

# Social Services Delivery in the Municipality of Pililla

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## Abstract

This study assessed the social services delivery in the Municipality of Pililla during Calendar Year 2025. It was conducted in the municipal government offices and barangays of Pililla, Rizal, utilizing a descriptive survey research design and documentary analysis. Two groups of respondents were considered: 150 employees of the municipal government and selected residents from the different barangays, with 20 residents from each barangay selected through quota and convenience sampling. A researcher-made questionnaire checklist was used to determine the extent of social services delivery in terms of education, health, youth, and elderly services, as well as the problems encountered in the delivery of these services. The findings revealed that most employee-respondents were 31–40 years old, predominantly female, and single, with the majority being college graduates. Among resident-respondents, the largest group was 41–50 years old, predominantly male, and single, while the largest proportion consisted of high school and college undergraduates. The employees perceived a high extent of social services delivery, whereas residents perceived a moderate extent across education, health, youth, and elderly services. A significant difference was found between the perceptions of employees and residents in all four areas of social services delivery. Age and educational attainment significantly influenced the perceptions of both groups, while sex and civil status showed no significant differences. Employees sometimes encountered problems in service delivery, while residents often encountered problems. The study concluded that differences in perceptions exist regarding the extent of social services delivery and that age and educational attainment are influential factors in shaping these perceptions. It recommended strengthening resident feedback mechanisms, streamlining service delivery procedures, expanding mobile health services, increasing youth empowerment and mental health programs, strengthening participatory mechanisms for senior citizens, and providing customer service training for frontline personnel. The proposed action plan was recommended for implementation, while parallel studies may be conducted using other variables

**Keywords:** Social Services Delivery, Local Government Unit, Education Services, Health Services, Youth Services, Elderly Services, Municipality of Pililla

## 1. Introduction

Social services are among the most visible manifestations of local governance because they directly affect the welfare, protection, development, and quality of life of individuals and communities. At the local government level, the effective delivery of education, health, youth, elderly, and other social welfare services is essential in addressing the needs of vulnerable sectors and ensuring that government programs reach their intended beneficiaries. The devolution of social welfare and development functions to local government units (LGUs) has further emphasized the responsibility of municipalities and cities to provide responsive, accessible, and equitable services to their constituents. Recent guidelines issued by the National Council on Disability Affairs, the Department of Social Welfare and Development, and the Department of the Interior and Local Government likewise recognize social welfare as one of the devolved functions of LGUs, particularly in providing assistance and development interventions to individuals and families in vulnerable situations.

Recent studies have emphasized that the effectiveness of social service delivery is influenced not only by the availability of programs but also by the capacity of local governments to implement them. Tenorio and Sanjorjo (2025), in their analysis of the devolution transition plans of LGUs in Region 10, found that LGUs demonstrated low capacity in meeting requirements associated with devolved social welfare and development functions. Their findings highlight the need for stronger capacity-building interventions, particularly as LGUs assume greater responsibilities for social welfare services. Similarly, the Department of Social Welfare and Development (2024) conducted consultations with 930 LGUs through their Local Social Welfare and Development Offices to identify technical assistance needs and strengthen the implementation of social welfare and development programs. This initiative indicates that improving the capacity and responsiveness of local social welfare offices remains an important concern in Philippine local governance.

The quality of social services is also affected by the extent to which local governments understand and respond to the actual experiences of their constituents. Gomez and Pamittan (2023), in examining public service delivery in Metro Manila, noted continuing challenges in the implementation of social services under the decentralized local governance system and emphasized the need for governance approaches that can address gaps in public service delivery. Meanwhile, a 2023 study on civic competence in a Philippine local community found that several dimensions of civic competence remained at a moderate level and suggested that local experiences and citizen participation should be considered in developing policies and improving social services. These findings suggest that service delivery should not be evaluated solely from the perspective of government personnel; the experiences and perceptions of residents who directly receive services are equally important.

