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Appendix A – Questionnaire on Cross-Sector Collaboration

UNIVERSITAS MUHAMMADIYAH YOGYAKARTA
PROGRAM PASCASARJANA
Yogyakarta, Indonesia



June 2016

Region X DRRM Council
Misamis Oriental Provincial DRRM Council
Cagayan de Oro City DRRM Council
Iligan City DRRM Council

Dear Sir / Ma'am:


Good day! I am Hazel D. Jovita. I am currently doing a research entitled "*Collaborative Governance in the Philippines' Post Disaster Management (2010-2015)*" as part of a major requirement in the Doctoral Program of Political Science in Universitas Muhammadiyah Yogyakarta, Indonesia. This research aims to look into the strengths and challenges that the Philippine government agencies went through during disaster response.

As member of the DRRM Council and as the head/focal person of your agency on disaster response related activities in the region/province/city, I would like to invite you to be one of my respondents. Your inputs are significant in understanding the dynamic processes and structures that we currently have in terms of the disaster response in the country. Your inputs are vital for the success of this scholarly endeavor. Hence, it shall be treated with utmost confidentiality and shall be utilized for academic purposes only.

Further, the data gathering (survey) will only be less than an hour and will be conducted in your most convenient schedule. You may reach me at 0936-368-8956 or at jovita_hazel@yahoo.com. I sincerely look forward to hear from you soon. Thank you very much and more power.

Sincerely,

HAZEL D. JOVITA
Researcher

Noted 
DR. ACHMAD NURMANDI, M.Sc
Academic Supervisor

Name (optional):

Agency/Organization:

Position:

Unit: Regional

Provincial

City

Part 1. This part of the research intends to describe the processes in building collaboration (initial agreement, leadership, trust, conflict management and planning) with the members of the DRRM Council.

Instruction: Kindly answer each item below by checking one of the five options: **1-Never; 2- Rarely; 3-Sometimes; 4-Often; 5-Always.** Also, to substantiate the data, kindly provide brief answers to the open-ended questions.

1. INITIAL AGREEMENT	1 – Never	2 – Rarely	3 - Some times	4 – Often	5 – Always
1. Our office always works with other organizations to address the impacts of disasters. <i>(degree)</i>	1	2	3	4	5
2. Our office maintains close relationships with our partner organizations in the DRRM Council. <i>(closeness)</i>	1	2	3	4	5
3. Our office certainly promotes the vision and goals of the Council. <i>(betweeness)</i>	1	2	3	4	5
4. Our role in the operations of the Council contributes to the mandate and goals of our Office. <i>(degree)</i>	1	2	3	4	5
5. Our partnerships with other agencies in the DRRM Council is determined by RA10121 and related laws. <i>(closeness)</i>	1	2	3	4	5
6. The collaboration with other agencies and organizations is necessary towards better performance. <i>(betweeness)</i>	1	2	3	4	5
7. Our disaster response related efforts further shows the contribution of our agency in public service. <i>(degree)</i>	1	2	3	4	5
8. Our DRRM activities are desired and accepted by our partner agencies and organizations. <i>(closeness)</i>	1	2	3	4	5
9. Our work as an organization is important to our partner organizations to facilitate there other activities. <i>(betweeness)</i>	1	2	3	4	5

a. Was there a need for your agency to work together with other agencies? Why?

b. How does collaboration with other organizations start? Who initiated?

c. What are the challenges or common problems in the start of the collaboration? Why do you think these problems occur?

