30	33	41
UNDECIDED	28	31	28	29	20
DISSATISFIED	29	28	27	30	35
<i>Somewhat dissatisfied</i>	16	14	17	17	19
<i>Very dissatisfied</i>	13	14	10	13	16
NET*	+9	+4	+12	+9	+8

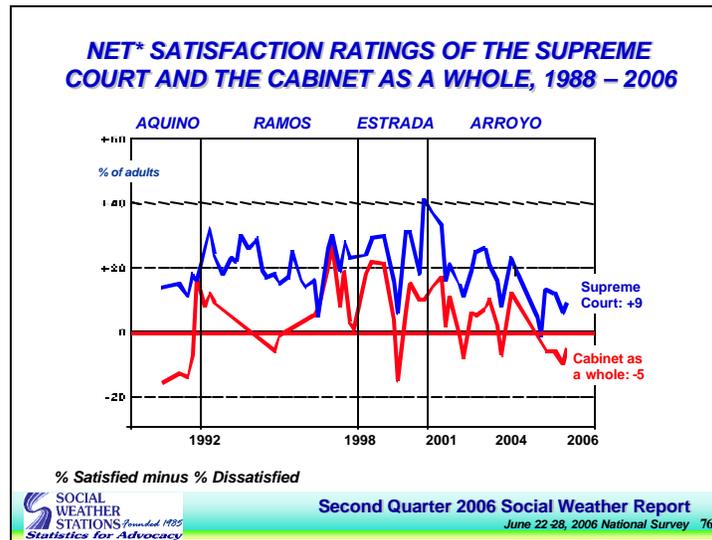
* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q28. Based on their overall performance, how do you feel about the performance of the SUPREME COURT? Are you Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied or You have never heard or read anything about Supreme Court?

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Figure 6.



2.2.4 Human rights

With respect to the promotion of human rights, 40% of the public are satisfied with the performance of the national administration in promoting human rights, 25% are undecided and 32% are dissatisfied, for a merely modest net satisfaction rating of +9 at the national level.

NCR residents, who we have found to be highly cynical about the fairness of the justice system, are the most dissatisfied on this score, and in fact are predominantly dissatisfied whereas the other areas are dominantly satisfied, thus accounting for the positive national score. According to social class, dissatisfaction is greatest among the ABC classes -- 46% compared to 33% for D, and 23% for E. Like the ABC classes in general, college graduates are predominantly dissatisfied with the national administration's performance in human rights, unlike those in lower social classes or with less education, where the balance of opinions is actually slightly on the favorable side.



Table 52.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON PROMOTING HUMAN RIGHTS, BY AREA AND CLASS, JUNE 2006

	<u>RP</u>	<u>BAL</u>				<u>ABC</u>	<u>D</u>	<u>E</u>
		<u>NCR</u>	<u>LUZ</u>	<u>VIS</u>	<u>MIN</u>			
SATISFIED	40%	32%	41%	46%	39%	36%	39%	45%
<i>Very satisfied</i>	15	11	15	17	16	5	13	22
<i>Somewhat satisfied</i>	25	22	26	29	23	31	26	22
UNDECIDED	25	24	28	23	21	14	25	29
DISSATISFIED	32	41	28	27	36	46	33	23
<i>Somewhat dissatisfied</i>	17	22	15	16	18	26	17	12
<i>Very dissatisfied</i>	15	20	14	11	18	20	16	11
NET*	+9	-9	+12	+19	+3	-11	+6	+22

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q47. How satisfied or dissatisfied are you with regard to the present national administration's performance in promoting human rights? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Table 53.

PUBLIC SATISFACTION WITH THE NATIONAL ADMINISTRATION ON PROMOTING HUMAN RIGHTS, BY EDUCATION, JUNE 2006

	<u>RP</u>	<u>None/Some Elem</u>	<u>Elem Grad/Some HS</u>	<u>HS Grad/Voc/Some Coll</u>	<u>Coll Grad/Post</u>
SATISFIED	40%	33%	40%	44%	39%
<i>Very satisfied</i>	15	13	17	16	9
<i>Somewhat satisfied</i>	25	20	23	28	29
UNDECIDED	25	29	25	26	15
DISSATISFIED	32	33	32	28	44
<i>Somewhat dissatisfied</i>	17	15	17	17	18
<i>Very dissatisfied</i>	15	18	15	11	25
NET*	+9	0	+8	+16	-5

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q47. How satisfied or dissatisfied are you with regard to the present national administration's performance in promoting human rights? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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2.4 Public Administration Reforms

Included in public administration reform initiatives are programs to eradicate corruption, promote an efficient and effective bureaucracy, and instill transparency and accountability in government units. The focus is on generating more responsive sub-national and local institutions. The indicators selected include public satisfaction with social service delivery, public assessment of local government performance, and the citizens' general sense of political efficacy. Levels of satisfaction with the national administration's performance on the whole and with some specific issues, while important, are an incomplete assessment of how well citizens are governed. The next set of items to be discussed focuses on local governments, dealing with how well they are accomplishing the public services they are tasked to provide, and on how much the people feel they participate in the governance of their municipality or city.

2.4.1 Satisfaction with the local government

Survey experience shows that popular satisfaction with their local governments is generally much higher than with the national government. In the Second Quarter 2006 SWS survey, 74% of adult Filipinos say they are satisfied with their local governments, with 29% Very Satisfied and 44% Somewhat Satisfied. With only 16% are dissatisfied, and 10% undecided, net satisfaction is +58.

