



Community Engagement in Public Service in a Second-Class Municipality

Jan Conrad M. Cabales and Gregorio C. Moyani Jr.

Enrique B. Magalona National High School, E.B. Magalona, Negros Occidental

Department of Education, Bacolod City, Negros Occidental, Philippines

janconrad.cabales@deped.gov.ph

gregoriojr.moyani@deped.gov.ph

Abstract

This study explored the extent of community engagement in enhancing public service delivery within a second-class municipality, focusing on how citizen participation—through forums, surveys, and collaborative initiatives—affects service quality and satisfaction. Data for this research was collected from sampled respondents using a self-made data-gathering instrument validated and submitted for reliability testing. The data collection was likewise governed by ethical considerations of anonymity, risk of harm, and confidentiality. Data collected from local stakeholders in 2024 revealed that most participants were women aged 46 and above, typically with lower education and income levels. Engagement was notably high in education and health sectors, driven by active school involvement and effective health programs like free medicines and check-ups. In contrast, livelihood services received moderate ratings due to limited information dissemination, particularly in coastal areas. The research identified both best practices and barriers, emphasizing the need for improved communication and broader outreach. It proposed an action plan to enhance collaboration between citizens and local government, recommending monthly outreach programs, stronger partnerships, and more inclusive planning—especially in livelihood support. The study underscores the importance of participatory governance in achieving more efficient and responsive public service. It encourages future research to explore community involvement as a foundation for effective governance strategies.

Keywords: Community engagement, public service, second -class municipality

Bio- Profile:

Jan Conrad M. Cabales is a senior high school teacher assigned to the school under the Schools Division of Negros Occidental. He is finishing his Master's degree in Public Administration and has been appointed the Oplan Balik Eskwela Coordinator. His dedication to serving the community, especially the youth, marks a significant result, as he wants a better future for the community to elevate their education, health, and education.

Dr. Gregorio C. Moyanio, Jr. has a Master's in School Administration and a doctorate in Public Administration. He is the Chief Executive Program Supervisor under the School Governance Operation Division of the Schools Division of Bacolod City. His thoughtful remarks helped Mr. Cabales with this undertaking that will inspire his future endeavors and will carry on the torch to be a good example in the community.



Introduction

Rationale

The Local Government Code of the Philippines (RA 7160) empowers local government units (LGUs) to foster participatory governance by involving citizens in decision-making processes. Through this code, the LGUs must be responsive and accountable, promoting collaboration with communities to create policies and programs that meet their specific needs. The Department of the Interior and Local Government (DILG) emphasizes that such engagement enhances service delivery and local governance accountability.

Community engagement is particularly crucial in education, health, and livelihood, as these directly impact the quality of life. Involving community members in planning and implementation helps ensure that services are accessible, responsive, and sustainable. Through shared decision-making and participation, local stakeholders can work together to improve public services and empower individuals to become active contributors to community development.

However, barangays—the most minor administrative units—face numerous service delivery challenges due to limited resources, inadequate facilities, and shortages in both personnel and funding. These issues hinder access to quality education, health care, and livelihood support. Addressing such problems requires strong collaboration between national agencies, LGUs, NGOs, and community members. This study aims to explore these gaps and serve as a foundation for an action plan that strengthens community engagement, thereby improving public services and building stronger, more resilient communities.

Literature Review

This section provides an overview of the body of knowledge on the extent of community engagement in improving public services. The details and facts emphasized in the development of this study came from reliable sources, both foreign and local research, like books, journals, articles, and other existing theses and dissertations that are believed to help provide information and awareness relative to the current study.

The Nordic community engagement model in public service demonstrates a highly effective framework for citizen participation in governance. According to Andersen and Hoff (2021), Denmark's "folkestyre" system emphasizes direct citizen involvement in local decision-making, enhancing public service delivery and community satisfaction. This participatory approach has led to innovative urban planning and social services solutions. Research by the Copenhagen Institute for Public Administration shows that municipalities implementing comprehensive citizen engagement strategies experienced a 35% increase in public satisfaction with local services between 2018-2021. The Swedish "samråd" (consultation) process further exemplifies how structured community dialogue can improve public service outcomes.

Research from East Asian contexts provides compelling evidence for alternative models of community engagement. In South Korea, the "Maeful Making" program, studied by Kim and Park (2023), illustrates how traditional community values can be integrated with modern public service delivery. The program achieved significant success in urban regeneration projects, with community participation rates exceeding 70%. In Singapore, the "Our Singapore Conversation" initiative, documented by Tan and Lee (2022), demonstrates how structured dialogue sessions between citizens and public officials can lead to



more responsive public services. This approach has been particularly effective in addressing complex urban challenges, with implementation success rates of 85% for community-proposed solutions.

Innovations from 50 municipalities with a positive community engagement factor show a significant improvement in public service rates, more efficient allocation of resources, and community involvement (Henderson & Roberts, 2020). Furthermore, the Public Service Research Institute (2022) indicates that communities with established engagement frameworks experience higher levels of civic participation, better policy implementation, and increased trust in government institutions (Chang & Peterson, 2021), which document the positive correlation between structured community engagement programs and sustainable public service improvements and building a strong image of the community itself.

Community engagement effectiveness needs a strong and specific model focusing on collaborative decision-making processes and having the same thoughts regarding accountability between the community and the government (Smith & Johnson, 2019). The "collaborative governance" concept has emerged as a significant pattern where the local government is actively involved in making and implementing policies in the community. It shows that when the local government imposes programs for community engagement, public trust will surely increase, and the programs will be effective (Martinez et al., 2020). This approach has succeeded in planning and innovating, where the community's welfare will lead to more productive results.

Objectives

The paper aimed to determine the extent of community engagement in public service in a second-class municipality in northern Negros Occidental for fiscal year 2024. More specifically, this paper sought to determine 1) the extent of the community engagement in improving public services in the areas of education services, health services, and livelihood services; 2) the extent of the community engagement in improving public services according to the aforementioned variables; and 3) whether there is a significant difference in the extent of community engagement when grouped and compared according to the variables.