2. LEADERSHIP	1 – Never	2 – Rarely	3 Some times	4 – Often	5 – Always
1. The Council pursues clear and well understood vision and goals.	1	2	3	4	5
2. The goals of the Council strengthen collaboration among member agencies. <i>(closeness)</i>	1	2	3	4	5
3. The head of the Council and DSWD are good in mobilizing other agencies to work with one another effectively. <i>(betweenness)</i> .	1	2	3	4	5
4. The Council creates culture of excellence in public service and the members embrace it. <i>(degree)</i>	1	2	3	4	5
5. The Council and head agencies inspire and motivate member agencies to achieve identified goals both within across organizational boundaries. <i>(closeness)</i>	1	2	3	4	5
6. There is an incentive for excellent performance	1	2	3	4	5
7. The Council makes sure that staff and managers are autonomous in delivering the tasks. <i>(degree)</i>	1	2	3	4	5
8. The Council organizes training with experts to augment the capacities of member agencies. <i>(closeness)</i>	1	2	3	4	5
9. The Council openly discusses concerns and solutions to the challenges of member agencies in delivering tasks. <i>(betweenness)</i>	1	2	3	4	5
10. The Council manages wide range of complexities and works hard towards a shared solution. <i>(degree)</i>	1	2	3	4	5
11. The Council employs strategies that work with its partners and member agencies to achieve successful outcomes. <i>(closeness)</i>	1	2	3	4	5
12. The Council promotes interagency partnerships. <i>(betweenness)</i>	1	2	3	4	5
13. The Council constantly offers new ways to address problems and challenges. <i>(degree)</i>	1	2	3	4	5
14. The Council always embraces challenges and find opportunities out of it. <i>(closeness)</i>	1	2	3	4	5
15. The Council finds innovative ways to maintain effectiveness of service delivery despite the challenges. <i>(betweenness)</i>	1	2	3	4	5

a. What are the challenges in terms of leadership have you experienced or observed? Why do think these challenges occur? and How did you addressed these challenges?

b. What improvement or changes in the structure and processes of the Council do you think is necessary to improve disaster response? Which organization should lead what activity and why?

3. TRUST	1 – Never	2 – Rarely	3- Some times	4 – Often	5 – Always
1. During disaster, whenever our agency receives the communication from other gov't agencies, we immediately act on it. <i>(degree)</i>	1	2	3	4	5
2. We prefer to receive and send information to the member agencies of the Council at all times than with other organizations. <i>(closeness)</i>	1	2	3	4	5
3. If the message is not from Council members, we validate first before we act. <i>(betweeness)</i>	1	2	3	4	5
4. We always depend on the information given to us because all member-agencies of the Council deliver accurate information always and always on time. <i>(degree)</i>	1	2	3	4	5
5. It is easy to access or ask information from other member-agencies of the Council and it is given real-time. <i>(closeness)</i>	1	2	3	4	5
6. I can easily rely on the assistance of other agencies in the delivery of tasks. <i>(betweeness)</i>	1	2	3	4	5
7. Our agency is certain that all the needs of the affected community during disaster response are taken care of by certain government agency. <i>(degree)</i>	1	2	3	4	5
8. Our agency always look forward to collaboration with other agencies/organizations as it always more convenient and it leads us to success in our endeavors. <i>(closeness)</i>	1	2	3	4	5
9. We send information to other agencies not because they ask it but because we know they need it and utilized for appropriate and immediate action. <i>(betweeness)</i>	1	2	3	4	5

Have you experienced miscommunication among your partner agencies during disaster response? How was it resolved?

How does the sharing of information takes place?

What are the challenges you encountered in terms of sharing information (sending or receiving) from other agencies? Kindly discuss briefly.

