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Satisfaction and challenges of beneficiaries of the Yolanda Permanent Housing Program in a component city of the Philippines

Alore Villanueva-Golez^{1*}, Evangeline B. Alo², and Joel M. Bual³

¹Silay Local Government Unit, Negros Occidental, Philippines, ^{2,3}University of Negros Occidental-Recoletos, Negros Occidental, Philippines

aloregolez42@gmail.com, vangie_alo@yahoo.com, joelmaguadbual@gmail.com

Abstract. The Yolanda Permanent Housing Program (YPHP) in the Philippines was designed to resettle the poor families affected by typhoon Yolanda/Haiyan in 2013. There were 1,992 units granted to the component city but as of July of 2022, only 1,067 units were awarded. Hence, this study determined the satisfaction of the beneficiaries of YPHP and identified the challenges they encountered when they resettled at the site. Likewise, it investigated the difference in their satisfaction relative to length of stay and family size. Using the descriptive-comparative approach, this study was responded by 283 beneficiaries determined using simple random sampling. It utilized a validated and reliability-tested researcher-made questionnaire and checklist. Generally, their satisfaction was rated high. However, the areas that need continuous improvement are community development and relocation process which were rated low. Meanwhile, there were challenges identified in terms of application and documentation processing, relocation and transfer, occupancy, and livability. Also, there was no difference in their satisfaction as to length of stay and family size. However, in terms of length of stay, there was a difference in safety and suitability of location. Given the findings, continuous improvement by the implementers is necessary.

Keywords. Satisfaction, Yolanda Permanent Housing Program, Descriptive-Comparative, Beneficiaries, Philippines

1.0 Introduction

The post-disaster-resilient housing relates to the United Nations' Sustainable Development Goal (SDG) 11 working to create cities and settlements that are sustainable, comprehensive, safe and resilient [1]. Its importance could not be overlooked considering the 24.6 million people worldwide who were displaced and needed disaster-resilient shelter as estimated in 2019 [2]. Moreover, in 2021, the figure increased to 101.8 million with 10,492 deaths and estimated losses of 252.1 billion US\$ [3]. Meanwhile, the Asian region is the most affected by various disasters, sharing the total world figures of 40% for disasters, 49% for deaths, and 66% for persons affected. Afghanistan had 260 fatalities, China had 352 deaths and a total of 14.5 million people were affected due to flood alone as the most dominating calamity in 2021 (CRED, 2022). Relatedly, relocation of families and communities has been a practiced

effort for recovery after disasters. The International Federation of Red Cross and Red Crescent Societies [4] recognized the existence of planned relocations implemented across the Asia Pacific. The plan covers pre- and post-disaster relocation and is identified as a mitigating solution to displacement as an effect of disasters.

In the Philippines, the major disasters that hit the country were: Naga landslides in 2018 with 8,252 persons affected; typhoon Manghut in 2018 with 3,029,062 persons affected; volcanic activity in 2018 with 90,742 persons affected; typhoon Hagupit in 2018 with 4,149,484 persons affected, super typhoon Yolanda in 2013 with 16,078,181 persons affected; and earthquake in Central Visayas in 2013 with 3,221,248 persons affected. Typhoon Yolanda was top among the disasters that hit the country as of 2018. It affected 3,424,593 families in 44 provinces with a total of 1,140,332 damaged houses [5]. Based on the Yolanda Comprehensive Rehabilitation and Recovery Plan (YCRRP) consolidated by then Office of the Presidential Assistance on Rehabilitation and Reconstruction (OPARR), the National Housing Authority was identified to lead the resettlement efforts and implement the Yolanda Permanent Housing Program (YPHP) in 153 sites all over the country, in the affected cities and municipalities [6].