Methodology

This section presents the methodology of the study. It discusses the research design, locale of the study, subject and the participants, the data gathering procedure, which includes the research instrument and the test of its Validity and reliability, the data-processing procedure, the analytical schemes, and the statistical tools.

Research Design

This study sought to determine the extent of community engagement in improving public service in a second-class municipality in northern Negros Occidental. A descriptive design was used to conduct the study. More specifically, it helps to answer the "what, where, when, and how" questions regarding the research problem rather than the "why." It allows researchers to thoroughly investigate the background of a research problem before further research can be carried out (Sumit et al., 2019).

Respondents

The study involved 362 randomly selected voters from a total population of 6,118 in three barangays, dividing the total number of respondents by the sample size, focusing on registered voters.



Instruments

The study used a self-made survey questionnaire to assess community engagement in improving public services. The questionnaire included a profile section and 10 items rated 1 to 5. Four experts validated the questionnaire, ensuring it accurately measured the intended concept. The reliability of the questionnaire was evaluated using Cronbach's Alpha, with a reliability index of 0.96 obtained from a survey questionnaire with 30 respondents.

Procedure for Data Collection

The researcher obtained permission from the Association of the Barangay Captains to conduct a study, distributing a survey questionnaire to three barangay captains. The questionnaires were distributed face-to-face, with clear instructions and explanations provided.

Data Analysis and Statistical Treatment

Objective No. 1 used the descriptive-analytical scheme and mean as a statistical tool to determine the extent of community engagement in improving public service in the areas of education service, health service, resource allocation, public utility service, and livelihood service. Objective No. 2 used the descriptive-analytical scheme and mean to determine the extent of community engagement in improving public service when grouped according to variables. Objective No. 3 used the comparative analytical scheme and Mann-Whitney U test to determine the significant difference in the extent of community engagement in improving public service when grouped and compared according to areas.

Ethical Considerations

Respondents' identities were kept secret or anonymous, and they were guaranteed that self-identifying statements and information were not included. Anonymity and confidentiality were essential because they safeguard the privacy of persons who willingly consented to participate in research. The possible harm to the participants, the researcher, the larger community, and the institution was considered in the study. The harm can be in the form of distress, shame, and worry, which were difficult to anticipate or manage, as well as bodily harm, resource loss, emotional harm, and reputational impairment.

Results and Discussion

This section provides a concise overview of the study's discoveries from thorough data collection, rigorous analysis, and insightful interpretation. Following this, key conclusions were drawn from the initial analytical phase, offering valuable insights.

Extent of Community Engagement in Improving Public Services in Terms of Education Services, Health Services, and Livelihood Services

Table 1

Extent of the Community Engagement in Improving Public Services in terms of Education Services

Items	Mean	Interpretation
I engage in improving public service.		
1. community linkages in support of school programs	3.78	Great Extent



2. collaborative relationships between school and community	3.81	Great Extent
3. assisting the teachers during their home visitation	3.53	Great Extent
4. participating in Brigada Eskwela	4.09	Great Extent
5. implementing the current curriculum	3.71	Great Extent
6. giving quality instructional delivery	3.58	Great Extent
7. involving the stakeholders in the community	3.53	Great Extent
8. monitoring my child's quarterly school progress report	3.94	Great Extent
9. parents-teachers conference and consultation	3.89	Great Extent
Overall Mean	3.76	Great Extent

Table 1 shows that education services are generally significantly provided, with states participating in Brigada Eskwela having the highest mean score of 4.09. However, involving community stakeholders and assisting teachers during home visits has the lowest mean score of 3.53. This suggests that strengthening relationships between teachers and parents, involving community stakeholders, and collaborating across sectors can improve educational outcomes. Smith and Johnson (2021) and Davis (2020) highlight Springfield's successful collaboration between teachers and local government officials in community-based learning programs, resulting in increased student engagement, a sense of responsibility towards society, and improved resource management.

Table 2

Extent of the community engagement in improving public services in terms of Health Services

Items	Mean	Interpretation
In improving public service, I engage in..		
1. campaigning the importance of immunization services	3.81	Great Extent
2. providing information about healthy lifestyle	3.89	Great Extent
3. sharing the importance of regular health check-ups	3.98	Great Extent
4. giving updates on the treatment services	3.77	Great Extent
5. Provide information on support services during emergencies	3.91	Great Extent
6. sharing the importance of mental health	3.77	Great Extent
7. implementing self-awareness in government health programs and advocacy	3.76	Great Extent
8. providing fliers regarding health issues	3.40	Moderate Extent
9. supporting the feeding program in the community	3.84	Great Extent
10. sharing the value of health is wealth	3.84	Great Extent
Overall Mean	3.80	Great Extent

Table 2 shows that health services are generally provided greatly, with regular health check-ups being the most important. However, providing fliers about health issues is a moderate extent, as not all community members have access to online information. Smith et al. (2020) found that local governments can improve community health awareness by distributing information about available health services. Partnering with health organizations increases residents' willingness to seek preventive care and utilize resources. Clear, accessible information is crucial for a broader audience, leading to healthier communities.

Table 3

Extent of Community Engagement in Improving Public Services in terms of Livelihood Services

Items	Mean	Interpretation
In improving public service, I engage in..		
1. vocational training to develop my technical skills	3.45	Moderate Extent
2. Provide job placement information	3.21	Moderate Extent
3. entrepreneurship training for future business	3.31	Moderate Extent
4. disseminating information on the poverty reduction programs of the government	3.29	Moderate Extent
5. sharing information on the financial assistance from the government	3.42	Moderate Extent
6. assisting the needs of LGU livelihood programs beneficiaries	3.40	Moderate Extent
7. participating in community-based development programs	3.51	Great Extent
8. planning on how to help the community sustain their livelihood programs	3.26	Moderate Extent
9. supporting the livelihood programs of the LGU	3.52	Great Extent
10. using the different platform in sharing the importance of livelihood programs	3.36	Moderate Extent
Overall Mean	3.37	Moderate Extent

Table 3 indicates a moderate extent of livelihood services, with item 3 supporting livelihood programs at 3.56 and item 2 providing job placement information at 3.21. Livelihood services are crucial for community development, ensuring individuals have the resources and support needed for economic and social success. Prioritizing job placement details, especially in coastal regions, is essential as many individuals lack education, limiting job opportunities. Smith (2020) and Johnson and Lee (2021) found that collaborations between local government agencies and employment agencies can significantly improve job opportunities, increasing job placements by 30% and emphasizing the need for local government intervention in workforce development.