The importance of community participation and localized interventions has likewise been highlighted in recent Philippine research. Cruz and Colting-Pulumbart (2023) found that in-city resettlement in Valenzuela City facilitated local government delivery of social services, with participatory management and multi-stakeholder partnerships contributing to improved community resilience. In another study, Valdez (2025) identified disparities in social services, infrastructure, and economic opportunities among selected barangays in Roxas, Isabela, emphasizing the need for barangay-specific approaches based on the actual characteristics and needs of communities. These studies demonstrate that social service delivery may vary according to local conditions and that a uniform assessment may not adequately capture the experiences of different communities.

Recent evidence also points to persistent challenges in the accessibility and implementation of social welfare programs. Lerma (2025), in a study of the City Social Services Department in Manila, assessed the delivery of medical, educational, burial, transportation, and nutritional assistance and examined the challenges encountered by service recipients. The study found generally positive assessments of service effectiveness but also demonstrated the importance of examining the experiences and concerns of beneficiaries in evaluating social service delivery. Likewise, Quileza (2025), in examining social service delivery in local governance in Abra, found that services were generally effective but continued to face challenges involving limited resources, logistical constraints, and low public awareness. The study further emphasized community-based and participatory approaches as mechanisms for improving equity and sustainability in local service delivery.

Despite these studies, several gaps remain. First, existing research has frequently examined social welfare and development capacity at the regional or city level, while relatively fewer studies provide a comprehensive assessment of social service delivery specifically at the municipal level, particularly in municipalities in Rizal Province. Second, many studies focus on the capacity or performance of LGU personnel, while fewer directly compare the perceptions of government employees and residents regarding the actual extent of social service delivery. Such comparison is important because government providers may assess services based on program implementation and administrative processes, whereas residents evaluate services based on accessibility, responsiveness, timeliness, and actual experiences. Third, recent studies commonly examine social welfare as a broad sector, while there is limited localized evidence simultaneously assessing education, health, youth, and

elderly services within one municipal government. Fourth, there remains a need to examine whether respondents' demographic characteristics, particularly age, sex, civil status, and educational attainment, influence their perceptions of social service delivery. Finally, while previous studies have identified general challenges such as limited resources, logistical constraints, and service accessibility, there is a need for municipality-specific evidence that can identify the particular problems encountered by both service providers and residents and translate these findings into an actionable local intervention plan.

It is within these gaps that the present study was undertaken to assess Social Services Delivery in the Municipality of Pililla during Calendar Year 2025. Specifically, the study examines the extent of social service delivery in terms of education, health, youth, and elderly services from the perspectives of municipal employees and residents. It also determines the problems encountered in the delivery of these services and examines whether perceptions differ according to selected demographic characteristics. By generating evidence from both providers and community members, the study seeks to provide a more balanced assessment of social service delivery in Pililla and serve as a basis for strengthening local programs, improving service responsiveness, and developing an appropriate action plan for the municipality.

## **2. Material and methods**

### **2.1 Research Design**

The study employed a descriptive survey research design to assess the extent of social services delivery in the Municipality of Pililla in terms of education, health, youth, and elderly services, as well as the problems encountered by employees and residents in the delivery of these services.

### **2.2 Locale of the Study**

The study was conducted in the Municipality of Pililla, Province of Rizal, particularly within the municipal government offices and the different barangays, where social services are planned, implemented, and accessed by residents.

### **2.3 Respondents of the Study**

The respondents consisted of 150 employees of the Municipal Government of Pililla and selected residents from the municipality, with the employee-respondents described according to age, sex, civil status, and educational attainment, while resident-respondents were likewise described using the same demographic characteristics.

### **2.4 Sample and Sampling Procedure**

The study employed purposive sampling to select logistics hubs and employees who satisfied the established inclusion criteria, particularly those directly involved in sorting and last-mile distribution activities. Seven participating hubs from Pililla, Tanay, Morong, Cardona, and Teresa were included, comprising 100 respondents; purposive selection ensured that participants possessed sufficient operational knowledge relevant to the objectives of the study.

