



Preparedness to Natural Hazards of Philippine Information Agency's (PIA) Regional Employees and Its Relation to the Implementation of Disaster Preparedness Measures: Basis for the Creation of Public Service Continuity Plan (PSCP)

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Abstract— This quantitative research study examines the preparedness of regional employees of the Philippine Information Agency (PIA) to natural hazards and its relation to the implementation of disaster preparedness measures. The objective is to establish a basis for the creation of a Public Service Continuity Plan (PSCP) within the organization. The study presents several key findings based on survey responses from PIA regional offices. The study reveals that a significant proportion (42.7%) of respondents are aged 46 years and older. The majority of respondents hold the position of information officers (66.9%), and 45.2% have a length of service of 12 years and above. Respondents perceived a high probability of various natural hazards occurring in their respective regions, including earthquakes, tsunamis, volcanic eruptions, floods, tropical cyclones and typhoons, heavy rainfall, landslides, and storm surges. Further, regional employees of PIA demonstrate sufficient knowledge of natural hazards and disaster preparedness measures. However, the implementation of these disaster preparedness measures is found to be occasional (sometimes), as indicated by a mean score of 3.12. Subsequently, regional office employees strongly agree with the importance of implementing these disaster preparedness measures in their offices. The study also finds no significant relationship between the level of knowledge of disaster preparedness measures and the implementation of such measures and between the level of implementation and the attitude of employees towards their implementation. Based on these findings, it is recommended that the PIA develop and implement a Public Service Continuity Plan to enhance its preparedness and response to natural hazards. The plan should consider each regional office's specific needs and characteristics and provide comprehensive guidelines for disaster preparedness measures.

Keywords— disaster preparedness, natural hazards, Public Service Continuity Plan, Polytechnic University of the Philippines.

I. INTRODUCTION

The Philippine Archipelago, as one of the countries located in the Pacific Ring of Fire where the Philippine Sea and Eurasian tectonic plates meet, has approximately 300 volcanoes. Of these, at least 24 are considered active, and several have erupted in recent times. Moreover, more than 20 earthquakes are recorded every day (PHIVOLCS, 2014).



Further, being situated in the Pacific Typhoon Belt, the Philippines experiences approximately 20 tropical cyclones and an average of 10 develop into typhoons every year, from June to September being the rainy season in the country (Office of Civil Defense, 2021).

This can cause severe flooding and landslides in different parts of the country. Some parts of the Philippines are already identified as flood and landslide-prone, as consolidated in a geohazard map released in 2016 by the Department of Environment and Natural Resources through their MGB National Geohazard Assessment Program to raise awareness among all LGUs and to implement interventions accordingly.

These clearly show that the Philippines can be identified as high-risk for hazards (Rosenberg, 2018).

Further, in the report of Counter Extremism Project, a non-government organization, on September 17, 2018, the presence of extremists in the Philippines as well as existing rebels and disputes in the southern part of the country pose a threat to the peace and safety of its citizens.

Given the various hazards in the 2021 World Risk Index Report, the Philippines ranked eighth with the highest disaster risk country worldwide (World Risk Report 2021, 2021).

Disaster risk can be measured through the four risk components, which are exposure, susceptibility, coping, and adaptive capacity of a certain country (Mucke, 2011).

It can never be denied the fact that the Philippines is indeed prone to different disasters. According to the International Federation of Red Cross and Red Crescent Societies (2019), risk plus the vulnerability of individuals may result in disaster. The more vulnerable residents are to different risks, the higher the tendency to experience disaster.

While there are natural hazards that cannot be avoided due to their natural causes, the vulnerability of Filipino citizens to hazards is high, according to the study conducted by Dr. Greg Bankoff in 2003.

Moreover, aside from the natural hazards, we are also not spared from the spread of a new coronavirus disease (COVID-19) caused by a new coronavirus called SARS-CoV-2 (World Health Organization, 2020). Moreover, aside from the natural hazards, we are also not spared from the spread of a new coronavirus disease (COVID-19) caused by a new coronavirus called SARS-CoV-2 (World Health Organization, 2020).

This has hit not only the Philippines but 231 countries and territories around the world, with a reported total of 694,672,356 confirmed cases and a death toll of 6,911,814 deaths, which considered it a pandemic. (WorldOfmeters, 2023).