Extent of the Community Engagement in Improving Public Services in terms of Education Services, Health Services, and Livelihood Services when grouped according to Age, Sex, Highest Educational Attainment, Average Family Monthly Income, and Number of Household Members

Table 4

Extent of the Community Engagement in Improving Public Services in terms of Education Services when grouped according to Age

Items	Younger		Older	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. community linkages in support to school programs	3.78	Great Extent	3.79	Great Extent
2. collaborative relationships between school and community	3.82	Great Extent	3.80	Great Extent
3. assisting the teachers during their home visitation	3.60	Great Extent	3.45	Moderate Extent
4. participating in Brigada Eskwela	4.04	Great Extent	4.14	Great Extent
5. implementing the current curriculum	3.73	Great Extent	3.68	Great Extent
6. giving quality instructional delivery	3.66	Great Extent	3.48	Moderate Extent

7. involving the stakeholders in the community	3.55	Great Extent	3.51	Great Extent
8. monitoring my child's quarterly school progress report	4.02	Great Extent	3.86	Great Extent
9. parents-teachers conference and consultation	3.89	Great Extent	3.89	Great Extent
Overall Mean	3.79	Great Extent	3.73	Great Extent

Table 4 shows that the younger group has a great extent of involvement in community stakeholders, while the older group has a great extent. The highest mean is 4.14 for participating in Brigada Eskwela, while the lowest is 3.48 for quality instructional delivery. Older respondents struggle with helping teachers with home visitations due to work, suggesting local services could assist teachers, allowing older community members to view their support. Smith and Jones (2021) highlight the importance of collaborations between educational institutions and local government authorities for better access to resources and understanding of learning opportunities for older adults. This enhances trust and lifelong learning, highlighting the need for community-based education.

Table 5

Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped according to Age

Items	Younger		Older	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. campaigning the importance of immunization services	3.85	Great Extent	3.78	Great Extent
2. providing information about healthy lifestyle	3.89	Great Extent	3.89	Great Extent
3. sharing the importance of regular health check-ups	3.98	Great Extent	3.98	Great Extent
4. giving updates on the treatment services	3.81	Great Extent	3.72	Great Extent
5. Provide information on the support services during emergencies	3.97	Great Extent	3.85	Great Extent
6. sharing the importance of mental health	3.81	Great Extent	3.72	Great Extent
7. implementing self-awareness on government health program and advocacy	3.79	Great Extent	3.74	Great Extent
8. providing fliers regarding health issues	3.47	Moderate Extent	3.33	Moderate Extent
9. supporting the feeding program in the community	3.92	Great Extent	3.75	Great Extent
10. sharing the value of health is wealth	3.85	Great Extent	3.84	Great Extent
Overall Mean	3.83	Great Extent	3.76	Great Extent

Table 5 shows that the younger group understands health issues well, while the older group has a moderate extent. The youngest group has the lowest mean of 3.74 on item 8 regarding health issues, while the older group has the lowest and highest mean of 3.98. The older age group still prefers traditional methods of reading and receiving health service fliers despite limited online access, potentially causing a delay in information access. Santos et al. (2022) found that collaboration between communities and local government units in the Philippines effectively spreads health services flyers to older populations. This program improves health literacy and fosters community involvement in public health matters, emphasizing the importance of targeted communication strategies.

Table 6

Extent of the Community Engagement in Improving Public Services in terms of Livelihood Services when grouped according to Age

Items	Younger		Older	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. vocational training to develop my technical skills	3.47	Moderate Extent	3.43	Moderate Extent
2. providing job placement information	3.22	Moderate Extent	3.21	Moderate Extent
3. entrepreneurship training for future business	3.30	Moderate Extent	3.31	Moderate Extent
4. disseminating information on the poverty reduction program of the government	3.29	Moderate Extent	3.30	Moderate Extent
5. sharing information on the financial assistance from the government	3.45	Moderate Extent	3.40	Moderate Extent
6. assisting the needs of LGU livelihood programs beneficiaries	3.47	Moderate Extent	3.32	Moderate Extent
7. participating in community-based development programs	3.52	Great Extent	3.49	Great Extent
8. planning on how to help the community sustain their livelihood programs	3.28	Moderate Extent	3.25	Moderate Extent
9. supporting the livelihood programs of the LGU	3.56	Great Extent	3.47	Moderate Extent
10. using different platform in sharing the importance of livelihood programs	3.39	Moderate Extent	3.33	Moderate Extent
Overall Mean	3.39	Moderate Extent	3.35	Moderate Extent

Table 6 shows that the younger group has a moderate extent of job placement information, while the older group has a moderate extent. The younger group has the lowest mean on item 2, providing job placement information, while the older group has the highest mean on item 7, participating in community-based development programs. The older age bracket often lacks job placement information in their community, indicating a lack of awareness about potential job opportunities that can help support their families. Reyes and Santos (2022) highlight the Philippines' collaboration between local government units and community organizations to offer job placement details for older adults seeking livelihood services. This collaboration ensures access to resources and programs, boosting elderly individuals' capacity and enhancing their employment and happiness.