In the province of Negros Occidental, super typhoon Yolanda left 83,950 families homeless, comprising 396,590 individuals [7]. Consistent with the Yolanda Comprehensive Rehabilitation and Recovery Plan, 27,055 housing units were allocated for the 7 component cities and 2 municipalities in the whole province of Negros Occidental [6]. One of these component cities is the locale of the study, where affected families reached 2,858 consisting of 16,536 persons, and recorded a total of 2,158 housing structures partially damaged [8]. In effect, the national government agency allocated 1,992 housing units built at the identified location approximately 8 kilometers from the center of the component city. In 2015 the Yolanda Permanent Housing Program in this component city was established per Local Government Unit Sangguniang Panlungsod Res. No. 15-3721. The Local Government Unit (LGU) records show that as of July 2022, only 1,067 units, or about 53.6% of the houses had been awarded to beneficiaries. It is in this context that this study is conducted.

Foreign and local literatures on various post-disaster housing and resettlement programs were reviewed. Studies included are of Bayrak et al. [9], Manatunge and Abeysinghe [10], Jacobs and Almeida [11], Syamsidik et al. [12], Fernando et al. [13], Oo et al. [14], John et al. [15], Shresta et al. [16], Ballesteros et al. [17], Department of Human Settlement and Urban Development and World Bank [18], Siriwardhana et al. [19], IBON Foundation [20], and Ziama and Li [21]. Specifically, literature and studies related to typhoon Yolanda's post-disaster resettlements were reviewed. Among others, the United Nations Office of Disaster Risk and Reduction [22], Iuchi and Mutter [23], Dancel [24], and Pormon et al. [25]. Most of the typhoon Yolanda-related literature pertains to post-disaster resettlement program implementation, beneficiaries' satisfaction, challenges, participation, implementers' responses, projects' controversies, conditions, livelihood, and management. These studies are mostly focused on Leyte Province and Tacloban City being the highest among the areas that needed reconstruction and recovery due to typhoon Yolanda [6]. However, limited studies specifically concentrate on post-disaster resettlement related to typhoon Yolanda in the province of Negros Occidental, particularly in this component city, hence the gap in the literature.

Thus, this study determines the level of satisfaction of beneficiaries on Yolanda Permanent Housing Program (YPHP) in the areas of safety and suitability of location, housing package, community development, community facilities, and relocation process when they were taken as a whole and grouped according to length of stay and family size. Likewise, it identified the challenges they encountered in the program. Also, it compared the difference in

their satisfaction when grouped as to demographics. The findings may serve as basis for the formulation of proposed policy and strategic plan for the continuous improvement of the satisfaction of the beneficiaries and development of other resettlement programs.

2.0 Framework of the Study

The study theoretically assumed that the beneficiaries' level of satisfaction differs according to their length of stay and family size. This assumption was anchored on The Theory of Expectancy-Confirmation by Oliver [26]. This theory believes that the satisfaction of individuals is derived from their varied expectations, needs, profiles, and backgrounds. This means that human persons have various needs to be satisfied and when their expectations are met and confirmed, they will eventually acquire satisfaction. In other words, their needs to be satisfied vary according to their situations in life. In the context of this study, this theory has something to do with the satisfaction of the beneficiaries of the Yolanda Permanent Housing Program. Hence, their satisfaction is based on their various needs and contexts in life such as their length of stay and family size.

3.0 Methods

The study utilized a quantitative research design particularly, a descriptive-comparative approach. Specifically, the descriptive approach assessed the beneficiaries' satisfaction and identified their challenges when they resettled in the area. Meanwhile, the comparative approach investigated the significant difference in their satisfaction when grouped by demographics. The respondents were the 283 beneficiaries of the YPHP in the component city in Negros Occidental, Philippines which were determined using simple random sampling and fishbowl technique.

Table 1. *Demographic Profile of the Respondents*

Variables	F	%
Length of Stay		
Shorter	173	61.1
Longer	110	38.9
Family Size		
Smaller	165	58.3
Bigger	118	41.7
Total	283	100.0

In assessing the data, a validated and reliability-tested researcher-made questionnaire was used to measure the beneficiaries' satisfaction with Yolanda Permanent Housing Program. It comprised 35 items spread across 5 areas namely: safety and suitability of location, housing package, community development, community facilities, and relocation process. Meanwhile, the instrument was subjected to the validation of 10 experts using Lawshe's [27] Content Validity Ratio (CVR) yielding a valid score of 0.85. Moreover, this was pilot-tested on 30 non-actual respondents but shared the same characteristics with the actual assessors and yielded a reliable Cronbach's Alpha score of 0.816. It was responded using the Likert scale: very low, low, high, and very high. In terms of the challenges, the beneficiaries identified these using a researcher-made checklist.