4. PLANNING	1 – Never	2 – Rarely	3-Some times	4 – Often	5 – Always
1. Our agency aids the planning of the Council by utilizing multiple sources of data. <i>(degree)</i>	1	2	3	4	5
2. Our agency organizes the agenda and flow of the planning processes. <i>(closeness)</i>	1	2	3	4	5
3. Our agency identifies priorities and summarizes needs during the planning of the Council. <i>(betweenness)</i>	1	2	3	4	5
4. The Council sets specific and measurable targets and strategies to all clusters. <i>(degree)</i>	1	2	3	4	5
5. Our agency together with other agencies, were consulted and approved such targets and strategies. <i>(closeness)</i>	1	2	3	4	5
6. Our agency works well with other agencies to achieve every target given to us according to the agreed strategy. <i>(betweenness)</i>	1	2	3	4	5
7. Our agency ensures that the activities are aligned with the plans of other units in the region/city. <i>(degree)</i>	1	2	3	4	5
8. Our agency makes sure that there is a common understanding of the plans among stakeholders. <i>(closeness)</i>	1	2	3	4	5
9. Our agency assess and monitors how member agencies carry out the plans and activities. <i>(betweenness)</i>	1	2	3	4	5
10. Our agency establishes the processes and procedures for monitoring against attainment of goals and objectives among other agencies. <i>(degree)</i>	1	2	3	4	5
11. Our agency adjusts the plan accordingly considering the reports forwarded by partner agencies. <i>(closeness)</i>	1	2	3	4	5
12. Our agency identifies new insights in the planning process to refine the response protocols together with other agencies in the disaster response group. <i>(betweenness)</i>	1	2	3	4	5

a. What is the most difficult part of planning for the Regional DRRM Council?
What causes such difficulty and how was it handled?

b. What can you suggest to further improve the planning strategies of the Council?

c. What are the best practices of the Council that other DRRM Councils should emulate?

5. Managing Conflict in the Council	1 – Never	2 – Rarely	3 –Some times	4 – Often	5 – Always
1. Our agency acted as a mediator in conflict situations. <i>(degree)</i>	1	2	3	4	5
2. In cases of conflict, our agency supported both sides in a complaints procedure. <i>(closeness)</i>	1	2	3	4	5
3. Our agency, gathered ideas of how to address the issue with the team. <i>(betweenness)</i>	1	2	3	4	5
4. Our agency has always maintained professionalism even the presence of conflict. <i>(degree)</i>	1	2	3	4	5
5. Our agency keeps employee issues private and confidential. <i>(closeness)</i>	1	2	3	4	5
6. Our agency treats all other agencies/organizations with the same importance. <i>(betweenness)</i>	1	2	3	4	5
7. Our agency intervenes quickly in cases of conflict and removes a disruptive team member when necessary. <i>(degree)</i>	1	2	3	4	5
8. Our agency protects employees by removing them from conflict situations. <i>(closeness)</i>	1	2	3	4	5
9. Our agency follows up on conflicts after resolution. <i>(betweenness)</i>	1	2	3	4	5
10. The Council uses communicating procedures and policies available to each agency. <i>(degree)</i>	1	2	3	4	5
11. The Council through our agency uses all available procedures to investigate incidents of abuse. <i>(closeness)</i>	1	2	3	4	5
12. The Council seeks reconciliation to mend conflicting parties. <i>(betweenness)</i>	1	2	3	4	5

a. How did the Council manage the conflicting ideas during meetings or discussions?

b. How did the Council manage the conflicting ideas during implementation of activities? How are these conflicts resolved?

c. Can you identify the 5 agencies which actively participate in the decision making process in the Council? Why do you think these agencies are the most active?

PART 2. This part of the research intends to describe the relationship between and among the agencies and organizations involved in the disaster response.

Kindly answer the questions below (1-13) on the next page/s. Your answer in every item is either 1, 2, 3 ,4, or 5. **1- Never; 2- Rarely; 3-Sometimes; 4-Often; 5-Always**

Note: Please add the agencies that you have been working with in the blank spaces below (if they are not mentioned yet).