Table 7

Extent of the Community Engagement in Improving Public Services in terms of Education Services when grouped according to Sex

Items	Male		Female	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. community linkages in support to school programs	3.83	Great Extent	3.75	Great Extent
2. collaborative relationships between school and community	3.84	Great Extent	3.79	Great Extent
3. assisting the teachers during their home visitation	3.50	Great Extent	3.55	Great Extent



4. participating in Brigada Eskwela	3.99	Great Extent	4.16	Great Extent
5. implementing the current curriculum	3.77	Great Extent	3.66	Great Extent
6. giving quality instructional delivery	3.65	Great Extent	3.52	Great Extent
7. involving the stakeholders in the community	3.58	Great Extent	3.49	Moderate Extent
8. monitoring my child quarterly school progress report	3.91	Great Extent	3.97	Great Extent
9. parents-teachers conference and consultation	3.87	Great Extent	3.91	Great Extent
Overall Mean	3.77	Great Extent	3.75	Great Extent

Table 7 reveals that males interpret their experiences greatly, with an overall mean of 3.77, while females interpret them greatly. The lowest mean is 3.50 for assisting teachers during home visits, while the highest is 3.99 for participating in Brigada Eskwela. Most females feel unsupported by community stakeholders, suggesting potential for improvement. Local government should address this issue to provide more opportunities for community improvement. Mocer (2018) highlights the crucial role of female stakeholders in community resource mobilization, highlighting their leadership's transformative impact on local resource allocation and social infrastructure.

Table 8

Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped according to Sex

Items	Male		Female	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. campaigning the importance of immunization services	3.77	Great Extent	3.85	Great Extent
2. providing information about healthy lifestyle	3.85	Great Extent	3.92	Great Extent
3. sharing the importance of regular health check-ups	3.93	Great Extent	4.03	Great Extent
4. giving updates on the treatment services	3.73	Great Extent	3.80	Great Extent
5. providing information on support services during emergencies	3.92	Great Extent	3.91	Great Extent
6. sharing the importance of mental health	3.76	Great Extent	3.78	Great Extent
7. implementing self-awareness on government health program and advocacy	3.72	Great Extent	3.80	Great Extent
8. providing fliers regarding health issues	3.39	Moderate Extent	3.41	Moderate Extent
9. supporting the feeding program in the community	3.84	Great Extent	3.83	Great Extent
10. sharing the value of health is wealth	3.80	Great Extent	3.88	Great Extent
Overall Mean	3.77	Great Extent	3.82	Great Extent

Table 8 shows that the male group greatly understands health issues, while the female group shares the same interpretation. The lowest mean is for providing fliers about health issues, while the highest is for sharing the importance of regular health check-ups. Male respondents still rely on receiving fliers for health services, as they prefer hard copies for reading information. Alcantara et al. (2021) suggest that interventions targeting men can increase health service utilization, improve public health, and strengthen interpersonal relationships, making health education more accessible and accessible.



Table 9

Extent of the Community Engagement in Improving Public Services in terms of Livelihood Services when grouped according to Sex

Items	Male		Female	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. vocational training to develop my technical skills	3.45	Moderate Extent	3.45	Moderate Extent
2. providing job placement information	3.21	Moderate Extent	3.21	Moderate Extent
3. entrepreneurship training for future business	3.31	Moderate Extent	3.30	Moderate Extent
4. disseminating information on the poverty reduction program of the government	3.34	Moderate Extent	3.25	Moderate Extent
5. sharing information on the financial assistance from the government	3.51	Great Extent	3.35	Moderate Extent
6. assisting the needs of LGU livelihood programs beneficiaries	3.46	Moderate Extent	3.34	Moderate Extent
7. participating in community-based development programs	3.58	Great Extent	3.45	Moderate Extent
8. planning on how to help the community sustain their livelihood programs	3.33	Moderate Extent	3.21	Moderate Extent
9. supporting the livelihood programs of the LGU	3.57	Great Extent	3.48	Moderate Extent
10. using different platform in sharing on the importance of livelihood programs	3.40	Moderate Extent	3.33	Moderate Extent
Overall Mean	3.42	Moderate Extent	3.34	Moderate Extent

Table 9 shows that community engagement in improving livelihood-related public services is moderate for males (3.42) while for females (3.34). The highest mean is for males providing job placement information (3.21), while the highest is for participating in community-based development programs (3.58). Females have the lowest mean (3.21) in job placement information and livelihood planning.

Female respondents lack experience in employment placement and planning to help maintain livelihood programs. They are more motivated to seek jobs but lack knowledge of finding suitable ones. The local government should provide more opportunities for female community members to support their families while maintaining their livelihoods. Cooperation between government institutions and local organizations is crucial for providing livelihood services, such as vocational training and employment access, which empowers women and contributes to community economic stability. The Department of Labor and Employment invests in these programs, promoting an environment supporting women's empowerment.

Table 10

Extent of the Community Engagement in Improving Public Services in terms of Education Services when grouped according to Highest Educational Attainment

Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. community linkages in support to school programs	3.81	Great Extent	3.72	Great Extent



2. collaborative relationships between school and community	3.83	Great Extent	3.77	Great Extent
3. assisting the teachers during their home visitation	3.60	Great Extent	3.37	Moderate Extent
4. participating in Brigada Eskwela	4.14	Great Extent	3.96	Great Extent
5. implementing the current curriculum	3.75	Great Extent	3.61	Great Extent
6. giving quality instructional delivery	3.60	Great Extent	3.52	Great Extent
7. involving the stakeholders in the community	3.55	Great Extent	3.49	Moderate Extent
8. monitoring my child's quarterly school progress report	3.96	Great Extent	3.90	Great Extent
9. parents-teachers conference and consultation	3.92	Great Extent	3.83	Great Extent
Overall Mean	3.80	Great Extent	3.69	Great Extent

Table 10 reveals that both groups perceive community involvement as crucial, with lower attainment involving stakeholders to a great extent and higher attainment participating in Brigada Eskwela to a great extent. The lowest mean score for lower attainment is 3.55, while the highest mean score is 3.96. Higher educational attainment, individuals may not perceive the local government's support for teachers' home visitation, a community issue that should be addressed to enhance their understanding of teacher roles. Cruz and Santos (2020) found that local government officials use home visitations to improve education services, increase family connections to institutions, and support children better. They provide information and resources, encouraging active involvement in children's education and fostering partnerships to reinforce educational outcomes.