Consequently, the Disaster Risk Reduction Management Council, learning from previous calamities that the Philippines had experienced, has shifted from being reactive to more proactive disaster plans and strategies



(National Disaster Risk Reduction Management Council, 2014). It is through minimizing the vulnerability of individuals and increasing their resilience to hazards by making them aware and prepared for any eventuality.

Accordingly, Republic Act 10121 of 2010 was enacted to strengthen the Philippine disaster risk reduction and management system by providing the national disaster risk reduction and management framework and institutionalizing plans with appropriate funds for the purpose.

This led to the creation of the National Disaster Risk Reduction Management Plan (NDRMMP) 2011–2028, which is divided into four thematic plans: disaster prevention and mitigation, disaster preparedness, disaster response, and disaster rehabilitation and recovery (Office of Civil Defense, 2011).

Whereas, part of the disaster preparedness efforts is to increase the level of awareness and enhance the capacity of the community to the threats and impacts of all hazards.

In this effort, the lead agency is the Philippine Information Agency (PIA). This agency is an attached unit of the Presidential Communications Office (PCO), which is the official public information arm of the Government of the Philippines. The PIA works with the Office of the President through the PCO, national government agencies, and other public sector entities to communicate their programs, projects, and services to the Filipino people. With its 16 regional offices and 79 information centers across the Philippines, the message is widespread and can even reach up to the grassroots level of society (Philippine Information Agency, 2019).

Further, as a government communication agency that is mandated to deliver accurate, timely, and relevant information to the public, it plays an important role during disasters and pandemics. Public service must continue and should never stop. Thus, a continuity plan for its services is a must.

II. METHODS OF RESEARCH

NDRRMC and other government agencies have already learned their lessons from previous disasters that have happened in the country. More than being reactive to disasters, they are now working to be more proactive in preparing for and mitigating the risks.

One of the measures is to increase the level of awareness and enhance the capacity of the community to respond to the threats and impacts of all hazards, whereas the PIA is the lead agency.

Being at the forefront of this effort in promoting safer, adaptive, and disaster-resilient Filipino communities towards sustainable development, it is essential to evaluate whether the information is effectively disseminated and applied internally by this messenger of disaster information.

It is important to determine if the information disseminators can fully apply their message in their lives to effectively share it with the public. As well, guidelines have been set to bounce back from any eventuality to continue its services.



Hence, this study aims to evaluate the preparedness of PIA Regional Offices employees to natural hazards and its relation to their level of implementation of disaster preparedness measures as a basis for the creation of a Public Service Continuity Plan.

Research Design

This study utilized a quantitative research approach since the research underwent a systematic data collection process and was measured through statistical data. Since the study dealt with the assessment of data carried through nominal, categorical, and numerical data, it utilized a quantitative research approach.

According to Fraenkel & Wallen (2006), quantitative research can be classified as either descriptive or experimental research. The purpose of descriptive research design is to become more familiar with phenomena, gain new insight, and formulate a more specific research problem or hypothesis.

This type of research design involves the description, recording, analysis, and interpretation of the presentation or process of data according to the primary objective of the study, which is to determine the level of preparedness for natural hazards based on the answers of the respondents.

Research Instrument

To facilitate the data gathering, the researcher was able to design a questionnaire to address the objectives of this study.

The survey questionnaire was divided into seven (7) sections specifically determining and evaluating the following:

- a. Demographic profile;
- b. Perceived likelihood of natural hazards happening in the region;
- c. Possible impacts of natural hazards;
- d. Knowledge of respondents on natural hazards;
- e. Knowledge of disaster preparedness measures;
- f. Implementation of disaster preparedness measures; and
- g. attitude towards the implementation of disaster preparedness measures.

Respondents

The total number of personnel holding permanent positions in all 16 regions is 203, based on the list provided by the Human Resource Development Division-Personnel Section of the Agency as of June 30, 2022.

Then, the following samples were drawn out per region: 11 in Cordillera Administrative Region (CAR); 7 in National Capital Region (NCR); 10 in Region I (Ilocos Region); 8 in Region II (Cagayan Valley); 7 in Region III (Central Luzon); 7 in Region IV-A (CALABARZON); 7 in Region IV-B (MIMAROPA); 10 in Region V (Bicol); 12 in Region VI (Western Visayas); 9 in Region VII (Central Visayas); 10 Region VIII (Eastern Visayas); 7 Region IX



(Zamboanga Peninsula); 7 Region X (Northern Mindanao); 6 in Region XI (Davao Region); 8 in Region XII (SOCKSARGEN); and 9 in Region XIII (CARAGA).