Gross satisfaction is slightly higher in Luzon (79%) and Mindanao (77%) than in NCR (67%) and Visayas (63%). Related to this, rural areas have slightly higher satisfaction ratings (79%) than urban areas (67%).¹ People in the ABC and D classes express more satisfaction (both 76%) than those in the E or lowest socio-economic class (66%). This seems to indicate that programs of town and city governments, while evidently successful on the whole, are comparatively more beneficial to their mass-base and middle-to-upper class constituents than to their very poorest constituents.

¹ One may note that, compared to municipal governments, city governments are larger, with a higher budget, more responsibilities, and potentially less transparent processes owing to their size.



Table 54.

SATISFACTION WITH THE PERFORMANCE OF PRESENT CITY/MUNICIPAL GOVERNMENT, BY AREA, JUNE 2006					
	RP	NCR	BAL LUZ	VIS	MIN
SATISFIED	74%	67%	79%	63%	77%
<i>Very satisfied</i>	29	16	35	25	30
<i>Somewhat satisfied</i>	44	52	44	37	48
UNDECIDED	10	13	7	15	8
DISSATISFIED	16	18	13	22	15
<i>Somewhat dissatisfied</i>	8	9	8	12	6
<i>Very dissatisfied</i>	8	8	5	10	9
NET*	+58	+50	+66	+41	+63

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q36. On the overall, how satisfied or dissatisfied are you with the performance of your present city/municipal government? Are you... (Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied)?

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Table 55.

SATISFACTION WITH THE PERFORMANCE OF PRESENT CITY/MUNICIPAL GOVERNMENT, BY LOCALE AND CLASS, JUNE 2006						
	RP	URBAN	RURAL	ABC	D	E
SATISFIED	74%	69%	79%	77%	76%	66%
<i>Very satisfied</i>	29	26	32	28	31	25
<i>Somewhat satisfied</i>	44	42	46	48	45	41
UNDECIDED	10	13	6	9	9	12
DISSATISFIED	16	17	14	14	14	21
<i>Somewhat dissatisfied</i>	8	9	8	8	8	9
<i>Very dissatisfied</i>	8	9	6	6	6	12
NET*	+58	+51	+64	+62	+62	+45

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q36. On the overall, how satisfied or dissatisfied are you with the performance of your present city/municipal government? Are you... (Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, Very dissatisfied)?

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Providing good quality public education in your area. The public's evaluation of the governments' provision of public education in local areas is quite favorable, with a very good net satisfaction rating of +50. Seven out of ten Filipinos (69%) are satisfied, with 26% Very Satisfied and 44% Somewhat Satisfied. Only one-fifth of all respondents (19%) are dissatisfied.



People in NCR are more likely to report being dissatisfied by the public education system in their area (28%) than those in other areas (15% Luzon, 21% Visayas, 19% Mindanao). Respondents in urban areas in general are slightly less satisfied (21%) than their rural counterparts (17%). It is college graduates, i.e., the most highly educated, who feel the most dissatisfied with the state of public education in their area (College graduates 27%, Some elementary 17%, Elementary graduates, 20%, HS graduates 17%), possibly because they are the ones who recognize the importance of high quality education.

Table 56.

SATISFACTION WITH THE GOVERNMENT'S PERFORMANCE IN PROVIDING GOOD QUALITY EDUCATION IN THE AREA, BY AREA AND CLASS, JUNE 2006								
	RP	BAL				ABC	D	E
		NGR	LUZ	VIS	MIN			
SATISFIED	70%	60%	77%	63%	67%	63%	71%	66%
<i>Very satisfied</i>	26	13	27	30	29	25	26	27
<i>Somewhat satisfied</i>	44	47	50	33	38	38	46	38
UNDECIDED	10	11	7	15	13	12	10	11
DISSATISFIED	19	28	15	21	19	25	18	22
<i>Somewhat dissatisfied</i>	12	17	9	11	14	19	10	15
<i>Very dissatisfied</i>	7	11	6	10	5	6	7	7
NET*	+50	+32	+62	+42	+48	+38	+54	+44

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q102. How satisfied or dissatisfied are you with regard to the GOVERNMENT'S performance in PROVIDING GOOD QUALITY EDUCATION IN YOUR AREA? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Table 57.

SATISFACTION WITH THE GOVERNMENT'S PERFORMANCE IN PROVIDING GOOD QUALITY EDUCATION IN THE AREA, BY EDUCATION, JUNE 2006					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
SATISFIED	70%	69%	69%	72%	64%
<i>Very satisfied</i>	26	32	22	28	21
<i>Somewhat satisfied</i>	44	37	47	44	43
UNDECIDED	10	11	10	11	8
DISSATISFIED	19	17	20	17	27
<i>Somewhat dissatisfied</i>	12	12	12	11	14
<i>Very dissatisfied</i>	7	5	8	7	14
NET*	+50	+52	+49	+54	+37

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q102. How satisfied or dissatisfied are you with regard to the GOVERNMENT'S performance in PROVIDING GOOD QUALITY EDUCATION IN YOUR AREA? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Providing good quality public health services in your area. Healthcare is another critical aspect of service provision where the national and local governments coordinate to bring services to all areas of the country. On the whole, the government gets a high mark for providing good quality healthcare to different parts of the country. Gross Satisfaction is 71%, with 27% who are Very Satisfied. Only 16% are dissatisfied, yielding a very good Net Satisfaction of +55. Dissatisfaction is relatively highest in NCR (28%), followed by Mindanao (18%), Visayas (17%), and finally Luzon (11%). There are no substantial distribution differences according to education or social class.