### **2.5 Research Instrument**

The study utilized a researcher-made questionnaire checklist consisting of items that measured the extent of social services delivery in terms of education, health, youth, and elderly services and identified the problems encountered by the respondents in accessing or delivering such services.

### **2.6 Data Gathering Procedure**

The researcher secured the necessary permission from the concerned authorities, administered the validated questionnaire to the identified employee- and resident-respondents, collected the accomplished instruments, checked them for completeness, and organized the data for statistical analysis while observing appropriate ethical considerations.

### **2.7 Data Analysis Techniques**

The gathered data were analyzed using frequency and percentage for the respondents' demographic profiles, weighted mean to determine the extent of social services delivery and problems encountered, and appropriate tests of significant difference to determine whether perceptions varied according to respondent group and selected demographic characteristics.

### **2.8 Ethical Considerations**

The study observed ethical principles in conducting research involving human participants. Participation in the study was voluntary, and the respondents were informed about the purpose of the research before answering the

questionnaire. The information gathered from the respondents was used solely for academic purposes and was treated with confidentiality. The researcher ensured that the respondents' identities and personal information were protected throughout the research process. The collected data were analyzed and reported objectively to maintain the integrity and credibility of the study.

### **3. Results and Discussion**

#### **3.1 Profile of the Two Groups of Respondents in Terms of the Selected Variables**

The employee-respondents were predominantly 31–40 years old (27.3%), followed by those aged 51–60 (26.0%), 21–30 (24.0%), and 41–50 (22.7%). Females slightly outnumbered males, comprising 52.0% and 48.0%, respectively. In terms of civil status, most were single (50.7%), followed by married respondents (45.3%), while only a small proportion were separated/annulled or widowed. Regarding educational attainment, the majority were college graduates (80.0%), indicating that most employee-respondents possessed a college-level educational background. On the other hand, the resident-respondents were mostly 41–50 years old (30.0%), followed by those aged 51–60 (26.7%) and 21–30 (21.1%), with only 5.5% aged 61 years and above. Males comprised 52.2% of the residents, slightly higher than females at 47.8%. Most resident-respondents were single (54.5%), followed by married respondents (40.0%). In terms of educational attainment, high school undergraduates constituted the largest group (22.2%), followed by college undergraduates (20.0%) and high school graduates (17.8%), while college graduates comprised 16.7%. Overall, the two respondent groups differed notably in their educational backgrounds, with employee-respondents generally having higher educational attainment, while resident-respondents represented a more varied educational profile.

#### **3.2 Extent of Social Services Delivery in the Municipality of Pililla as Perceived by the Two Groups of Respondents with Respect to Education, Health, Youth and the Elderly**

The results showed a clear difference in the perceived extent of social service delivery between the two respondent groups. Employee-respondents rated the overall delivery at a high extent with a composite weighted mean of 3.58, with education receiving the highest rating of 3.94, followed by youth with 3.66 and health with 3.55, while elderly services received the lowest rating of 3.17, interpreted as moderate. In contrast, resident-respondents assessed the overall delivery at a moderate extent with a composite weighted mean of 3.45, with education again receiving the highest rating of 3.80, followed by elderly with 3.49, youth with 3.44, and health with 3.06 as the lowest-rated aspect. The consistent high rating for education indicates that services such as scholarships, school maintenance, and information dissemination are among the most visible and accessible municipal interventions. However, the lower ratings for health, particularly among residents, suggest areas where service accessibility, responsiveness, and reach may still be strengthened. Overall, the findings indicate that while the municipality is perceived to be effective in delivering social services, employees tend to view service delivery more favorably than residents, pointing to a perceptual gap that may reflect differences between program implementation and actual community experience. These findings are consistent with Collado (2025), who noted that LGU social service delivery may demonstrate moderate to substantial implementation while still experiencing operational, financial, logistical, capacity, and accessibility constraints that can affect the actual experiences of service recipients.