In analyzing the data, the descriptive-comparative analyses were employed. The descriptive analyses described the beneficiaries' satisfaction and identified the challenges

encountered using mean, standard deviation, frequency count, rank, and percentage distribution. Meanwhile, the comparative analysis was employed to investigate the significant difference in their satisfaction when grouped into demographics. Using the Kolmogorov-Smirnov to test the normality, it revealed that the variables safety and suitability of the location [KS=0.153, $p=0.000$], housing package [KS=0.074, $p=0.001$], community development [KS=0.097, $p=0.000$], community facilities [KS=0.069, $p=0.000$], relocation [KS=0.094, $p=0.000$], and satisfaction [KS=0.060, $p=0.017$] were not normally distributed. Based on the test's result, Mann Whitney U-test as a non-parametric statistical tool was employed.

Lastly, the researcher addressed the general principles of respect for persons, justice, and beneficence to fully guarantee the ethical soundness of the study in line with the guidelines established by the Philippine Health Research Ethics Board (PHREB). Specifically, it addressed issues regarding the privacy of the participants and the confidentiality of the data gathered.

4.0 Results and Discussion

Level of Satisfaction of Beneficiaries on Yolanda Permanent Housing Program

The beneficiaries' satisfaction with the Yolanda Permanent Housing Program is manifested in the degree to which their expectations are met, based on the performance of the program in responding to their needs and situations. Tables 2A and 2B present the level of satisfaction of beneficiaries of the Yolanda Permanent Housing Program in the component city of Negros Occidental, Philippines in the areas of safety and suitability of location, housing package, community development, community facilities, and relocation process when taken as a whole and grouped to length of stay and family size. Generally, the level of satisfaction ($M=2.71$, $SD=0.33$) was rated high. The areas of safety and suitability of location ($M=3.25$, $SD=0.51$), housing package ($M=2.91$, $SD=0.49$), and community facilities ($M=2.65$, $SD=0.38$) were rated high. However, the areas that need improvement are community development ($M=2.48$, $D=0.64$) and relocation process ($M=2.29$, $SD=0.64$) which were rated low.

The overall high result indicates that they are satisfied with the Yolanda Permanent Housing Program implemented by the local government unit and national government agency. In other words, their needs, and expectations vis-à-vis the housing program were met. The overall high rating could be attributed to the safer location, stronger housing structure, and better community facilities that matched their needs and expectations. This result is supported by Widayante et al. [28] where the beneficiaries gave satisfactory to very satisfactory ratings for the implemented housing program because their expectations were met.

Likewise, Salisu et al. [29] on public housing perceived that the beneficiaries' high satisfaction was not determined by the housing structure alone but by the safety and security, and presence of adequate community facilities. Similarly, the result of Ziama and Li [21] indicates occupants' satisfaction was due to the specific features of the unit that matched their needs. Furthermore, Isa et al. [30] supports the findings of this study where beneficiaries were satisfied because of access to parks, multi-purpose halls, health centers, schools, water, power, and phones. Given the findings, these imply the essentials of location, safety, facilities, accessibility, and structures in the satisfaction of the beneficiaries towards resettlement programs.

The low satisfaction rate in the community development of the Yolanda Permanent Housing Program indicates that beneficiaries' expectations were not met. Correspondingly, this could be due to the absence of livelihood opportunities, and a lack of social, cultural, and environmental activities that need to be addressed, particularly for the bigger family size. This

finding is supported by Kamacl-Karahan et al. [31] on post-disaster housing where the environment in the neighborhood and social ties were identified to contribute to the residents' satisfaction. The United Nations Office of the Disaster Risk and Reduction [22] also identified in their findings that livelihood activities are vital in the resettlement of disaster victims. Meanwhile, Bayrak et al. [9] argued the impact of cultural, social, and environmental aspects affected the housing beneficiaries' resettlement and satisfaction. The findings of Pormon et al. [25] in the resettlement of disaster victims in Tacloban city, Philippines showed that the beneficiaries' satisfaction was lowest in terms of economic or livelihood and moderately satisfied in the areas of environment, management, social, and neighborhood. Given the findings, these imply the importance of activities related to livelihood, social, cultural, and environmental in the interests of the beneficiaries vis-à-vis their resettlement. These activities should be adequately implemented to meet their expectations and satisfaction.