For the fulfillment of the research, primary data was used. The data were collected from the respondents through a survey questionnaire.

Data Gathering Procedures

The researcher presented the draft instrument to the evaluators, who are experts on the topic, such as officials from the Office of Civil Defense (OCD) and statisticians, for approval. The instrument was revised based on comments and suggestions.

It was also administered to 10 PIA employees for pilot testing for reliability. These respondents have the same characteristics as the targeted respondents but were not included as respondents in the actual conduct of the study. All comments and suggestions were considered.

Once the instrument was found to be reliable based on the pre-testing, a request letter was formally sent to the Philippine Information Agency to ask for permission to survey the employees in the 16 regional offices.

Upon approval of the request, the researcher administered the questionnaires via Google Survey to the respondents to the study.

Data were collected from the online answers of each respondent, tallied, and subjected to the statistical computations of a statistician for analysis.

III. RESULTS AND DISCUSSION

The regional office employees of the Philippine Information Agency, being the communication arm of the government, are indeed comprised mostly of information officers, the majority of whom are middle-aged adults and have been in the agency for a very long time.

It is also worth noting that more and more young people are joining the agency. It also indicates that since more and more younger people are joining the government service, either they are newly hired or just starting to build their career in the agency.

Meanwhile, these regional office employees are aware of the possible occurrence of natural hazards such as earthquakes, tsunamis, volcanic eruptions, floods, tropical cyclones and typhoons, heavy rainfall, landslides, and storm surges in their respective areas.

Further, they have sufficient knowledge about natural hazards and disaster preparedness measures.



Table 1. Level of Knowledge of PIA Regional Offices Employees on Disaster Preparedness Measures

Knowledge on Disaster Preparedness Measures	Disaster Preparedness Measures 1		Disaster Preparedness Measures 2		Disaster Preparedness Measures 3		Disaster Preparedness Measures 4		Disaster Preparedness Measures 5		Disaster Preparedness Measures 6		Disaster Preparedness Measures 7		Disaster Preparedness Measures 8		Disaster Preparedness Measures 9		Disaster Preparedness Measures 10		Disaster Preparedness Measures 11		Disaster Preparedness Measures 12		Overall			
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Cordillera Administrative Region	2.45	Little Knowledge	2.91	Sufficient Knowledge	2.55	Sufficient Knowledge	2.94	Sufficient Knowledge	2.73	Sufficient Knowledge	2.36	Little Knowledge	2.64	Sufficient Knowledge	2.55	Sufficient Knowledge	2.27	Little Knowledge	2.36	Little Knowledge	2.27	Little Knowledge	2.27	Little Knowledge	2.27	Little Knowledge	2.50	Sufficient Knowledge
National Capital Region	2.56	Sufficient Knowledge	2.89	Sufficient Knowledge	2.78	Sufficient Knowledge	2.44	Little Knowledge	2.89	Sufficient Knowledge	1.89	Little Knowledge	2.78	Sufficient Knowledge	3.11	Sufficient Knowledge	2.22	Little Knowledge	2.78	Sufficient Knowledge	2.89	Sufficient Knowledge	2.89	Sufficient Knowledge	2.89	Sufficient Knowledge	2.68	Sufficient Knowledge
I (Ilocos Region)	2.21	Little Knowledge	2.63	Sufficient Knowledge	2.32	Little Knowledge	2.33	Sufficient Knowledge	2.63	Sufficient Knowledge	2.05	Little Knowledge	2.53	Sufficient Knowledge	2.84	Sufficient Knowledge	2.21	Little Knowledge	2.05	Little Knowledge	1.84	Little Knowledge	2.05	Little Knowledge	2.05	Little Knowledge	2.32	Little Knowledge
II (Cagayan Region)	2.88	Sufficient Knowledge	3.38	Very Sufficient Knowledge	3.13	Sufficient Knowledge	2.88	Sufficient Knowledge	3.00	Sufficient Knowledge	2.63	Sufficient Knowledge	2.88	Sufficient Knowledge	3.30	Very Sufficient Knowledge	2.50	Sufficient Knowledge	2.88	Sufficient Knowledge	2.75	Sufficient Knowledge	2.88	Sufficient Knowledge	2.88	Sufficient Knowledge	2.94	Sufficient Knowledge
III (Central Luzon)	2.43	Little Knowledge	3.00	Sufficient Knowledge	2.57	Sufficient Knowledge	2.43	Little Knowledge	2.57	Sufficient Knowledge	2.14	Little Knowledge	2.57	Sufficient Knowledge	2.86	Sufficient Knowledge	2.29	Little Knowledge	2.29	Little Knowledge	2.29	Little Knowledge	2.29	Little Knowledge	2.43	Little Knowledge	2.49	Little Knowledge
IV-A (CALABARZON)	2.50	Sufficient Knowledge	2.88	Sufficient Knowledge	2.25	Little Knowledge	2.03	Sufficient Knowledge	2.75	Sufficient Knowledge	2.25	Little Knowledge	2.38	Little Knowledge	2.88	Sufficient Knowledge	2.50	Sufficient Knowledge	2.50	Sufficient Knowledge	2.25	Little Knowledge	2.38	Little Knowledge	2.38	Little Knowledge	2.51	Sufficient Knowledge
IV-B (MIMAROPA)	2.86	Sufficient Knowledge	2.86	Sufficient Knowledge	2.86	Sufficient Knowledge	2.86	Sufficient Knowledge	3.14	Sufficient Knowledge	2.57	Sufficient Knowledge	3.14	Sufficient Knowledge	3.29	Very Sufficient Knowledge	2.29	Little Knowledge	2.71	Sufficient Knowledge	2.43	Little Knowledge	2.29	Little Knowledge	2.29	Little Knowledge	2.77	Sufficient Knowledge
V (Bicol Region)	2.70	Sufficient Knowledge	2.70	Sufficient Knowledge	2.80	Sufficient Knowledge	2.70	Sufficient Knowledge	2.80	Sufficient Knowledge	2.30	Little Knowledge	2.80	Sufficient Knowledge	2.80	Sufficient Knowledge	2.50	Sufficient Knowledge	2.50	Sufficient Knowledge	2.40	Little Knowledge	2.30	Little Knowledge	2.30	Little Knowledge	2.80	Sufficient Knowledge