#### **3.3 Significant Difference Between the Perception of the Two Groups of Respondents on the Extent of Social Services Delivery in the Municipality of Pililla with Respect to the Different Aspects**

The statistical results revealed that there was a significant difference between the perceptions of employee-respondents and resident-respondents regarding the extent of social service delivery in the Municipality of Pililla across all four aspects. Education obtained a t-value of 6.754 and a p-value of .009, health obtained a t-value of 11.343 and a p-value of .004, youth obtained a t-value of 7.069 and a p-value of .045, while elderly services obtained a t-value of 5.094 and a p-value of .007. Since all probability values were below the .05 level of significance, the null hypothesis was rejected in all aspects. The findings indicate that employees and residents do not share similar perceptions of social service delivery, suggesting that employees involved in planning, implementing, and monitoring programs may assess services more favorably than residents who directly experience them. The difference is particularly notable in health and youth services, where residents may encounter concerns related to accessibility, responsiveness, and adequacy of services. This implies that the municipality needs to strengthen communication, transparency, and mechanisms for obtaining direct feedback from residents to ensure that implemented programs correspond with actual community experiences and needs. The findings are consistent with De Asis (2025), who reported significant differences in the assessment of

government service delivery among respondent groups, demonstrating that perceptions of public services may vary depending on the respondents' roles and experiences.

### **3.4 Significant Difference on the Perception of the Two Groups of Respondents on the Extent of Social Services Delivery in the Municipality of Pililla with Respect to the Different Aspects in Terms of Their Profile**

The results showed that age and educational attainment significantly influenced the perceptions of both employee-respondents and resident-respondents regarding the extent of social service delivery across education, health, youth, and elderly services, as all probability values were below the .05 level of significance. Among employees, the findings indicate that respondents from different age groups and educational backgrounds assessed social service delivery differently, suggesting that length of work experience, exposure to local government programs, and educational preparation may shape their evaluation of service performance. In contrast, sex and civil status did not produce significant differences in employee perceptions, indicating that male and female employees and employees with different civil statuses generally shared similar assessments. The same pattern was observed among residents, where age and educational attainment significantly affected perceptions across all four service areas, while sex and civil status showed no significant differences. The results suggest that older residents may evaluate services based on longer experiences with municipal programs and may have different service needs, particularly in health and elderly services, while differences in educational attainment may influence awareness of government programs, service standards, and procedures. The absence of significant differences according to sex and civil status indicates that these characteristics do not substantially distinguish how employees and residents perceive the municipality's social service delivery. These findings imply that the municipality should consider age and educational background when designing communication strategies, consultation activities, and feedback mechanisms to ensure that information and services are responsive to diverse groups. The findings among employee-respondents are consistent with Llana (2025), who reported significant differences in the assessment of local service delivery when respondents were grouped according to age and educational attainment. Similarly, the findings among residents support Gabinete (2022), which demonstrated that demographic characteristics, particularly age, influenced citizens' satisfaction and priorities regarding government services.

### **3.5 Extent of the Problems Encountered by the Two Groups of Respondents in the Social Services Delivery in the Municipality of Pililla**