The low satisfaction of the beneficiaries in the relocation process of the Yolanda Permanent Housing Program reflects the lack of livelihood, transportation, and hauling assistance during the transfer. Undeniably, this program area did not meet the beneficiaries' expectations. This is congruent with Jacobs and Almeida [11] where the people felt sad at the resettlement because of no livelihood, and they were given no prior information during their relocation.

Likewise, the study of Oo et al. [14] perceives that informing the affected residents regarding post-disaster reconstruction and resettlement positively affects their satisfaction. Moreover, the study by Iuchi and Mutter [23] emphasized that the relocation process has to be coordinated with the beneficiaries to notify them and to acquire a high level of satisfaction. These clearly show that the loss of income, and the expenses for the transportation and hauling were not anticipated by the beneficiaries because they were not given prior information. These findings imply that the beneficiaries should be assisted with livelihood, transportation, and hauling to lessen the burden and slowly adapt to their present situation.

The beneficiaries who have stayed longer in the resettlement have very high satisfaction with the safety and suitability of the location. Their present situation has exceeded their expectations regarding safety and suitability of location because it is far from danger zones, free from floods, and safe from landslides and pollution. This is congruent with the findings of the study of Manatunge and Abeysinghe [10] that location, security, and peace and order were factors positively affecting the satisfaction of the residents in the resettlement in the long term. Since the Yolanda Permanent Housing Program is fenced and guarded to maintain peace and order, those who stay longer have very high satisfaction.

Meanwhile, the beneficiaries who have smaller family sizes are satisfied with the community development of the Yolanda Permanent Housing Program. This means that this program area has met their expectations, and it did not badly affect their livelihood and needs for social, cultural, and environmental activities. This is relevant to the study of Gong et al. [32] recognizing that relocation affects livelihood and related activities that result in the decrease of per capita income. This manifests that the smaller family size could not be affected by the changes in livelihood or per capita income as much as that of the bigger family.

Table 2A. *Level of Beneficiaries' Satisfaction with the Yolanda Permanent Housing Program*

Variable	Safety and Suitability of the Location			Housing Package			Community Development		
	M	SD	Int	M	SD	Int	M	SD	Int
Length of Stay									
Shorter	3.20	0.51	Hi	2.93	0.49	Hi	2.47	0.64	Lo
Longer	3.31	0.50	VH	2.87	0.47	Hi	2.50	0.64	Lo
Family Size									
Smaller	3.24	0.52	Hi	2.91	0.48	Hi	2.51	0.63	Hi
Bigger	3.25	0.49	Hi	2.90	0.50	Hi	2.43	0.64	Lo
Whole	3.25	0.51	Hi	2.91	0.49	Hi	2.48	0.64	Lo

Note: Very High (VH), High (Hi), Low (Lo)

Table 2B. *Level of Beneficiaries' Satisfaction with the Yolanda Permanent Housing Program*

Variable	Community Facilities			Relocation Process			Satisfaction		
	M	SD	Int	M	SD	Int	M	SD	Int
Length of Stay									
Shorter	2.64	0.33	Hi	2.29	0.66	Lo	2.70	0.30	Hi
Longer	2.67	0.44	Hi	2.28	0.62	Lo	2.72	0.36	Hi
Family Size									
Smaller	2.65	0.38	Hi	2.33	0.63	Lo	2.72	0.34	Hi
Bigger	2.64	0.37	Hi	2.23	0.65	Lo	2.69	0.31	Hi
Whole	2.65	0.38	Hi	2.29	0.64	Lo	2.71	0.33	Hi

Note: High (Hi), Low (Lo)

Challenges Encountered by Beneficiaries on Yolanda Permanent Housing Program

As the beneficiaries accepted the opportunity to resettle through the Yolanda Permanent Housing Program, problems and concerns transpired as well. Table 3 presents the challenges encountered by the beneficiaries of the Yolanda Permanent Housing Program in the component city of Negros Occidental, Philippines in terms of application and document processing, relocation and transfer, occupancy, and livability.