Since the study is about evaluating the disaster preparedness of information officers of PIA in the regions, the study revealed that these disaster preparedness measures are sometimes conducted but not always implemented in the agency, which signifies low implementation.

There are 12 regions, such as II (Cagayan Valley), IV-A (Calabarzon), IV-B (MIMAROPA), V (Bicol), VI (Western Visayas), VII (Central Visayas), VIII (Eastern Visayas), X (Northern Mindanao), XI (Davao Region), XII (SOCCSKSARGEN), Cordillera Administrative Region, and the National Capital Region, that have sufficient knowledge on disaster preparedness measures. Meanwhile, four (4) regions, namely I (Ilocos Region), III (Central Luzon), IX (Western Mindanao), and XIII (CARAGA), have little knowledge of disaster preparedness measures. Despite the perception of the occurrence of natural hazards in their respective areas, the employees still have little knowledge of what to do in case of an eventuality.

Table 2. Level of Implementation of Disaster Preparedness Measures in Regional Offices

Implementation of Disaster Preparedness Measures	Statement 1		Statement 2		Statement 3		Statement 4		Statement 5		Statement 6		Statement 7		Statement 8		Statement 9		Statement 10		Statement 11		Statement 12		Statement 13		Overall	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
Cordillera Administrative Region	3.36	Sometimes	3.82	Often	3.82	Often	3.27	Sometimes	3.27	Sometimes	3.55	Often	3.09	Sometimes	3.27	Sometimes	3.18	Sometimes	3.73	Often	3.18	Sometimes	2.82	Sometimes	3.00	Sometimes	3.34	Sometimes
National Capital Region	2.56	Rarely	3.33	Sometimes	3.22	Sometimes	3.11	Sometimes	2.22	Rarely	3.56	Often	2.33	Rarely	3.33	Sometimes	4.11	Often	3.57	Often	2.89	Sometimes	2.89	Sometimes	3.33	Sometimes	3.12	Sometimes
I (Ilocos Region)	2.68	Sometimes	3.32	Sometimes	3.21	Sometimes	2.53	Rarely	2.63	Sometimes	3.05	Sometimes	2.53	Rarely	2.95	Sometimes	3.63	Often	3.00	Sometimes	2.53	Rarely	2.47	Rarely	2.57	Rarely	2.84	Sometimes
II (Cagayan Region)	3.38	Sometimes	4.00	Often	4.25	Always	3.75	Often	3.50	Often	4.00	Often	3.25	Sometimes	3.75	Often	4.50	Always	4.13	Often	3.63	Often	3.38	Sometimes	3.63	Often	3.78	Often
III (Central Luzon)	2.86	Sometimes	3.29	Sometimes	3.29	Sometimes	3.00	Sometimes	2.57	Rarely	3.00	Sometimes	2.29	Rarely	2.43	Rarely	3.43	Often	2.71	Sometimes	2.14	Rarely	2.29	Rarely	2.29	Rarely	2.74	Sometimes
IV-A (CALABARZON)	2.63	Sometimes	3.38	Sometimes	3.00	Sometimes	2.50	Rarely	2.25	Rarely	2.75	Sometimes	2.38	Rarely	2.25	Rarely	2.25	Rarely	2.38	Rarely	2.25	Rarely	2.13	Rarely	2.00	Rarely	2.47	Rarely