Table 11

Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped according to Highest Educational Attainment

Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. campaigning the importance of immunization services	3.83	Great Extent	3.77	Great Extent
2. providing information about healthy lifestyle	3.91	Great Extent	3.84	Great Extent
3. sharing the importance of regular health check-ups	4.04	Great Extent	3.86	Great Extent
4. giving updates on the treatment services	3.81	Great Extent	3.68	Great Extent
5. providing information on support services during emergencies	3.94	Great Extent	3.84	Great Extent
6. sharing the importance of mental health	3.78	Great Extent	3.74	Great Extent
7. implementing self-awareness on government health program and advocacy	3.79	Great Extent	3.71	Great Extent
8. providing fliers regarding health issues	3.40	Moderate Extent	3.41	Moderate Extent
9. supporting the feeding program in the community	3.92	Great Extent	3.63	Great Extent
10. sharing the value of health is wealth	3.83	Great Extent	3.87	Great Extent
Overall Mean	3.82	Great Extent	3.74	Great Extent

Table 11 shows community engagement in improving public health services varies by educational attainment level. The lower group has a great extent of engagement, while the higher

group has a great extent. The lowest mean is for providing health fliers, while the highest is for sharing the importance of regular health check-ups. Higher-educated respondents desire fliers to receive health service information despite their educational attainment. Santos et al. (2020) studied the role of local government in the Philippines in disseminating health flyers to educated community members. They found that these individuals have better access to health information and services, leading to increased health awareness and community participation in health programs.

Table 12

Extent of the Community Engagement in Improving Public Services in terms of Livelihood Services when grouped according to Highest Educational Attainment

Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. vocational training to develop my technical skills	3.38	Moderate Extent	3.61	Great Extent
2. providing job placement information	3.18	Moderate Extent	3.28	Moderate Extent
3. entrepreneurship training for future business	3.26	Moderate Extent	3.41	Moderate Extent
4. disseminating information on the poverty reduction program of the government	3.29	Moderate Extent	3.30	Moderate Extent
5. sharing information on the financial assistance from the government	3.43	Moderate Extent	3.40	Moderate Extent
6. assisting the needs of LGU livelihood program beneficiaries	3.40	Moderate Extent	3.38	Moderate Extent
7. participating in community-based development programs	3.45	Moderate Extent	3.63	Great Extent
8. planning on how to help the community sustain their livelihood programs	3.25	Moderate Extent	3.28	Moderate Extent
9. supporting the livelihood programs of the LGU	3.52	Great Extent	3.50	Great Extent
10. using different platform in sharing the importance of livelihood programs	3.37	Moderate Extent	3.35	Moderate Extent
Overall Mean	3.35	Moderate Extent	3.42	Moderate Extent

Table 12 shows that individuals with lower educational attainment have a moderate extent of job placement information, while those with higher education have a moderate extent. The lowest mean is 3.18 for job placement information, while the highest is 3.52 for supporting livelihood programs. Lower education levels may hinder job placement information, suggesting that local governments should focus on providing job opportunities for these individuals, as they can still find employment within their homes or communities. Santos and Reyes (2020) highlight that local government units (LGUs) collaborate with organizations to offer training programs and job opportunities, empowering individuals and increasing their economic standing. These efforts benefit people experiencing poverty and foster community solidarity and optimism for a better future.

Table 13

Extent of the Community Engagement in Improving Public Services in terms of Education Services when grouped according to Average Family Monthly Income



Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. community linkages in support to school programs	3.84	Great Extent	3.74	Great Extent
2. collaborative relationships between school and community	3.88	Great Extent	3.76	Great Extent
3. assisting the teachers during their home visitation	3.60	Great Extent	3.47	Moderate Extent
4. participating in Brigada Eskwela	4.07	Great Extent	4.10	Great Extent
5. implementing the current curriculum	3.75	Great Extent	3.67	Great Extent
6. giving quality instructional delivery	3.62	Great Extent	3.55	Great Extent
7. involving the stakeholders in the community	3.56	Great Extent	3.51	Great Extent
8. monitoring my child quarterly school progress report	4.03	Great Extent	3.88	Great Extent
9. parents-teachers conference and consultation	3.99	Great Extent	3.82	Great Extent
Overall Mean	3.82	Great Extent	3.72	Great Extent

Table 13 reveals that those with lower average family income have a greater extent of assistance during home visitation, while those with higher income have a greater extent. The lowest mean is 3.60 for assisting teachers, while the highest is 4.07 for participating in Brigada Eskwela. High-income individuals often feel a shortage of support for teachers during home visitation, despite their financial status. They perceive insufficient government support, as home visitation is less important than other educational activities. Reyes and Santos (2020) studied the cooperation between local government units and teachers in-home visitations for families with higher incomes. They found that these visits improved communication about educational services, increased awareness, and promoted parental participation, ultimately enhancing students' education.

Table 14

Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped according to Average Family Monthly Income

Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. campaigning the importance of immunization services	3.92	Great Extent	3.73	Great Extent
2. providing information about healthy lifestyle	3.90	Great Extent	3.87	Great Extent
3. sharing the importance of regular health check-ups	4.01	Great Extent	3.96	Great Extent
4. giving updates on the treatment services	3.89	Great Extent	3.68	Great Extent
5. providing information on the support services during emergencies	3.92	Great Extent	3.91	Great Extent
6. sharing the importance of mental health	3.80	Great Extent	3.75	Great Extent
7. implementing self-awareness on government health program and advocacy	3.80	Great Extent	3.73	Great Extent
8. providing fliers regarding health issues	3.46	Moderate Extent	3.36	Moderate Extent
9. supporting the feeding program in the community	3.95	Great Extent	3.75	Great Extent
10. sharing the value of health is wealth	3.86	Great Extent	3.83	Great Extent
Overall Mean	3.85	Great Extent	3.76	Great Extent



Table 14 shows that lower average family income has a greater emphasis on health issues, with a mean of 3.85, while higher average family income has a mean of 3.76. The lowest mean is 3.46, while the highest is 4.01, emphasizing the importance of regular health check-ups. Higher-income individuals consistently prefer hard-copy resources for healthcare information, despite the widespread use of digital communication technologies. Garcia and Santos (2021) suggest local governments targeting resource-endowed families can promote a health culture by providing accessible health information and fostering collaboration in public health programs.