Regarding the application and document processing, the beneficiaries were highly challenged in terms of long waiting times for the approval or disapproval of their applications (f=138, 48.8%). Relative to relocation and transfer, the top issue was on absence of the provision of livelihood during the time of transfer (f=274, 96.8%). With regards to occupancy, they were challenged in terms of fire safety facilities (f=273, 96.5%). In livability, the beneficiaries were challenged by a lack of livelihood opportunities (f=276, 97.5%).

Regarding the beneficiaries' challenge on application and document processing where they wait for a long time for approval/disapproval of their applications, this could be attributed to the time for validation conducted by the implementers. This is congruent with Ballesteros et al. [17] on government housing programs wherein the beneficiaries are challenged by the long processing time for approval. Additionally, the findings of Shresta et al. [16] showed that the listing of qualified beneficiaries was a long process and politically influenced.

Relatively, the Department of Human Settlement and Urban Development and the World Bank [18] adopted the post-disaster shelter recovery framework that with transparency,

the qualified beneficiaries are efficiently identified. This indicates the need to establish a more effective management system to shorten the waiting time for the results of the application of beneficiaries of the Yolanda Permanent Housing Program.

The challenge of no provision for loss of income during transfer could be attributed to the lack of transitory activities like the provision of alternative livelihood or financial assistance. Siriwadhana et al. [19] concluded that resettling people far from their original place has brought economic and socio-cultural challenges. Moreover, the study of Inphomma and Dizon [33] on post-disaster resettlement showed that despite the cash assistance for loss of income during relocation, they still considered resettlement as the cause of poverty due to lack of sustainability. This implies that loss of income during relocation is an issue that needs to be addressed with consideration to sustainability. If this will not be properly addressed, the notion that resettlement will make them poorer will develop and prosper.

The challenge of the lack of fire safety facilities is attributed to the design of the row houses of the Yolanda Permanent Housing Program. Understandably, a fire could spread easily without a fire extinguisher. Fire hydrants are found within the area however, the resettlement has no fire substation nor stand-by fire trucks. This is related to Ziama and Li [21] in a socialized housing where occupants were faced with the challenges of safety, efficiency, and functionality of the house.

Meanwhile, Twigg et al. [34] conclude that the urban environment has an extensive risk of fire. However, not enough attention is given because of the lack of necessary data on fire incidence and impacts that are useful in assessing and planning. As reported by the Department of Housing, Planning and Local Government of Ireland [35], the authorities are required to assess fire safety in social housing buildings for detection, alarm systems, emergency lighting, and escape routes for appropriate functions. This implies that in consideration of the design of the houses in the YPHP, fire safety equipment and services should be provided. This is considered an urgent concern because this may cause another disaster.

Table 3. *Challenges Encountered by the YPHP Beneficiaries*

Variable	f	%
Application and Document Processing		
Long waiting time for approval/disapproval	138	48.8
Long procedure in processing of the application	112	39.6
Too many documentary requirements for the application	91	32.2
Costly processing (fees, charges, and incidental expenses)	3	1.1
Unclear criteria for beneficiaries' selection	1	0.4
No document that will form an agreement between LGU and beneficiary stating their respective roles and responsibilities as the implementor and qualified beneficiaries)	1	0.4
Relocation and Transfer		
No provision for the loss of income during the time of transfer	274	96.8
No presence of barangay/community leader/s to welcome beneficiaries	268	94.7
No support during relocation such as transportation/hauling	267	94.3
No activities to ensure the beneficiaries' feeling at home during the relocation	266	94.0
No support after relocation such as follow-up and monitoring activities	262	92.6
No guidance and assistance from the office/officer in charge of YPHP	261	92.2
No information about the site and the Yolanda Project before the relocation	0	0.0
Occupancy		
Lacks or no fire safety facility facilities such as at least one (1) unit fire extinguisher in the house, fire hydrant within a 25-meter radius from the unit	273	96.5
Windows are defective	191	67.5
Floors are defective	180	63.6