IV-B (MIMAROPA)	3.00	Sometimes	3.86	Often	3.43	Often	2.71	Sometimes	2.86	Sometimes	3.29	Sometimes	3.14	Sometimes	3.57	Often	4.14	Often	3.57	Often	3.43	Often	3.14	Sometimes	3.14	Sometimes	3.33	Sometimes
V (Bicol Region)	3.40	Often	3.80	Often	3.70	Often	3.40	Often	3.20	Sometimes	4.10	Often	3.10	Sometimes	3.40	Often	3.30	Sometimes	3.20	Sometimes	3.10	Sometimes	3.00	Sometimes	2.80	Sometimes	3.35	Sometimes



Implementation of Disaster Preparedness Measures	Statement 1		Statement 2		Statement 3		Statement 4		Statement 5		Statement 6		Statement 7		Statement 8		Statement 9		Statement 10		Statement 11		Statement 12		Statement 13		Overall	
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI
VI (Western Visayas)	3.37	Sometimes	3.63	Often	3.68	Often	3.21	Sometimes	3.30	Sometimes	3.89	Often	3.16	Sometimes	3.26	Sometimes	3.89	Often	3.56	Often	3.11	Sometimes	3.05	Sometimes	2.89	Sometimes	3.26	Sometimes
VII (Central Visayas)	2.82	Sometimes	3.45	Often	3.09	Sometimes	2.73	Sometimes	2.64	Sometimes	2.91	Sometimes	2.27	Rarely	2.73	Sometimes	2.64	Sometimes	2.36	Rarely	2.55	Rarely	2.36	Rarely	2.55	Rarely	2.76	Sometimes
VIII (Eastern Visayas)	3.55	Often	3.64	Often	3.64	Often	2.91	Sometimes	3.09	Sometimes	3.00	Sometimes	2.73	Sometimes	2.64	Sometimes	3.91	Often	3.18	Sometimes	2.91	Sometimes	2.73	Sometimes	2.73	Sometimes	3.13	Sometimes
IX (Western Mindanao)	3.14	Sometimes	3.57	Often	3.43	Often	3.57	Often	2.71	Sometimes	3.57	Often	2.71	Sometimes	3.43	Often	2.96	Sometimes	3.14	Sometimes	3.36	Sometimes	2.71	Sometimes	3.00	Sometimes	3.27	Sometimes
X (Northern Mindanao)	3.43	Often	4.14	Often	4.14	Often	3.14	Sometimes	3.14	Sometimes	3.43	Often	2.86	Sometimes	3.14	Sometimes	2.86	Sometimes	3.00	Sometimes	3.14	Sometimes	3.14	Sometimes	3.14	Sometimes	3.29	Sometimes
XI (Davao Region)	3.14	Sometimes	3.57	Often	3.86	Often	3.14	Sometimes	3.14	Sometimes	3.96	Often	3.14	Sometimes	3.29	Sometimes	3.57	Often	4.00	Often	3.14	Sometimes	2.86	Sometimes	2.71	Sometimes	3.24	Sometimes
XII (SOCCSKSARGEN)	3.00	Sometimes	3.57	Often	3.29	Sometimes	2.86	Sometimes	2.86	Sometimes	3.43	Often	2.71	Sometimes	3.00	Sometimes	3.43	Often	2.86	Sometimes	3.00	Sometimes	2.71	Sometimes	2.86	Sometimes	3.04	Sometimes
XIII CARAGA	2.56	Rarely	3.44	Often	3.56	Often	3.22	Sometimes	2.76	Sometimes	2.67	Sometimes	2.44	Rarely	2.56	Rarely	3.67	Often	2.88	Sometimes	3.00	Sometimes	2.33	Rarely	2.33	Rarely	2.88	Sometimes
Total	3.96	Sometimes	3.59	Often	3.52	Often	3.04	Sometimes	2.87	Sometimes	3.38	Sometimes	2.76	Sometimes	3.06	Sometimes	3.54	Often	3.24	Sometimes	2.93	Sometimes	2.75	Sometimes	2.77	Sometimes	3.12	Sometimes