1. How often does your office commonly work with the agencies in the Council in delivering the mandates of your office?
2. How often do you discuss possible suggestions or concern with these agencies in the Council to be raised during DRRM Council meetings?
3. How often these agencies/organizations do shares with your office important information during disaster response?
4. How often do you send information to these agencies/organizations during disaster response?
5. How often do you work with these agencies/organizations in providing assistance during or immediately after a disaster?
6. How often do you work with these agencies/organizations in providing support for a timely and appropriate health services to the affected population?
7. How often do you work with these agencies/organizations during camp management and coordination?
8. How often do you work with these agencies/organizations in providing an efficient and effective logistics in harmonizing the activities of cluster?
9. How often do you work with these agencies/organizations in strengthening ICT capacities to prepare for, respond to and recover from the impacts of disasters?
10. How often do you work with these agencies/organizations in ensuring the safety of the learners and teachers and in providing continued access to quality of education?
11. How often do you work with these agencies/organizations in providing support for an effective, timely, organized and systematic search, rescue and retrieval operations to affected areas in all emergencies?
12. How often do you work with these agencies/organizations in providing assistance in the proper identification and disposition of the remains?
13. For this item only. Kindly check (✓) which among these agencies do you have close friendships (family friend, bestfriend or college friends) with?

CITY	sample	1	2	3	4	5	6	7	8	9	10	11	12	13
39. Mayor	1													
40. DRRM Officer	2													
41. Engineering	3													
42. Health	4													
43. ABC	5													
44. PNRC	3													
45. PNP	2													
46. AFP	4													
47. GAD	2													
48. Dep.Ed	4													
49. CPDO	2													
50. BFP	1													
51. Agriculture	3													
52. Veterinary	3													
53. Budget	4													
54. CSWD	5													
55.														
56.														
57.														

Kindly name at least two (2) agencies from the Regional, Provincial or City or CSOs that you prefer to always work with and why?

Region:

1. _____

2. _____

Province

4. _____

5. _____

City

7. _____

PART 3. This part of the research intends to describe the performance of the Council according the self-assessment of the implementing agencies.

Instruction: Kindly answer the following questions.

1. What is the role of your office in the DRRM Council?

2. Which among these functions does your agency easily delivers?

3. What are the challenges that you or your agency faced in the delivery of these functions?

4. How did you manage such challenges?

5. Do you think that collaboration really facilitates the disaster response ? Is it necessary? If yes, why? If no, why not?

6. In your opinion, what is the common problem in the DRRM Council in terms of addressing concerns related to disaster response?

7. How will you rate the performance of your office as member of the DRRM Council? (1-Poor; 2-Fair; 3-Average; 4-Good; 5-Excellent) why?

PART 4. This part of the research intends to describe the performance of the Council according to its targets. This self-assessment of the implementing agencies will be utilized as one of the bases in describing the performance of the Council.

Instruction: Kindly mark your chosen answer per item. Also, please answer the few questions written below. **1-Poor; 2-Fair; 3-Average; 4-Good; 5-Excellent**

How would you rate the performance of the Council on the following disaster response related targets?	1	2	3	4	5
1. Extending assistance to many individuals and provided them with appropriate intervention.	1	2	3	4	5
2. search and rescue operations	1	2	3	4	5
3. Deployment of trained and equipped responders in affected areas.	1	2	3	4	5
4. Search and Retrieval of dead bodies	1	2	3	4	5
5. Providing relief assistance to affected families inside and outside of evacuation areas/centers	1	2	3	4	5
6. Providing proper evacuation/camp management in evacuation centers.	1	2	3	4	5
7. Preventing the outbreak of disease inside and outside of evacuation centers	1	2	3	4	5
8. Providing mental health and psycho-social services to the affected individuals with psychosocial concerns inside and outside evacuation centers.	1	2	3	4	5
9. Providing continuing assistance to the affected families	1	2	3	4	5
10. Education services for the children are immediately ready	1	2	3	4	5
11. Providing emergency livelihood opportunities to the affected families	1	2	3	4	5
12. Restoration of basic lifelines.	1	2	3	4	5
13. Clearing the affected areas from the debris and wastes	1	2	3	4	5
14. Ensuring that the affected families are sheltered in safe and more durable facility while waiting for their permanent shelter	1	2	3	4	5