Doors are not adequate for use as passage-way	146	51.6
Walls are defective	142	50.2
Roofs are defective	124	43.8
Housing unit too small for the family/household	70	24.7
No occupancy permit or document to attest status of occupancy	6	2.1
Others	1	0.4
Livability		
Lack of livelihood opportunities	276	97.5
Inadequate communication facilities (no or bad phone or internet signal, etc.)	245	86.6
No maintenance of facilities (roads, drainage, open spaces, parks and playgrounds, and other leisure areas)	245	86.6
Difficulty in transportation	105	37.1
No security guards (civil security/tanods)	63	22.3
Poor quality and/or low supply of water	56	19.8
Poor power supply/lighting facilities within the area	54	19.1
Others	7	2.5

Difference in the Level of Satisfaction when grouped according to Length of Stay

Table 4 presents the significant difference in the beneficiaries' level of satisfaction when grouped according to length of stay. Using Mann Whitney U test, there was no significant difference in the level of beneficiaries' satisfaction [$U=9017$, $p=0.458$] and in the areas of housing package [$U=8788.5$, $p=0.277$], community development [$U=9166$, $p=0.602$], community facilities [$U=9154$, $p=0.59$], and relocation process [$U=9476.5$, $p=0.954$]. Hence, the null hypothesis is accepted. However, there is a significant difference in the level of beneficiaries' satisfaction in the area of safety and suitability of the location [$U=8172$, $p=0.044$] when they were grouped according to length of stay.

The result indicates that the length of stay has nothing to do with beneficiaries' satisfaction, except in the area safety and suitability of location where who stayed longer had higher satisfaction. This means that the longer they stay in the resettlement, the more they become resilient and contented. This is supported by Sinha [36] in his presentation during the online Post Disaster Housing Reconstruction training emphasizing that 3-6 months after, residents started financially and socially recovered.

Likewise, the safe location and the free housing with better housing conditions in the Yolanda Permanent Housing Program relates to the findings of Fernando et al. [13] that 2 years later, the beneficiaries' satisfaction at the resettlement became high because of the better housing conditions. However, in the area of provision of basic services, there was no difference in satisfaction because the resettlement's location is similar to their original place.

Relatively, the study of Syamsidik et al. [12] showed that the beneficiaries' dissatisfaction after 16 years was due to the hazard brought by the condition of housing materials, facilities, and public service. Given the findings, these imply that there should be regular monitoring of the implementation of all the program areas including safety and location to address timely the concerns relevant to the satisfaction and situation of the beneficiaries and the whole community.

Table 4. *Difference in the Level of Beneficiaries' Satisfaction according to Length of Stay*

Variable	U	z	P
Safety and suitability of the Location	8172.000*	-2.014	0.044
Housing package	8788.500	-1.087	0.277
Community development	9166.000	-0.521	0.602
Community facilities	9154.000	-0.539	0.590
Relocation	9476.500	-0.058	0.954
Satisfaction	9017.000	-0.742	0.458

Note: *difference is significant when $p \leq 0.05$

Difference in the Level of Satisfaction when grouped according to Family Size

Table 5 presents the significant difference in the beneficiaries' level of satisfaction when grouped according to family size. Using Mann Whitney U test, there was no significant difference in the level of beneficiaries' satisfaction [U=9055.5, $p=0.317$] and in the areas of safety and suitability of the location [U=9571, $p=0.808$], housing package [U=9705.5, $p=0.965$], community development [U=9066, $p=0.323$], community facilities [U=9521.5, $p=0.752$], relocation [U=8912, $p=0.223$] when they are grouped according to family size. Hence, the null hypothesis is accepted.

The result indicates that the family size has nothing to do with the high satisfaction of the beneficiaries. This could be attributed to the number of household members and consequently the low population density in the resettlement. This means that more spaces are available for comfort, convenience, and privacy. This relates to the study of John et al. [15] wherein the lower satisfaction was attributed to the limited space that could not match the needs of bigger families.