Table 58.

SATISFACTION WITH THE GOVERNMENT'S PERFORMANCE IN PROVIDING GOOD QUALITY PUBLIC HEALTH SERVICES IN THE AREA, BY AREA AND CLASS, JUNE 2006									
	RP	BAL							
		NCR	LUZ	VIS	MIN	ABC	D	E	
SATISFIED	71%	55%	79%	67%	69%	59%	72%	69%	
<i>Very satisfied</i>	27	11	30	30	27	20	27	29	
<i>Somewhat satisfied</i>	44	44	48	37	42	39	46	40	
UNDECIDED	12	15	9	15	12	21	10	13	
DISSATISFIED	16	28	11	17	18	18	16	17	
<i>Somewhat dissatisfied</i>	10	17	8	9	12	17	9	11	
<i>Very dissatisfied</i>	6	11	4	8	6	2	6	7	
NET*	+55	+26	+67	+51	+51	+41	+57	+52	

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q103. How satisfied or dissatisfied are you with regard to the GOVERNMENT'S performance in PROVIDING GOOD QUALITY PUBLIC HEALTH SERVICES IN YOUR AREA? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Providing housing at affordable prices. On affordable housing, on the other hand, citizens are not as satisfied. Although Net Satisfaction is positive, at +15, the proportion satisfied is only a 42% plurality. Twenty-seven percent are dissatisfied. Not surprisingly, following patterns of almost all public services reported here, more people in NCR are dissatisfied (44%) compared to the rest of the country (Luzon, 19%, Visayas 28%, Mindanao 32%). Real estate prices and cost of living are very high in NCR, no doubt a contributing factor to the lack of affordable housing for the poor. Moreover, migration into NCR deprives many poor people of the social support structure present in their home provinces. The middle-to-upper ABC classes express more dissatisfaction (35%) than the D (27%) and E (26%) classes. Highly educated respondents are likewise



more dissatisfied (36%) than those with less schooling (At most some elementary 27%, elementary graduates 25%, HS graduates 27%). The last two results may again be a case of greater levels of expectations from government. On the one hand, the high and middle economic class respondents would have little if any first-hand experience with housing for the poor; on the other hand they can plainly see around them that the poor are homeless or are building shanties on land they do not (cannot) own.

Table 59.

**SATISFACTION WITH THE GOVERNMENT'S PERFORMANCE
IN PROVIDING HOUSING THAT ARE AFFORDABLE BY THE
POOR, BY AREA AND CLASS, JUNE 2006**

	<i>RP</i>	<i>BAL</i>					<i>ABC</i>	<i>D</i>	<i>E</i>
		<i>NCR</i>	<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>				
SATISFIED	42%	31%	43%	48%	41%	30%	42%	44%	
<i>Very satisfied</i>	17	7	19	21	18	10	17	19	
<i>Somewhat satisfied</i>	24	24	24	27	24	20	25	25	
UNDECIDED	23	23	25	17	24	30	23	21	
DISSATISFIED	27	44	19	28	32	35	27	27	
<i>Somewhat dissatisfied</i>	14	22	10	14	18	23	14	14	
<i>Very dissatisfied</i>	13	21	8	14	14	12	13	12	
NET*	+15	-13	+24	+19	+9	-5	+15	+17	

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q104. How satisfied or dissatisfied are you with regard to the GOVERNMENT'S performance in PROVIDING HOUSING AT PRICES THAT ARE AFFORDABLE BY THE POOR? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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Table 60.

**SATISFACTION WITH THE GOVERNMENT'S PERFORMANCE
IN PROVIDING HOUSING THAT ARE AFFORDABLE BY THE
POOR, BY EDUCATION, JUNE 2006**

	<i>RP</i>	<i>None/ Some Elem</i>	<i>Elem Grad/ Some HS</i>	<i>HS Grad/ Voc/Some Coll</i>	<i>Coll Grad/ Post</i>
SATISFIED	42%	43%	40%	44%	36%
<i>Very satisfied</i>	17	23	17	17	10
<i>Somewhat satisfied</i>	24	20	23	27	26
UNDECIDED	23	21	25	22	24
DISSATISFIED	27	27	25	27	36
<i>Somewhat dissatisfied</i>	14	16	14	14	16
<i>Very dissatisfied</i>	13	10	11	13	20
NET*	+15	+16	+14	+17	0

* Net satisfaction = % Satisfied minus % Dissatisfied correctly rounded. Ignores Don't Know and Refused responses.

Q104. How satisfied or dissatisfied are you with regard to the GOVERNMENT'S performance in PROVIDING HOUSING AT PRICES THAT ARE AFFORDABLE BY THE POOR? Would you say that you are Very satisfied, Somewhat satisfied, Undecided if satisfied or not, Somewhat dissatisfied, or Very dissatisfied?

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2.4.2 Public efficacy about local governments

The principles of democracy place high value on citizen's sense of efficacy toward their governments. People should feel that they have some say on the way their government is run, after all these are *elected* representatives. We go through the exercise of elections in part so that these officials are periodically held accountable to their constituents. High levels of political efficacy are associated with greater levels of political interest and participation, both direct indicators of a healthy working democracy. Low levels of efficacy signal significant disenfranchisement of its citizens, a sense that they hold no power over those that govern and that they have no say in how they are governed.