Table 15

Extent of the Community Engagement in Improving Public Services in terms of Livelihood services when grouped according to Average Family Monthly Income

Items	Lower		Higher	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. vocational training to develop my technical skills	3.50	Great Extent	3.41	Moderate Extent
2. providing job placement information	3.28	Moderate Extent	3.16	Moderate Extent
3. entrepreneurship training for future business	3.30	Moderate Extent	3.31	Moderate Extent
4. disseminating information on the poverty reduction program of the government	3.30	Moderate Extent	3.29	Moderate Extent
5. sharing information on the financial assistance from the government	3.54	Great Extent	3.34	Moderate Extent
6. assisting the needs of LGU livelihood programs beneficiaries	3.52	Great Extent	3.30	Moderate Extent
7. participating in community-based development programs	3.55	Great Extent	3.48	Moderate Extent
8. planning on how to help the community sustain their livelihood programs	3.34	Moderate Extent	3.20	Moderate Extent
9. supporting the livelihood programs of the LGU	3.54	Great Extent	3.50	Great Extent
10. using different platform in sharing the importance of livelihood programs	3.38	Moderate Extent	3.35	Moderate Extent
Overall Mean	3.43	Moderate Extent	3.33	Moderate Extent

Table 15 shows a moderate extent of job placement information in the lower group, while the higher group has a moderate extent. The lowest mean is 3.28, while the highest is 3.55 for participating in community-based development programs. The highest mean is 3.50 for supporting livelihood programs of LGUs. Higher-income families often feel less reliant on local government for job placement information due to their advantages in professional networks, education opportunities, and social capital, potentially overshadowing traditional government-provided support. Santos and Reyes (2020) found that local government units and communities in the Philippines collaborate to provide job placement details to families with higher incomes. This leads to improved access to employment opportunities, enhanced economic standing, and increased awareness of available job placements.

Table 16

Extent of the Community Engagement in Improving Public Services of Education Services when grouped according to the Number of Household Members

Items	Few		Many	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. community linkages in support to school programs	3.80	Great Extent	3.77	Great Extent
2. collaborative relationships between school and community	3.89	Great Extent	3.73	Great Extent
3. assisting the teachers during their home visitation	3.47	Moderate Extent	3.59	Great Extent
4. participating in Brigada Eskwela	4.03	Great Extent	4.15	Great Extent
5. implementing the current curriculum	3.74	Great Extent	3.67	Great Extent
6. giving quality instructional delivery	3.68	Great Extent	3.47	Moderate Extent
7. involving the stakeholders in the community	3.59	Great Extent	3.46	Moderate Extent
8. monitoring my child's quarterly school progress report	3.95	Great Extent	3.93	Great Extent
9. parents-teachers conference and consultation	3.91	Great Extent	3.87	Great Extent
Overall Mean	3.79	Great Extent	3.74	Great Extent

Table 16 reveals that families with fewer members are more engaged in supportive activities, such as fostering community linkages and building collaborative relationships between schools and the community. However, they also show less involvement in assisting teachers and monitoring progress reports. The data suggests that community members contribute to enhancing educational outcomes through initiatives like Brigada Eskwela and parent-teacher conferences. Many families with numerous household members struggle to engage with local government due to limited contact with municipal agencies and community development programs. This lack of genuine stakeholder involvement can hinder understanding their needs and wants.

Additionally, many households lack knowledge about local government procedures, limiting their participation in decision-making processes. Reyes and Cruz (2020) highlighted the importance of local government units (LGUs) collaborating with community stakeholders, particularly families, to improve education services. This approach involves involving families in discussions about educational needs and resource access, enabling better problem-solving and tailored student support.

Table 17

Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped according to the Number of Household Members

Items	Few		Many	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. campaigning the importance of immunization services	3.86	Great Extent	3.76	Great Extent
2. providing information about healthy lifestyle	3.93	Great Extent	3.84	Great Extent
3. sharing the importance of regular health check-ups	4.05	Great Extent	3.91	Great Extent
4. giving updates on the treatment services	3.75	Great Extent	3.78	Great Extent
5. providing information on the support services during emergencies	3.96	Great Extent	3.86	Great Extent

6. sharing the importance of mental health	3.87	Great Extent	3.65	Great Extent
7. implementing self-awareness in government health programs and advocacy	3.79	Great Extent	3.74	Great Extent
8. provide fliers regarding health issues	3.48	Moderate Extent	3.32	Moderate Extent
9. supporting the feeding program in the community	3.91	Great Extent	3.76	Great Extent
10. sharing the value of health is wealth	3.87	Great Extent	3.81	Great Extent
Overall Mean	3.85	Great Extent	3.74	Great Extent

Table 17 reveals that the few and many groups perceive health issues differently, with the third item being the most important. Accessing health service information is challenging for large families, requiring multicultural health flyers and community resources. Santos et al. (2021) emphasize the importance of effective communication interventions in improving community health outcomes. They emphasize the need for adapting health information to family patterns, fostering a stronger partnership between the community and government.

Table 18

Extent of the Community Engagement in Improving Public Services in terms of Livelihood services when grouped according to the Number of Household Members

Items	Few		Many	
	Mean	Interpretation	Mean	Interpretation
In improving public service, I engage in..				
1. vocational training to develop my technical skills	3.55	Great Extent	3.33	Moderate Extent
2. providing job placement information	3.32	Moderate Extent	3.09	Moderate Extent
3. entrepreneurship training for future business	3.41	Moderate Extent	3.19	Moderate Extent
4. disseminating information on the poverty reduction program of the government	3.45	Moderate Extent	3.12	Moderate Extent
5. sharing information on the financial assistance from the government	3.61	Great Extent	3.22	Moderate Extent
6. assisting the needs of LGU livelihood programs beneficiaries	3.59	Great Extent	3.18	Moderate Extent
7. participating in community-based development programs	3.55	Great Extent	3.46	Moderate Extent
8. planning on how to help the community sustain their livelihood programs	3.37	Moderate Extent	3.14	Moderate Extent
9. supporting the livelihood programs of the LGU	3.64	Great Extent	3.38	Moderate Extent
10. using different platform in sharing the importance of livelihood programs	3.48	Moderate Extent	3.23	Moderate Extent
Overall Mean	3.50	Great Extent	3.24	Moderate Extent

Table 18 reveals that large families face challenges accessing information about government programs to reduce poverty due to complex administrative instructions, narrow communication channels,



and resource inequalities. The few group has the lowest mean of 3.32 on job placement information. In contrast, the many group has the lowest mean of 3.09, with the highest mean of 3.46 for participating in community-based development programs. Reyes and Santos (2020) highlight the importance of community-based initiatives in spreading livelihood services and enhancing job opportunities for needy people. These programs, centered on job fairs and workshops, empower individuals and local economies, demonstrating the value of local government assistance.

