

Public Governance in Palawan Towards Administrative Effectiveness and Citizen Satisfaction

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Abstract

This study examines public governance in Palawan with an emphasis on administrative effectiveness and citizen satisfaction. Employing a quantitative-correlational analysis, the research surveyed 379 registered voters from El Nido, Palawan, to assess the mayor's performance and its impact on citizen satisfaction. The results indicate that the mayor's effectiveness in streamlining bureaucratic processes, ensuring timeliness in service delivery, and managing resource allocation were rated as effective, with overall mean scores of 2.59, 2.58, and 2.59, respectively. Nonetheless, there is room for improvement in simplifying permit procedures, enhancing internal communication channels, meeting deadlines, and better prioritizing projects based on resource availability and community needs. Citizen satisfaction with public governance was generally rated as satisfactory, with mean scores of 2.60, 2.57, and 2.58, reflecting contentment with service quality, accessibility, transparency, accountability, and public engagement. Despite this positive feedback, concerns were noted regarding issue resolution support, openness in decision-making processes, and the effectiveness of public meetings and forums. The study identified significant correlations between the mayor's administrative effectiveness and various dimensions of citizen satisfaction, with statistical significance indicated by F-values and p-values below 0.05. Additionally, demographic factors moderated these relationships, highlighting variations in how different groups perceive administrative effectiveness and overall satisfaction. To improve administrative efficiency and enhance citizen satisfaction, the study proposes a governance intervention program. This program aims to streamline bureaucratic processes, enhance internal communication, and optimize resource allocation. Recommendations include investing in digital tools, improving transparency, and fostering greater citizen involvement in governance. The goal is to address identified issues and create a more responsive and effective public administration in Palawan.

Keywords: Public governance, administrative effectiveness, citizen satisfaction, quantitative-correlational analysis, resource allocation