The agree-disagree test statement "*The nation is run by a powerful few and ordinary citizens cannot do much about it,*" a classic in survey research on political efficacy, and used in 21 SWS surveys over 1985-2005 (Figure 7), sets an empirical context for the present study to assess the public's feeling of efficacy about local governments. These surveys show that *disagreement* with the statement, i.e., having a sense of efficacy about the national government, was at 25% in the lone (1985) survey in the Marcos period. It averaged 31.2% in eight surveys of the Aquino period, 33.0% in five surveys of the Ramos period, and 32.0% in five surveys of the Estrada period. In March 2002, only a year after the popular takeover of President Arroyo from Estrada, public efficacy with respect to the national government reached an understandable high of 46%; however by May 2005 it had dropped back to a low 24%. This experience shows that, *with reference to the national government*, efficacy of 24-26% is relatively low, while 31-33% is roughly average, 36-39% is relatively high, and anything over 40% is already very high.



Figure 7.

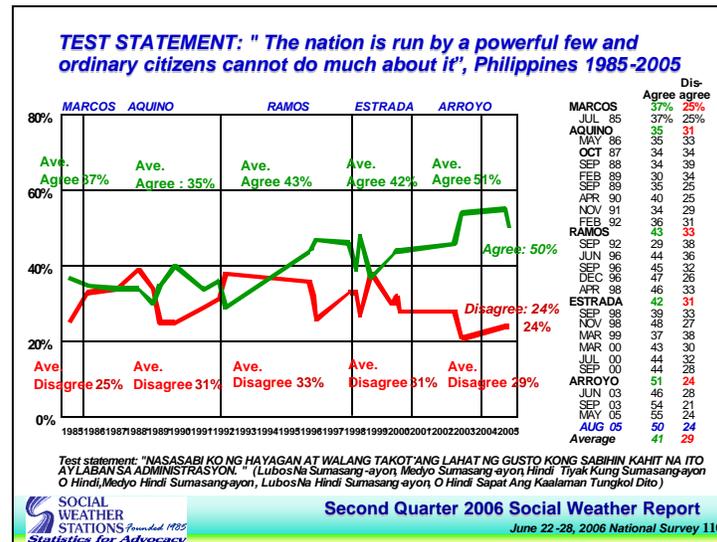


Table 61.

Efficacy, Citizen Empowerment		Hong Kong	Korea	Mainland China	Philippines	Taiwan	Thailand	Mongolia	Japan
The nation is run by a powerful few and ordinary citizens cannot do much about it.	Agree	68.5	59	32.4	53.7	56	59.6	59.8	56.8
	Disagree	23.7	40.8	42.7	46.3	34.8	39.7	37.3	35.9
People like me don't have any influence over what the government does.	Agree	78.9	58.9	69.1	48.4	65.4	57.3	56.8	47.1
	Disagree	15.3	41.1	15.6	51.7	27.7	42.3	40.9	45.8

Both test statements used in this study are used internationally to ascertain levels of political efficacy. Data from the East Asian Barometer Survey (2001/02), which SWS participates in, provides us with comparable political efficacy measures in neighboring



Asian countries. Table 61 shows percentage disagreement with both efficacy test statements in countries such as Hong Kong, Mainland China, Korea, and Japan. The Philippines displays slightly higher efficacy when viewed in relation to other countries. In the statement *the nation is run by a powerful few* disagreement in the Philippines is 46%, in Thailand 40%, in Taiwan 35%, and in Hong Kong a low 24%. The differences are even more evident in disagreement to the statement *people like me don't have any influence over what government does*. Disagreement to this is 52% in the Philippines, 42% in Thailand, 28% in Taiwan, and an even lower 15% in Hong Kong. It should be noted however that the ousting of Estrada, which occurred in 2001, might have temporarily elevated efficacy levels with regard to the national government. Assuming that efficacy levels in the other Asian countries are relatively stable, then the March 2005 public efficacy level of 24%, from this perspective, is very low.

The present study, using the counterpart test statement: "A citizen like me has no influence over how the government of my Municipality/City is run," finds that, nationally speaking, public feeling of political efficacy about the Municipal/City government is relatively low, with only 27% who disagree, i.e., who say that they do have influence on the way their local government is run.

Table 62.

TEST STATEMENT: "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY MUNICIPALITY/CITY IS RUN," BY AREA AND CLASS, JUNE 2006									
	RP	BAL					ABC	D	E
		NCR	LUZ	VIS	MIN				
AGREE	45%	43%	51%	46%	36%	46%	47%	40%	
Strongly agree	14	9	15	19	11	18	14	14	
Somewhat agree	31	33	36	28	24	28	33	27	
UNDECIDED	26	24	25	28	29	24	26	28	
DISAGREE	27	32	23	25	34	30	26	30	
Somewhat disagree	17	18	14	18	21	20	16	20	
Strongly disagree	10	14	10	7	12	10	10	11	
NET*	+18	+11	+27	+21	+2	+17	+21	+10	

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q92. Please tell me if you agree or disagree with this statement – "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY MUNICIPALITY/CITY IS RUN."