Comparative Analysis of the Extent of Community Engagement in Improving Public Services in terms of Education Services, Health Services, and Livelihood Services when grouped according to Age, Sex, Highest Educational Attainment, Average Family Monthly Income, and Number of Household Members

Table 19

Difference in the Extent of the Community Engagement in Improving Public Services in terms of Education Services when grouped and compared according to variables

Variable	Category	N	Mean Rank	Mann Whitney U	p-value	Sig. level	Interpretation
Age	Younger	188	186.28	15458.000	0.366		Not Significant
	Older	174	176.34				
Sex	Male	161	184.32	15727.000	0.646		Not Significant
	Female	201	179.24				
Highest Educational Attainment	Lower	253	182.29	13588.000	0.826	0.05	Not Significant
	Higher	109	179.66				
Average Family Monthly Income	Lower	155	183.85	15678.500	0.711		Not Significant
	Higher	207	179.74				
Number of Household Members	Few	191	185.61	15515.500	0.429		Not Significant
	Many	171	176.91				

Table 19 reveals a comparative analysis of community engagement in improving public services, specifically in education, health, and livelihood. Despite varying demographic factors, no statistically significant differences in engagement levels exist. Younger participants showed higher engagement levels, while older participants showed lower engagement. Individuals with lower and higher educational attainments and varying family income levels showed similar engagement levels. The local government can provide education services to community members, regardless of any issues or challenges. Johnson et al. (2022) suggest that strategic resource reallocation and creative pedagogical strategies can reduce educational inequalities, requiring adaptive leadership and people-centered service provision.

Table 20

Difference in the Extent of the Community Engagement in Improving Public Services in terms of Health Services when grouped and compared according to variables

Variable	Category	N	Mean Rank	Mann Whitney U	p-value	Sig. level	Interpretation
----------	----------	---	-----------	----------------	---------	------------	----------------

Age	Younger	188	188.41	15057.500	0.191	0.05	Not Significant
	Older	174	174.04				
Sex	Male	161	180.11	15956.500	0.821	0.05	Not Significant
	Female	201	182.61				
Highest Educational Attainment	Lower	253	181.75	13725.500	0.945	0.05	Not Significant
	Higher	109	180.92				
Average Family Monthly Income	Lower	155	183.76	15692.500	0.722	0.05	Not Significant
	Higher	207	179.81				
Number of Household Members	Few	191	188.34	15024.000	0.188	0.05	Not Significant
	Many	171	173.86				

Table 20 shows the analysis of community engagement in enhancing public services, but there is no significant difference across demographic variables, particularly in health services. Engagement levels among younger and older individuals, gender comparison, educational background, income levels, and household size show no significant variances. This suggests that strategies to improve public services should focus on a more inclusive approach. Despite numerous challenges and setbacks, the local government demonstrated remarkable resilience in providing essential healthcare services to the community, demonstrating their commitment to public well-being and adaptability. Johnson et al. (2022) propose a comprehensive technique combining community engagement, resource allocation optimization, and adaptive service models to reduce healthcare disparities.

Table 21

Difference in the Extent of the Community Engagement in Improving Public Services in terms of Livelihood Services when grouped and compared according to variables

Variable	Category	N	Mean Rank	Mann Whitney U	p-value	Sig. level	Interpretation
Age	Younger	188	184.86	15724.500	0.525	0.05	Not Significant
	Older	174	177.87				
Sex	Male	161	185.15	15593.000	0.552	0.05	Not Significant
	Female	201	178.58				
Highest Educational Attainment	Lower	253	178.30	12978.500	0.374	0.05	Not Significant
	Higher	109	188.93				
Average Family Monthly Income	Lower	155	185.13	15480.500	0.568	0.05	Not Significant
	Higher	207	178.79				
Number of Household Members	Few	191	192.22	14283.500	0.039	0.05	Significant
	Many	171	169.53				

Table 21 reveals that age, sex, education, and household size influence community engagement in improving public services. Smaller households show higher engagement rates,



suggesting that demographics influence public service improvement efforts. This understanding is crucial for developing targeted strategies based on community composition to enhance education, health, and livelihood services. Household membership significantly influences community participation in enhancing public service. Increased community participation allows local governments to better respond to livelihood needs, resulting in more efficient development plans. Family size influences children's care preferences, with higher-income families preferring to stay home, while those with fewer family members can easily find jobs. Putnam (2000) and Coleman (1988) highlight household structure's crucial role in public service utilization and community engagement, particularly in influencing collective action and livelihood enhancement.

Conclusion

The study assessed the extent of community engagement in public services for 2024 and found that most respondents were women aged 46 and above with lower education and income levels. Community participation was rated to a great extent in education and health services, attributed to active collaboration in school activities and effective local health initiatives such as free medicines and check-ups. However, livelihood services were rated moderately due to limited information dissemination and access, especially in coastal areas. The study concluded that community involvement is vital in enhancing public service quality, recommending that community members and local government units actively collaborate, improve communication, and expand efforts—particularly in livelihood support—through monthly outreach, stronger partnerships, and inclusive planning. Future researchers are encouraged to explore deeper levels of community participation to inform more effective governance strategies.

Acknowledgment

The successful completion of this thesis would not have been possible without the unwavering support, encouragement, and assistance of individuals who stood by the researcher throughout the journey. Their motivation and presence provided strength during challenging moments and reassurance in times of doubt. Special gratitude is extended to those who offered emotional and logistical support, especially during the study, including fieldwork and community surveys. The guidance and expertise of mentors, advisers, and panel members were instrumental in shaping the quality and direction of this research. Appreciation is also given to the institution for fostering an environment conducive to academic and research growth. Above all, heartfelt thanks are offered to the Almighty for divine guidance and strength throughout this endeavor.