The foregoing tables show the results of 13 statements on the implementation of different disaster preparedness measures in the 16 regional offices of the agency. Region II (Cagayan Valley) has the highest mean of 3.78, which means they often perform disaster preparedness measures in preparation for natural hazards. On the other hand, data shows that Region IV-A (CALABARZON) rarely practices disaster preparedness measures, with a mean score of 2.47. The remaining regions, namely Region I (Ilocos Region), III (Central Luzon), IV-B (MIMAROPA), V (Bicol Region), VI (Western Visayas), VII (Central Visayas), VIII (Eastern Visayas), IX (Western Mindanao), X (Northern Mindanao), XI (Davao Region), XII (SOCCSKSARGEN), XIII (CARAGA), the Cordillera Administrative Region, and the National Capital Region, are found to sometimes practice the said disaster preparedness measures. Moreover, regional office employees have little knowledge of the Public Service Continuity Plan, which better supports the intention to further implement it in the agency. This can be supported by the highly positive attitude among regional office employees towards the implementation of disaster preparedness measures in their offices.

Table 3. Level of Attitude of PIA Regional Offices Employees Towards the Implementation of Disaster Preparedness Measures

ATTITUDE	Statement 1		Statement 2		Statement 3		Statement 4		Statement 5		Statement 6		Statement 7		Statement 8		Statement 9		Statement 10		Statement 11		Statement 12		Statement 13		Statement 14		Statement 15		Statement 16		Overall			
	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI	Mean	VI				
Cordillera Administrative Region	5.64	Strongly Agree	5.91	Strongly Agree	6.00	Strongly Agree	5.73	Strongly Agree	5.82	Strongly Agree	5.64	Strongly Agree	5.82	Strongly Agree	5.75	Strongly Agree	5.91	Strongly Agree	5.75	Strongly Agree	5.73	Strongly Agree	5.55	Strongly Agree	5.36	Strongly Agree	5.73	Strongly Agree	5.73	Strongly Agree	5.91	Strongly Agree	5.75	Strongly Agree		
National Capital Region	5.33	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.44	Strongly Agree	5.33	Strongly Agree	5.22	Strongly Agree	5.67	Strongly Agree	4.89	Agree	4.89	Agree	4.89	Agree	4.78	Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.37	Strongly Agree		
I (Ilocos Region)	5.20	Strongly Agree	5.37	Strongly Agree	5.42	Strongly Agree	5.42	Strongly Agree	5.47	Strongly Agree	5.32	Strongly Agree	5.37	Strongly Agree	5.32	Strongly Agree	5.63	Strongly Agree	5.42	Strongly Agree	5.32	Strongly Agree	5.21	Strongly Agree	5.16	Strongly Agree	5.37	Strongly Agree	5.32	Strongly Agree	5.47	Strongly Agree	5.36	Strongly Agree		
II (Cagayan Region)	5.63	Strongly Agree	5.75	Strongly Agree	5.75	Strongly Agree	5.75	Strongly Agree	5.63	Strongly Agree	5.75	Strongly Agree	5.75	Strongly Agree	5.63	Strongly Agree	5.75	Strongly Agree	5.63	Strongly Agree	5.75	Strongly Agree	5.56	Strongly Agree	5.63	Strongly Agree	5.75	Strongly Agree	5.75	Strongly Agree	5.88	Strongly Agree	5.70	Strongly Agree		
III (Central Luzon)	4.86	Agree	5.29	Strongly Agree	5.14	Agree	5.14	Agree	4.71	Agree	4.43	Agree	4.57	Agree	4.29	Uncertain	5.00	Agree	4.29	Uncertain	4.57	Agree	4.43	Agree	4.43	Agree	4.29	Uncertain	4.29	Uncertain	4.86	Agree	4.66	Agree		
IV-A (CALABARZON)	5.00	Agree	5.13	Agree	5.13	Agree	5.25	Strongly Agree	5.13	Agree	5.00	Agree	5.00	Agree	4.63	Agree	5.13	Agree	5.13	Agree	4.88	Agree	4.88	Agree	5.13	Agree	5.25	Strongly Agree	5.13	Agree	5.25	Strongly Agree	5.06	Agree		
IV-B (MIMAROPA)	4.86	Agree	5.00	Agree	5.14	Agree	5.43	Strongly Agree	5.43	Strongly Agree	4.86	Agree	4.43	Agree	4.71	Agree	5.57	Strongly Agree	4.57	Agree	4.71	Agree	4.71	Agree	4.71	Agree	5.00	Agree	4.86	Agree	5.00	Agree	4.94	Agree		