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Using the national-government standard, however, local government efficacy gets an average grade in Mindanao (34%) and NCR (32%). It is possible that the relatively



higher levels of efficacy in these areas show that the city and municipal governments play a larger role in local governance than their counterparts elsewhere in the country. As a result they are then more involved in citizen's affairs and have a closer relationship with their constituents. Clearly, it is a matter to look into more closely both as an area of research as well as a policy issue.

Table 63.

TEST STATEMENT: "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY MUNICIPALITY/CITY IS RUN," BY EDUCATION, JUNE 2006					
	<i>RP</i>	<i>None/ Some Elem</i>	<i>Elem Grad/ Some HS</i>	<i>HS Grad/ Voc/Some Coll</i>	<i>Coll Grad/ Post</i>
AGREE	45%	50%	46%	44%	39%
<i>Strongly agree</i>	14	15	14	14	14
<i>Somewhat agree</i>	31	35	32	30	25
UNDECIDED	26	26	27	26	27
DISAGREE	27	23	26	28	34
<i>Somewhat disagree</i>	17	14	18	16	22
<i>Strongly disagree</i>	10	9	8	12	12
NET*	+18	+27	+20	+16	+5

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q92. Please tell me if you agree or disagree with this statement – "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY MUNICIPALITY/CITY IS RUN."

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Also apparent in the data are stronger feelings of efficacy regarding the City/Municipal governments among the more educated than the less educated. There is an eleven-percentage point difference between those with only some elementary education (23% disagree) and those with a college degree (34% agree). Formal education thus has an important effect on levels of efficacy. Civics and democratic participation is imbibed in schools, instilling confidence in one's ability to participate in a democratic environment.

On the other hand the statement: "A citizen like me has no influence over how the government of my Barangay is run" resulted in 29% disagree, nationally speaking. Efficacy about the barangay is strong in NCR (34% disagreement), followed by Mindanao (31% disagreement), which are about average using the national-government standard, but is weak in the Visayas (24% disagreement). Again, the study finds that efficacy increases with schooling: there is 22% disagreement among those without an



elementary degree, 28% among those with up to some high school, 31% among high school graduates, and 34% among college graduates.

Table 64.

TEST STATEMENT: "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY BARANGAY IS RUN," BY AREA, JUNE 2006

	<u>RP</u>	<u>NCR</u>	<u>BAL LUZ</u>	<u>VIS</u>	<u>MIN</u>
AGREE	43%	43%	45%	46%	37%
<i>Strongly agree</i>	15	11	15	21	10
<i>Somewhat agree</i>	29	32	30	26	27
UNDECIDED	26	22	25	28	30
DISAGREE	29	34	29	24	31
<i>Somewhat disagree</i>	17	22	16	17	17
<i>Strongly disagree</i>	12	12	13	7	14
NET*	+14	+9	+17	+22	+6

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q93. Please tell me if you agree or disagree with this statement – "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY BARANGAY IS RUN."

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Table 65.

TEST STATEMENT: "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY BARANGAY IS RUN," BY EDUCATION, JUNE 2006

	<u>RP</u>	<u>None/ Some Elem</u>	<u>Elem Grad/ Some HS</u>	<u>HS Grad/ Voc/Some Coll</u>	<u>Coll Grad/ Post</u>
AGREE	43%	51%	42%	41%	44%
<i>Strongly agree</i>	15	19	11	15	15
<i>Somewhat agree</i>	29	32	30	26	28
UNDECIDED	26	25	29	26	21
DISAGREE	29	22	28	31	34
<i>Somewhat disagree</i>	17	12	18	18	22
<i>Strongly disagree</i>	12	11	10	14	12
NET*	+14	+29	+14	+10	+10

* Net agreement = % Agree minus % Disagree correctly rounded. Don't Know and Refused responses are not shown.

Q93. Please tell me if you agree or disagree with this statement – "A CITIZEN LIKE ME HAS NO INFLUENCE OVER HOW THE GOVERNMENT OF MY BARANGAY IS RUN."

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Contacting a government official about a community problem. One avenue through which citizens can request neighborhood improvements from their local governments is through formal channels, which local officials should install and publicize. When constituents know how to bring their problems or grievances to responsible officials who can address them, they get a better sense of efficacy, or the feeling that they, as citizens, have an influence on what their government does. When polled by this project on the ease or difficulty of contacting a government official about a community problem, 39% said it would be difficult, and 36% say it would be easy.

Table 66.

<u>DIFFICULTY OF CONTACTING A GOVERNMENT OFFICIAL ABOUT A COMMUNITY PROBLEM, BY AREA AND CLASS, JUNE 2006</u>								
	<i>RP</i>	<i>BAL</i>				<i>ABC</i>	<i>D</i>	<i>E</i>
		<i>NCR</i>	<i>LUZ</i>	<i>VIS</i>	<i>MIN</i>			
EASY	36%	15%	38%	44%	38%	55%	38%	28%
<i>Very easy to do</i>	12	3	17	11	8	13	14	6
<i>Somewhat easy to do</i>	24	12	21	33	30	42	24	22
NEITHER	24	22	22	19	35	13	23	30
DIFFICULT	39	63	39	37	27	32	39	42
<i>Difficult to do</i>	31	45	32	28	22	24	30	34
<i>Very Difficult to do</i>	9	18	7	9	6	8	9	8
NET*	-3	-48	-1	+7	+11	+23	-2	-14

* Net difficulty = % Easy minus % Difficult correctly rounded. Don't Know and Refused responses are not shown.
Q105. If you wanted to **CONTACT A GOVERNMENT OFFICIAL ABOUT A COMMUNITY PROBLEM**, would it be ...
(Very easy to do, Somewhat easy to do, Neither easy nor hard, Difficult to do, Very difficult to do)?