1. How do you rate the overall response activities? Why?

2. What are challenges in the implementation of these activities? Why do you think these challenges occur?

3. What do think should be done to improve the response activities?

APPENDIX B. QUESTIONNAIRE ON SOCIAL CAPITAL

**Universitas Muhammadiyah Yogyakarta
Yogyakarta, Indonesia**

January 19, 2017

Dear Respondent,

The undersigned is a doctoral student at the Universitas Muhammadiyah Yogyakarta, Indonesia. She is currently doing a research entitled “**Cross-Sectoral Governance in the Philippine Post Disaster Management.**” An integral part of her research is the input from the individuals who were victims of Sendong in 2010. With this, she is inviting you to participate in this research by answering the attached questionnaire. Rest assured that the information will be for academic purposes only. For your inquiries, you may contact 09363688956 or jovita_hazel@yahoo.com. We look forward to your favorable response. Thank you and more power.

Sincerely,

Hazel D. Jovita

Noted: Dr. Achmad Nurmandi
Academic Supervisor

Part 1. Socio-Economic Profile

Gender: ___ Male ___ Female **Age:** ___ 21-30 ___ 31-40
 ___ 41-50 ___ 51-60 ___ 61-70

Monthly income (household):

___ 10,000 and below ___ 11,000-15,000 ___ 16,000-20,00
 ___ 21,000-25,000 ___ 25,000-30,000 ___ 31,000 and above

Part 2. Research Exchange Matrix 1. Kindly mark (x) the item that answers the questions in every column. (For example: During Sendong (in times of disasters), what did you give/receive from “people who have more than me”? You may mark items 1,3,4,5, 6 and 7.)

Goods/services being transacted	During Sendong what did you give/receive from...?			
	People who have more than me	People who have less than me	People who have about the same as me	Closely related family members (i.e., siblings, parents, children)
1. Cash				
2. Food				
3. Clothes				
4. Medicine				
5. School supplies				
6. Household items				
7. Household appliances				
8. Furniture				
9. Introductions to potential employers, doctors, school directors, and other influential people				
10. Important information (about jobs, humanitarian assistance, etc.)				
11. Family members living in other households				

12. Temporary, non-paying household member who contributes some kind of support				
13. In-kind services (e.g., babysitting; cooking; house repair, etc.)				

Part 3. Research Exchange Matrix 2. Kindly answer every item: (1) never; (2) sometimes; or (3) most of the time

Networks	In times of disasters, to whom do you turn to...		
	Meet the minimum basic needs	Improve social or economic situation	Maintain social relationships
1. Closely related family members (siblings, parents, children)			
2. Nearby friends			
3. Neighbors			
4. Urban relatives			
5. Rural relatives			
6. Work colleagues			
7. Local Association members			
8. NGOs			
9. Religious organization			
10. Community elder or traditional leader			
11. Charities			
12. Others. (specify)			

Part 4. Institutional Analysis. Kindly answer every item: (1) never; (2) sometimes; or (3) most of the time

Institutions	<i>During disasters...</i>		
	Can you Trust this institution?	Is this institution provide help when needed?	Is this institution effective?
1. Village (Purok) Head/Officials			
2. Barangay Officials			
3. Mayor			
4. City Officials (Councilors)			
5. City DRRM Office			
6. Army			
7. CSWD/DSWD			
8. Police			
9. Regional Offices			
10. Credit Cooperatives			
11. Women's group			
12. Public Hospitals			
13. Local NGO			
14. International NGO			
15. Church			
16. Academe / Universities			