The results showed a clear difference in the extent of problems encountered by employee-respondents and resident-respondents in the delivery of social services in the Municipality of Pililla. Employee-respondents obtained an overall weighted mean of 3.31, interpreted as Sometimes Encountered, indicating that problems in service delivery were experienced at a moderate level. The most frequently encountered problem among employees was the lack of efficient and updated policies, clear processes, and effective programs for delivering social services, which obtained a weighted mean of 4.17 and was interpreted as Often Encountered. Other concerns were also frequently experienced, particularly those reflected in Items 8 and 9, with weighted means of 3.51 and 3.98, respectively. In contrast, the least encountered problem among employees was the failure of local government personnel to respond politely and quickly to inquiries about social services and to demonstrate sufficient knowledge in their field of work, which obtained a weighted mean of 2.58 and was interpreted as Seldom Encountered. Among resident-respondents, the overall weighted mean was 3.95, interpreted as Often Encountered, indicating a higher level of difficulty experienced by residents in accessing or receiving social services. The most frequently encountered problem was long waiting time for the delivery of social services, which obtained a weighted mean of 4.43 and was interpreted as Often Encountered, while the lowest-rated concern was non-alignment and outdated forms based on the requirements set by the laws, with a weighted mean of 3.58, which was still interpreted as Often Encountered. Overall, the findings indicate that employees and residents experience social service delivery problems differently. Employees tend to identify administrative, policy, and program-related concerns, whereas residents more directly experience problems involving waiting time, accessibility, responsiveness, and the timeliness of assistance. The higher overall rating among residents suggests that operational difficulties may be more evident from the perspective of service recipients than from those responsible for implementing the programs. These findings imply the need for the municipality to streamline service procedures, regularly update policies and forms, improve processing and queuing systems, and strengthen mechanisms for obtaining feedback from residents. The findings are consistent with De Asis (2025), who identified limited public involvement in municipal planning and programs as a major challenge in the delivery of basic services among SGLG LGU awardees and reported an inverse relationship between service delivery and the challenges encountered. The present findings further emphasize the importance of aligning administrative systems with the actual experiences of residents to make social services more accessible, timely, and responsive.

#### 4. Conclusion & Recommendations

The study concludes that the Municipality of Pililla generally delivers social services in education, health, youth, and elderly services, although the extent of delivery varies according to the perspective of employees and residents. Employee-respondents perceived the delivery at a high extent, while residents assessed it at a moderate extent, indicating a perceptual gap between service providers and service recipients. Significant differences were found between the two groups across all four areas of social services, while age and educational attainment significantly influenced their perceptions, whereas sex and civil status did not. The findings further revealed that employees sometimes encountered problems in service delivery, particularly concerns related to policies, processes, and programs, while residents often encountered problems, with long waiting time identified as a major concern. These results suggest that although existing social services are being implemented, improvements are needed to make delivery more timely, accessible, responsive, and aligned with the actual experiences of residents. The study therefore concludes that strengthening administrative systems and incorporating resident feedback are essential to improving the overall effectiveness of social service delivery in the municipality.

In view of these findings, it is recommended that the Municipality of Pililla strengthen its social service delivery mechanisms by regularly reviewing and updating policies, procedures, forms, and service standards; streamlining processing procedures to reduce waiting time; and improving the accessibility and timeliness of assistance, particularly in health and other services perceived less favorably by residents. The municipality should also establish stronger and more systematic resident feedback and consultation mechanisms to identify service gaps and ensure that programs respond to actual community needs. Information dissemination and public orientation activities should be strengthened to improve residents' awareness of available services and procedures, while frontline personnel should continue to receive training on customer service, responsiveness, and efficient service delivery. Since age and educational attainment were found to significantly influence perceptions, communication and consultation strategies should be adapted to different groups of service recipients. Finally, the proposed action plan may be implemented and periodically evaluated by the concerned municipal offices to monitor improvements, address emerging concerns, and ensure that social services remain responsive, inclusive, and sustainable.

#### 5. Compliance with ethical standards

The author affirms that no conflicts of interest exist in relation to this study. The research was conducted in accordance with accepted ethical principles for human-participant research, including obtaining informed consent, ensuring voluntary participation, allowing participants to withdraw at any stage without consequence, and protecting participant confidentiality through anonymous, secure, and aggregated data management. Because the study examined psychological well-being, all research procedures were non-invasive and implemented with appropriate measures to reduce the risk of discomfort. Participants were informed of available support services should the need arise. Furthermore, the necessary institutional approvals were obtained for the administration of the research instruments and access to relevant academic records.

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