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The numbers suggest that it is particularly difficult to reach government officials in NCR. Sixty-three percent in NCR call it difficult, compared to 39% in the rest of Luzon, 37% in Visayas, and 27% in Mindanao. Difficulty predominates in NCR and the rest of Luzon, but not in Mindanao and Visayas. Low social status is associated with difficulty: pluralities of 42% in the E and 39% in the D classes call it difficult, compared to a minority 32% in the ABC classes. Educational attainment also matters: calling it easy predominates among those with high school degrees or better, while calling it difficult predominates among those with less schooling.



Table 67.

DIFFICULTY OF CONTACTING A GOVERNMENT OFFICIAL ABOUT A COMMUNITY PROBLEM, BY EDUCATION, JUNE 2006					
	RP	None/Some Elem	Elem Grad/Some HS	HS Grad/Voc/Some Coll	Coll Grad/Post
EASY	36%	31%	31%	41%	42%
<i>Very easy to do</i>	12	11	8	14	16
<i>Somewhat easy to do</i>	24	20	23	27	26
NEITHER	24	24	25	24	27
DIFFICULT	39	44	44	35	31
<i>Difficult to do</i>	31	36	32	30	19
<i>Very Difficult to do</i>	9	9	12	5	12
NET*	-3	-13	-13	+5	+11

* Net difficulty = % Easy minus % Difficult correctly rounded. Don't Know and Refused responses are not shown.
Q105. If you wanted to CONTACT A GOVERNMENT OFFICIAL ABOUT A COMMUNITY PROBLEM, would it be ... (Very easy to do, Somewhat easy to do, Neither easy nor hard, Difficult to do, Very difficult to do)?

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To be a member of an organization which addresses problems of the community. Another way citizens can participate in caring for their own neighborhoods is by community-organizing. When people are not able to rely on their governments, or cannot afford to wait for action on certain issues, they sometimes take matters into their own hands, and working together find ways to solve their problems. This is something that a plurality, at least, of citizens find it easy to accomplish. Thirty-nine percent say that being a member of an organization is easy to do, while 34% say it is difficult.

Table 68.

DIFFICULTY OF BECOMING A MEMBER OF AN ASSOCIATION WHICH ADDRESSES PROBLEMS OF THE COMMUNITY, BY AREA, JUNE 2006					
	RP	NCR	BAL LUZ	VIS	MIN
EASY	39%	25%	40%	44%	42%
<i>Very easy to do</i>	12	5	17	11	7
<i>Somewhat easy to do</i>	27	20	23	33	34
NEITHER	27	28	26	23	32
DIFFICULT	34	47	33	33	26
<i>Difficult to do</i>	28	36	28	27	23
<i>Very Difficult to do</i>	6	11	6	6	3
NET*	+6	-22	+7	+10	+6

* Net difficulty = % Easy minus % Difficult correctly rounded. Don't Know and Refused responses are not shown.
Q106. If you wanted to BE A MEMBER OF AN ASSOCIATION WHICH ADDRESSES PROBLEMS OF THE COMMUNITY, would it be ... (Very easy to do, Somewhat easy to do, Neither easy nor hard, Difficult to do, Very difficult to do)?

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NCR is an exception, however, in that those who find it difficult (47%) strongly predominate over those who find it easy (25%). Elsewhere in the country, most people find it easy to join a community-care organization. The nature of social and community relationships in large urban areas are different from those in smaller tight-knit communities. For one, there are more transients in big cities that make it difficult to create strong social ties with members of the community. Another potential source of difficulty is the generally lower levels of interpersonal trust present in cities. Those who have a propensity to distrust others would not be open to creating relationships with neighbors; this has large effects of the feasibility of building active community organizations.

Table 69.

<u>DIFFICULTY OF BECOMING A MEMBER OF AN ASSOCIATION WHICH ADDRESSES PROBLEMS OF THE COMMUNITY, BY EDUCATION, JUNE 2006</u>					
	RP	None/ Some Elem	Elem Grad/ Some HS	HS Grad/ Voc/Some Coll	Coll Grad/ Post
EASY	39%	33%	34%	43%	49%
Very easy to do	12	10	9	13	22
Somewhat easy to do	27	23	25	31	27
NEITHER	27	24	27	28	30
DIFFICULT	34	43	38	29	20
Difficult to do	28	36	30	25	16
Very Difficult to do	6	7	8	4	4
NET*	+6	-10	-4	+14	+29

* Net difficulty = % Easy minus % Difficult correctly rounded. Don't Know and Refused responses are not shown.

Q106. If you wanted to **BE A MEMBER OF AN ASSOCIATION WHICH ADDRESSES PROBLEMS OF THE COMMUNITY**, would it be ... (Very easy to do, Somewhat easy to do, Neither easy nor hard, Difficult to do, Very difficult to do)?



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The felt-ability to join an organization increases directly with education. Among those with at least a high school degree, more find it easy than those who find it difficult to become a member of a community organization. This is a strong relationship that has important implications for how well democracy works in this country. It is a reality that there are many undereducated citizens, and their lack of resources and abilities to protect their own rights, organize around their issues, and approach government officials with their community's concerns render them underrepresented in the national discourse. If left unchecked this will leave the real issues of the poor outside of the national agenda.