V (Bicol Region)	5.50	Strongly Agree	5.60	Strongly Agree	5.60	Strongly Agree	5.80	Strongly Agree	5.50	Strongly Agree	5.50	Strongly Agree	5.50	Strongly Agree	5.60	Strongly Agree	5.70	Strongly Agree	5.40	Strongly Agree	5.40	Strongly Agree	5.50	Strongly Agree	5.40	Strongly Agree	5.50	Strongly Agree	5.40	Strongly Agree	5.40	Strongly Agree	5.53	Strongly Agree		
VI (Western Visayas)	5.16	Strongly Agree	5.26	Strongly Agree	5.47	Strongly Agree	5.53	Strongly Agree	5.42	Strongly Agree	5.00	Agree	5.32	Strongly Agree	5.16	Strongly Agree	5.58	Strongly Agree	5.26	Strongly Agree	5.21	Strongly Agree	5.21	Strongly Agree	5.11	Agree	5.47	Strongly Agree	5.42	Strongly Agree	5.42	Strongly Agree	5.31	Strongly Agree		
VII (Central Visayas)	4.82	Agree	4.82	Agree	4.91	Agree	4.82	Agree	4.91	Agree	4.73	Agree	4.82	Agree	4.82	Agree	4.82	Agree	4.64	Agree	4.64	Agree	4.64	Agree	4.64	Agree	5.00	Agree	4.91	Agree	5.09	Agree	4.82	Agree		
VIII (Eastern Visayas)	5.73	Strongly Agree	5.82	Strongly Agree	5.73	Strongly Agree	5.91	Strongly Agree	5.73	Strongly Agree	5.82	Strongly Agree	5.82	Strongly Agree	5.82	Strongly Agree	5.91	Strongly Agree	5.73	Strongly Agree	5.82	Strongly Agree	5.73	Strongly Agree	5.64	Strongly Agree	5.91	Strongly Agree	5.73	Strongly Agree	5.82	Strongly Agree	5.79	Strongly Agree		
IX (Western Mindanao)	5.29	Strongly Agree	5.29	Strongly Agree	5.00	Agree	5.43	Strongly Agree	5.29	Strongly Agree	5.43	Strongly Agree	5.86	Strongly Agree	5.86	Strongly Agree	5.86	Strongly Agree	5.86	Strongly Agree	5.14	Agree	5.29	Strongly Agree	5.14	Agree	5.29	Strongly Agree	5.29	Strongly Agree	5.29	Strongly Agree	5.41	Strongly Agree		
X (Northern Mindanao)	5.43	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.57	Strongly Agree	5.43	Strongly Agree	5.29	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.57	Strongly Agree	5.43	Strongly Agree	5.57	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.43	Strongly Agree	5.45	Strongly Agree
XI (Davao Region)	5.71	Strongly Agree	6.00	Strongly Agree	5.86	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	5.86	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	6.00	Strongly Agree	5.96	Strongly Agree		
XII (SOCCSKSARGEN)	5.20	Strongly Agree	5.20	Strongly Agree	5.43	Strongly Agree	5.20	Strongly Agree	5.20	Strongly Agree	5.43	Strongly Agree	5.20	Strongly Agree	5.20	Strongly Agree	5.20	Strongly Agree	4.71	Agree	4.71	Agree	4.71	Agree	4.71	Agree	4.57	Agree	5.14	Agree	5.00	Agree	5.20	Strongly Agree	5.13	Agree
XIII CARAGA	5.44	Strongly Agree	5.67	Strongly Agree	5.33	Strongly Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.44	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.78	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.44	Strongly Agree	5.44	Strongly Agree	5.67	Strongly Agree	5.55	Strongly Agree		
Cordillera Administrative Region	5.64	Strongly Agree	5.91	Strongly Agree	6.00	Strongly Agree	5.73	Strongly Agree	5.82	Strongly Agree	5.64	Strongly Agree	5.82	Strongly Agree	5.73	Strongly Agree	5.91	Strongly Agree	5.73	Strongly Agree	5.73	Strongly Agree	5.55	Strongly Agree	5.36	Strongly Agree	5.73	Strongly Agree	5.73	Strongly Agree	5.91	Strongly Agree	5.75	Strongly Agree		
National Capital Region	5.33	Strongly Agree	5.56	Strongly Agree	5.56	Strongly Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.44	Strongly Agree	5.33	Strongly Agree	5.22	Strongly Agree	5.67	Strongly Agree	4.89	Agree	4.89	Agree	4.89	Agree	4.78	Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.67	Strongly Agree	5.37	Strongly Agree		
Total	5.31	Strongly Agree	5.44	Strongly Agree	5.46	Strongly Agree	5.52	Strongly Agree	5.45	Strongly Agree	5.30	Strongly Agree	5.38	Strongly Agree	5.32	Strongly Agree	5.56	Strongly Agree	5.29	Strongly Agree	5.25	Strongly Agree	5.22	Strongly Agree	5.17	Strongly Agree	5.42	Strongly Agree	5.36	Strongly Agree	5.48	Strongly Agree	5.37	Strongly Agree		