Also, the study by Oo et al. [14] argued that satisfaction is influenced by family size due to the condition of the housing unit, service delivery, and social environment. Likewise, the study of Tharim et al. [37] supports this finding that beneficiaries were satisfied with the relocation due to indoor lighting, however, they were dissatisfied with the design caused of limited space and air quality. Relatively, the study of Dikmen and Ozkan [38] emphasized that satisfaction changes with time due to the varying needs relative to household size. This implies that demographics on family size is a vital factor of satisfaction, hence the spaces of houses and areas in the Yolanda Permanent Housing Program should match with beneficiaries' family size and generally of the community's population.

Table 5. *Difference in the Level of Satisfaction according to Family Size*

Variable	U	z	P
Safety and suitability of the Location	9571.000	-0.243	0.808
Housing package	9705.500	-0.044	0.965
Community development	9066.000	-0.988	0.323
Community facilities	9521.500	-0.315	0.752
Relocation process	8912.000	-1.217	0.223
Satisfaction	9055.500	-1.001	0.317

Note: the difference is significant when $p \leq 0.05$

The study theorized that the level of satisfaction of beneficiaries on the Yolanda Permanent Housing Program differs according to length of stay and family size which was anchored on the expectancy-confirmation theory by Oliver [26]. This assumption was not validated by the result of this study because the findings showed that there was no significant difference in the level of satisfaction as to length of stay and family size. These findings imply that the beneficiaries' demographics have nothing to do with their satisfaction with the Yolanda Permanent Housing Program. Furthermore, because of the belief of the theory that satisfaction is derived from expectations, needs, profile, and background, the need to further investigate the results of this study could not be discounted.

5.0. Conclusion

This study highlighted that sustainability is an important aspect of the Yolanda Permanent Housing Program and other post-disaster resettlements. Among others, this includes monitoring, maintenance, continuing consultations, and an efficient management system to ensure the beneficiaries' satisfaction with the housing program. The focus is on the implementation of the program and its beneficiaries. Despite the findings of no significance of satisfaction to length of stay and family size, the equitable matching of demographics, and program components is essential. Lastly, we cannot discount the fact that the Yolanda Permanent Housing Program in this component city has successfully made the lives of the victims of the typhoon more safe, secure and decent.

6.0. Limitations of the Findings

The study was limited to the YPHP in a component city of the Philippines whose beneficiaries were those awarded the units as of July 2022. The study was limited to quantitative methods using descriptive and comparative analysis. The findings were limited to the information and data captured by the self-made questionnaire that covered the determination of the level of satisfaction of the beneficiaries of the YPHP in the areas of safety and suitability of location, housing package, community development, community facilities, and relocation process. It further covered the significance of the level of satisfaction with family size and length of stay. Moreover, it included identifying the challenges encountered by the beneficiaries in terms of application and document processing, relocation and transfer, occupancy, and livability.

7.0. Practical Value of the Paper

The study is useful in addressing specific concerns that would improve the level of satisfaction of the beneficiaries of the YPHP, not only in this component city but also in the other parts of the country that were granted the same program. The findings of this study could also be used by the national government as one of the bases in assessing the implementation of the YPHP based on the Comprehensive Rehabilitation and Recovery Plan (CRRP) of the government, which is the blueprint from which YPHP was designed. Furthermore, this study could be utilized as a starting point for the LGU and the national government agency as major implementors of the program in improving the implementation of the YPHP. Likewise, the different sectors in the government, non-government, and private organizations could use this study as the basis for developing more programs on housing and resettlement not only in the country but also in other parts of the world.

8.0. Directions for Future Research

This study has quantitatively captured the findings on the level of satisfaction of the beneficiaries of YPHP. Notwithstanding its clear results, qualitative research could be conducted to dig deeper into the causes of the data revealed in this study. The qualitative study could allow beneficiaries to expound more on the data and key information gathered by this study. The quantitative data could also be supported by the qualitative data by answering the problems of "why" and "how" of the results. The methods will use dynamics requiring more engagement with the beneficiaries and other stakeholders. Analysis could be done from different angles, particularly those not covered by this study. In this way, strategies could be more comprehensive and help the implementers of YPHP and other stakeholders and users of this study.

9.0. Declaration of Conflict of Interest

No potential conflicts of interest relating to the research, writing, or publishing of this work were disclosed by the authors, according to their report.

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