3. Conclusions

3.1 Summary discussion of differences by self-rated Poor and Not Poor-BL

Foremost in the minds of those initiating administrative, political, and justice reforms is the importance of equality and inclusion, especially among the disadvantaged. The lower their socio-economic class, the more that people should be targeted as beneficiaries of the reforms.

The following discussion presents indicator comparisons between only two groups, in order to simplify the presentation. Those who self-rated as “Not Poor” and “Borderline” were joined into “Not Poor-BL,” comprising 41% of the study sample. The other 59% are the Self-Rated Poor. Table 70 summarizes percentage differences between the Poor and Not Poor-BL on all attitude and opinion items reported above. This includes satisfaction levels for both national and local issues, national and local units of government, confidence in different pillars of justice, and personal sense of political efficacy. The table’s last column indicates whether the difference in satisfaction levels is statistically significant².

² Chi-square significance test with 2x2 contingency table. Variables are coded 1 for satisfied/confident/efficacious and 0 for undecideds and dissatisfied/little confidence/not efficacious. Percentages are computed with weighted data, statistical testing is conducted with unweighted data.

**Table 70. Summary by Poor and Not Poor-BL, June 2006³**

	Poor	Not Poor-BL
Satisfaction Ratings		
Senate	46.6	46.1
House	42.3	41.4
Supreme Court	41.8	37.1
Cabinet	30.1	35.4*
National Administration	37.7	46*
Satisfaction Local Governments		
City/Municipality	73.8	75.2
Providing public education	67.8	73.8*
Providing public health	69.9	74.5
Providing affordable housing for the poor	42.8	49.2
Efficacy		
Ease in contacting government officials	34.1	39.3*
Member of association	38.5	40.3
City/Municipal government	26	29.8
Barangay government	29	30
Satisfaction National Issues		
Helping the poor	55.1	44.9*
Fighting inflation	22.7	24.2
Making sure nobody's hungry	23.3	30.9*
Telling truth	32.1	39.8*
Promoting democracy	36.6	46.6*
Promoting human rights	37.9	46.7*
Protecting natural resources	41	47*
Acting according to what people want	27.8	41*
Fighting graft and corruption	22.4	26.8*
Confidence in Justice		
Police	52	51.6
Local courts	45.2	47.4
Fiscals	46.3	47.6
Prison	36.4	33.7
Protecting rights of the accused	31.5	37.6
Barangay tanod	63.6	61.8
Satisfaction with BJS	70.5	76.1

³ Refused, Don't Know, and No Answer responses were coded as missing.



Elections		
May 2004 was clean and free	62.7	63.8
Next election will be clean and free	51.9	56.3

*Chi-square significant at <.05

Are there systematic differences in the levels of satisfaction between the self-rated Poor and Not Poor-BL? The Poor are significantly less satisfied with the performances of the National Administration as a whole, and with the Cabinet. Even more telling, satisfaction with the performance of government in dealing with different social and political issues is significantly lower among the Poor than the Not Poor-BL. Note, however, that satisfaction levels in the government’s performance in helping the poor are higher among the Poor.

Satisfaction with the performance of city/municipal government in its various areas of responsibility is generally lower among the Poor, specifically in provision of public education. The Poor are slightly less likely to say that they can contact a government official about a community problem, and that they can join an association to address community problems. These are important indicators of political participation. The evidence suggests that the Poor do not have avenues to direct feedback toward their elected representatives. They are also inclined to believe that they cannot easily organize and mobilize to address community issues. These two areas can be improved with targeted program initiatives to open and promote channels of communication between poor constituents and the local governments. There are numerous CSO’s and NGO’s that are currently involved in grassroots community organizing; perhaps they can be directed toward especially needy areas.

3.2 Summary discussion of differences between NCR and all other areas

What becomes starkly clear in this report is that Filipinos residing in NCR are the most dissatisfied with various aspects of government. Table 71 shows just how overwhelmingly evident it is that respondents from Metro Manila are significantly less



content with the national administration. This empirical fact has been evidenced since the 1980s.⁴

In the current survey we find that in all measures in this report, save for two items on local government efficacy, NCR exhibits significantly less satisfaction with the national government. As the table shows, in June 2006 we still find that Metro Manila shows lower performance ratings of the national administration, Senate, House of Representatives, Supreme Court and the Cabinet compared to the rest of the country. Similarly, across the board in addressing the nine national political issues, satisfaction with the performance of the national government is lower in NCR. The difference scores show that the highest difference between NCR and BL/V/M is a full 26 percentage points.

Table 71. Summary table ratings, By NCR and the rest of the country, June 2006

	BL/V/M	NCR	Difference
Satisfaction Ratings			
Senate	48	36.3*	11.7
House	44	29.5*	14.5
Supreme Court	41.1	31.8*	9.3
Cabinet	33.7	24*	9.7
National Administration	44	22.8*	21.2
Satisfaction with Local Governments			
City/Municipality	75.3	68.7*	6.6
Providing public education	71.8	60.3*	11.5
Providing public health	74.3	55.6*	18.7
Providing affordable housing for the poor	47.9	31.5*	16.4
Efficacy			
Ease in contacting government officials	39.6	14.7*	24.9
Ease to be member of an association	41.5	25.1*	16.4
City/Municipal government	26.8	32.4*	-5.6
Barangay government	28.7	34.1*	-5.4

⁴ Mangahas, M. (1994). The Philippine Social Climate: From the SWS Surveys. Anvil Publishing: Metro Manila. Even in the 80s the President, Senate, House of Representatives and the government as a whole received the lowest performance ratings in public opinion surveys (p.5).