The above data strongly supports the proposal to create a Public Service Continuity Plan for the agency. Though the regional employees are well-aware of the possible natural hazards in their respective areas and have knowledge of disaster preparedness measures, there is still a need to enhance and improve the implementation of these measures, and the respondents strongly agree with these measures to prepare for the occurrence of natural hazards.

Further, the respondents, having little knowledge of the Public Service Continuity Plan, also strongly agreed with the conduct of orientation on its creation, which also supports their strong agreement with the implementation of the said plan by the agency.

Meanwhile, the level of knowledge of disaster preparedness measures among regional office employees of the Philippine Information Agency does not directly affect the level of implementation of these disaster preparedness measures in the regions. This means that even though they have vast knowledge of disaster preparedness activities, that does not necessarily mean they will implement those activities in their respective areas.

Subsequently, the level of implementation of disaster preparedness measures does not affect Philippine Information Agency regional employees' attitudes towards implementing disaster preparedness measures in the regions. This means that either a high or low level of implementation has no effect on their attitude about whether to agree or not to implement these measures in their areas.

IV. CONCLUSION

The Public Service Continuity Plan is an all-hazard plan that aims to ensure continuous delivery of services to the public amidst any disruption. It works by highlighting internal capacities, recovery requirements, and strategies to minimize damage and loss to essential processes, ensure succession of leadership, and improve the continuity capabilities of all government entities (Civil Service Commission, 2021). The Philippine Information Agency, as the communication arm of the government that reaches the grassroots, should adhere to and implement such a plan to ensure continuity of operations in case of eventuality.

Although the respondents are aware of the disaster preparedness measures, the study showed that they are not often practiced in their respective offices.

Given the importance of disaster preparedness measures no matter what natural hazards are present in the area, several key points were recommended to be implemented:

1. Conduct capacity-building to strengthen the skills of regional employees in disaster preparedness measures to prepare them for the occurrence of perceived natural hazards in their respective areas.
2. Strict implementation of disaster preparedness measures in the agency.
3. Conduct orientation to familiarize regional office employees with hazard and risk assessment and evaluation tools such as GeoHazard maps, Hazard Hunter Ph, and the Valley Fault System (VFS) Atlas.



4. Coordinate with concerned government agencies in the locality to further assess each regional office's preparedness for natural hazards.
5. Execute a partnership with the Polytechnic University of the Philippines to conduct a capacity-building workshop on crafting the Public Service Continuity Plan of the agency.

Further, the necessity of crafting the Public Service Continuity Plan was established to comply with the requirements of all government agencies.

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