1. Can you name the organizations or groups where you belong?

**2. What are the common challenges encountered in your group?
What causes these challenges?**

3. What are the sources of conflict in the group and how are these conflicts resolved?

Signature of Respondent

APPENDIX C. INTERVIEW GUIDE

1. Interview Guide on Cross-sector Collaboration

1. Was there a need for your agency to work together with other agencies? Why?
2. How collaboration does usually start? Who initiates?
3. What are the challenges or common problems in the start of the collaboration? Why do you think these problems occur?
4. if you can choose, which an agency/organization in the regional, provincial, and city level will you prefer to work with? Why? Name at least 5 agencies.
5. What is the vision of the Regional DRRM Council? How is this vision created? And how it is realized?
6. What are the challenges in terms of leadership have you experienced or observed? Why do think these challenges occur? and How did you address these challenges?
7. If you are to decide, what changes would you like to have in the structure of organizations in the Council to improve disaster response? Which organization should lead what activity and why?
8. Whom do you typically turn to for help in thinking through a new or challenging problem at work?
9. Whom are you likely to turn to in order to discuss a new or innovative idea?
10. Whom do you typically give work-related information?
11. Whom do you turn to for input prior to making an important decision?
12. Whom do you feel has contributed to your professional growth and development?
13. Whom do you trust to keep your best interests in mind?
14. Have experienced miscommunication among the agencies/parties involved? How was it resolved?
15. In the implementation of the DRRM Plan, what is the usual source of conflict between agencies or personnel? What causes these conflicts? How are these conflicts resolved?
16. Who do you think is the best person to resolve the conflict in the network? Why?
17. What possible changes should be implemented to avoid conflicts in the Council or between agencies?
18. What is the most difficult part of planning for the Regional DRRM Council?

19. Was there difficulty in implementing the agreed disaster response plans? What causes such difficulty and how was it handled?
20. Who should lead the planning and who (which agencies) should participate? Why?
21. How will you rate the performance of the network in terms of disaster response? Is it poor, fair, average, good or excellent? Why?
22. What are challenges in the implementation of these activities? Why do you think these challenges occur?
23. What do think should be done to improve the response activities? Is there a need to change the structure? Why?
24. Should there be changes in the governance or leadership of the group to improve the delivery of response related activities? Why?
25. After all the activities that were implemented, what are the benefits or advantages that is enjoyed by the members of the Council until today?

2. Interview Guide on Public Value / Social Capital: Respondents from the Community

1. Since 2010, what organizations are you part of (farmer, trader, political, women, cultural, neighborhood, parent or school committee)? How often do you contact the group members? How many in your circle know about each other? Are all people friends with each other?
2. Did your organization help you when you needed assistance? Can you count on your organizations' help?
3. During disasters/emergency conditions, were you able to help your neighbor before? Are you always willing to extend help to your neighbor whenever he/she needed assistance? Why?
4. How willing will your neighbors whom you helped help you in return?
5. How many people in your neighborhood can be trusted? DO you think your neighbors are willing to help you unconditionally?
6. How about politicians? How willing do you think are they in helping you unconditionally?
7. Are your friends willing to help you unconditionally?
8. Do you think your neighbors trust each other in times of need?

9. In times of disaster, do you see unity among your neighborhood?
Among government officials? Among NGOs?
10. Have you received help from your family members when you hit by disasters? Is your family united in times of crisis and help each other?
11. In the past five years, to whom do you usually ask for help in times of disasters or emergency conditions? family, friends, neighbors or organizations? Why? What kind of help have you received?
12. Have you also extended help? To whom? And what kind of help? Why did you help him/her?
13. Are you willing to help politicians without receiving any compensation?
14. Are you willing to help your friends without receiving compensation?
15. Are you willing to help strangers without receiving compensation?
16. Have you help a relative before without receiving compensation?
17. Do you see yourself doing a volunteer work in times of emergency or crisis in your community?
18. Was there a time when you wanted to help or ask for help but you feel inferior to other people?
19. What do you think you need to help others?
20. If disaster will happen again, are you afraid or prepared? Why?
21. What kind of help will you need from family, friends, neighbors or organizations?
22. What kind of help are you willing to extend to your family, friends, neighbors or organizations?
23. What have you observed among family, friends, neighbors or organizations in times of disasters/emergency conditions? Is everyone willing to help each other? What kind of help is usually extended?
24. Is the relationship between family, friends, neighbors and organizations became stronger or weakened? Why do you think so? Is everyone