Satisfaction on National Issues			0
Helping the poor	51.3	35.2*	16.1
Fighting inflation	24.1	18.4*	5.7
Making sure nobody's hungry	27.7	18.9*	8.8
Telling truth	37.1	23.8*	13.3
Promoting democracy	41.7	34.9*	6.8
Promoting human rights	42.8	33.1*	9.7
Protecting natural resources	43.9	40.9	3
Acting according to what people want	34.6	24.6*	10
Fighting graft and corruption	25.5	16.3*	9.2
Confidence in Justice			0
Police	53.5	40.9*	12.6
Local courts	49.1	26.9*	22.2
Fiscals	49.6	29.7*	19.9
Prison	37.9	18.7*	19.2
Protecting rights of the accused	36.3	19.3*	17
Barangay tanod	64.8	50.3*	14.5
Satisfaction with BJS	73.3	71.8	1.5
Elections			
May 2004 was clean and free	66.7	40.5*	26.2
Next election will be clean and free	56.7	34.6*	22.1

*Chi-square significant at <.05

The exceptions are two measures on efficacy toward the city/municipal government, and the barangay government. It seems that, at the local level, NCR respondents feel that they have more influence compared to those in the rest of the country.

What might explain the dramatic disparities in assessments of performance of the national government? We refer back at Mangahas' work (1994) for insights. He argues that the reason why Metro Manila, which has the best of everything, exhibits low ratings is precisely because it HAS the best of everything. In the same way that in higher economic classes expectations from government get larger, the closer people are to the capital where all kinds of government allocations are largest, the higher the expectations become. And the higher the expectations the less likely it becomes that government will



seem like it's doing its job. What this means, according to Mangahas, is that a government should not limit itself to merely reacting to wants, because it cannot easily cope with the dynamic changes in human wants. Instead government should exercise strong and well-directed leadership that realizes, and delivers on, the scope of its responsibilities. It is not in the people's best interest for government to promise pie-in-the-sky programs that it cannot afford and will not be able to produce.

An alternative explanation is that residents of NCR are closer to the political scene, know more, and understand more. They know about the scandals, the in-fighting, the corruption, and the failures. Metro Manila is also a large densely populated set of cities with local governments that struggle everyday to meet their responsibilities. In other words, perhaps the general distrust and cynicism toward government that is clearly evident in Metro Manila is a result of greater levels of personal involvement and a more intricate understanding of government. What they want to communicate is a broad government-wide memorandum that they are unhappy with the manner of governance that they and the rest of the country presently receive.

3.3 Summary

The GOP-UNDP Cooperation Programme is in the midst of executing three strategic reform plans in the country. These are (1) political reforms, with an emphasis on enhancing political institutions and fostering participatory and inclusive democratic processes, (2) public administration reforms, comprised of administrative reforms designed to fight corruption and improve capacities of the national and local bureaucracies, and finally (3) justice reforms targeted towards ensuring fair and equal access to the criminal justice system. This report presented and discussed baseline public opinion measures that assess the government's performance in each of these three areas. The findings show that there is vast room for improvement.

Electoral and political reforms. To assess areas of improvement in the national electoral system and in national political institutions the survey included question items on participation in elections, awareness of the continuing registration system, and satisfaction levels of key institutions of the national government. The country exhibits



a high level of political participation, at least in the form of elections. Only a very small subsection of the public say they did not vote in the last election. One area that urgently needs improvement is awareness of the continuing registration system.

Generally satisfaction levels with the national administration as a whole, and with the executive and legislative branches in particular, are low in the country. Of note is the widespread unfavorable assessment of the Cabinet. Recent scandals, questions, and challenges to the administration have created a highly volatile political climate, one that has resulted in disenfranchisement among most citizens. Among the many political and social issues included in this survey, the three that received the lowest net satisfaction ratings, all negative, are fighting inflation (-38), ensuring that nobody is hungry (-27), and fighting graft and corruption (-30).

Justice Reforms. Confidence in the justice system's ability to administer justice in a fair manner is quite low. Results consistently show a stark pattern of lower confidence in NCR compared to the rest of country. This differential pattern is also apparent along educational and economic class categories. The more educated and more affluent segments of society tend to have lower confidence in the justice system. One exception is the Barangay Justice System which enjoys high satisfaction ratings from the public for its handling of small disputes.

Public Administration Reforms. Public satisfaction with government performance is higher at the local level than at the national level. While there is certainly room for improvement in the ratings of city and municipal government performance in general as well as their specific areas of service provision, these are comparably better rated than the performance of national-level political institutions. In contrast, *efficacy* levels are not much different between the national level and local level; both are generally low. This challenges the assumption that smaller units of government, in this case even the barangay government, allow more influence from their constituents.

These results indicate that there is much work to be done in streamlining government and improving effectiveness and efficiency in governance and service provision. The overwhelming public sentiment of dissatisfaction with how government is run deserves urgent attention. Democratically-based public opinion will be the final and



ultimate measure of whether the GOP-UNDP programs make a long-term, sustainable, positive difference in the direction that government takes. Measurable and palpable improvements in various government areas of responsibility will manifest eventually in more favorable public opinions toward national and local governmental leadership.