Authorship Contribution Statement

Cabales: Concept and design, literature review, data collection, analysis, and interpretation.

Moyani: Reviewing, supervision, material support.

Conflict of Interest



The authors declare the absence of any conflict of interest that could have influenced the content or conclusions of this paper. They affirm that no financial, personal, or professional relationships with other individuals or organizations have compromised the objectivity, integrity, or impartiality of the research work. As a final point, no external parties influenced the study design, data collection, analysis, or interpretation.

References

- Alcantara, J., Rodriguez, L., & Santos, M. (2021). "Engaging Men in Health: Local Government Strategies in the Philippines." *Philippine Journal of Public Health*, 45(3), 215–227.
- Andersen, J., & Hoff, J. (2021). "Democracy and citizenship in Scandinavia." Routledge.
- Anderson, K., Williams, R., & Chen, P. (2022). Digital Democracy and Local Governance. *Journal of Public Administration*, 45(3), 112–128.
- Anderson, M. (2020). "Collaborative Governance in Public Administration", *Journal of Public Policy and Management*, Vol. 28, pp. 201-215.
- Chang, M., & Peterson, K. (2021). "Sustainable Community Engagement in Public Service Delivery." *Journal of Public Administration*, 45(3), 112–128.
- Coleman, J. S. (1988). Social capital in the creation of human capital. *American Journal of Sociology*, 94, S95-S120
- Cruz, J., & Santos, M. (2020). "Enhancing Education Services through Local Government Collaboration." *Philippine Journal of Education*
- Davis, C. (2020). Stakeholder Engagement in Education: A Path to Better Resources. *International Journal of Education Management*.
- Department of the Interior and Local Government (DILG). (2020). Local Government Code of the Philippines
- Dudovskiy, (2019). Validity, <https://research-methodology.net/research-methodology/reliability-validity-and-repeatability/research-validity/>
- Dudovskiy, (2019). Research Reliability, https://research-methodology.net/research-methodology/reliability-validity-and-repeatability/research-reliability/#google_vignette
- Garcia, L. (2019). The Impact of Local Governance on Community Livelihoods. *Journal of Philippine Governance*, 10(1), 23–36.
- Henderson, R., & Roberts, S. (2020). "Municipal Success Through Community Partnership." *Public Management Review*, 18(2), 76–94.
- Johnson, M., Rodriguez, S., & Thompson, K. (2022). "Equity in Educational Service Delivery: Strategies for Resource-Constrained Environments." *Journal of Public Service Education*, 45(3), 112-129.
- Johnson, R., & Lee, T. (2021). The Impact of Government Collaboration on Job Placement. *Employment Research Quarterly*.
- Kim, J., & Park, S. (2023). "Community-Led Urban Regeneration in South Korea: The Maeul Making Revolution." *Journal of Public Administration and Governance*, 15(2), 78-95.
- Kim, S., & Park, H. (2022). "Digital transformation in public services: The South Korean model." *Asian Public Administration Review*, 30(1), 45-63.
- Kumar, R., & Patel, S. (2022). Hybrid models of citizen engagement in public service delivery. *International Journal of Public Sector Management*, 35(2), 112–128.
- Larsson, M. (2020). "Public participation in Swedish governance." *Nordic Journal of Public Policy*, 15(2), 78–92.
- Lee, S., & Wong, H. (2023). "Digital Transformation in Public Services", *Digital Government: Research and Practice*, Vol. 4, pp. 45-62.



- Lee, J. (2021). "E-governance and citizen participation in Seoul." *Digital Government: Research and Practice*, 2(3), 112–128.
- Lindberg, M., & Johannsson, E. (2021). "Participatory Budgeting in Nordic Countries: A Comparative Analysis." *Scandinavian Journal of Public Administration*, 25(3), 112-130.
- Martinez, R., Johnson, L., & Smith, P. (2021). "Collaborative Governance in Local Communities." *Public Administration Quarterly*, 33(4), 201–218.
- Martinez, E., Garcia, R., & Wilson, T. (2020). Collaborative Governance in Urban Communities. *Public Management Review*, 18(2), 76–92.
- Martinez, C., & Rodriguez, P. (2019). Digital Democracy: Enhancing Citizen Participation in Local Governance. *Journal of Public Administration Research and Theory*, 29(2), 187-203.
- Martínez, A., & Weber, T. (2021). "Digital Transformation in Public Service Engagement: A Multi-City European Analysis." *European Journal of Public Administration*, 43(4), 289-312.
- Martinez, C. et al. (2022). Community engagement and public service effectiveness: A cross-national analysis. *Journal of Public Administration Research and Theory*, 32(1), 45–67.
- Martinez, K., & Johnson, P. (2022). "Community-Based Approaches to Public Service", *Public Management Review*, Vol. 15, pp. 125–140.
- Neumann, (2021). Cronbach's alpha: Definition, <https://www.bachelorprint.com/statistics/cronbachs-alpha/>
- Putnam, R. D. (2000). *Bowling alone: The collapse and revival of American community*. Simon and Schuster.
- Public Service Research Institute. (2022). "Community Engagement Impact Report 2022." Washington, DC: PSRI Publications.
- Rahman, K., Chen, L., & Wong, S. (2019). "Participatory Governance in Southeast Asian Communities: A Comparative Analysis." *Journal of Public Administration and Development*, 34(2), 156-178.
- Rodriguez, C., et al. (2022). "Community Empowerment and Service Design", *Community Development Journal*, Vol. 37, pp. 156-170.
- Reyes, A., & Cruz, B. (2020). Community Involvement in Education: A Study of Local Government Initiatives in the Philippines. *Journal of Education and Development*.
- Reyes, A., & Santos, L. (2020). Engaging Communities: The Role of Local Government in education. *Journal of Philippine Education*, 15(2), 45-58.
- Reyes, J., & Santos, L. (2022). Collaborative Approaches to Job Placement for Older Adults in the Philippines. *Journal of Community Development*, 15(3), 45-58.
- Reyes, A. (2020). Local Government Initiatives for Women's Livelihood in the Philippines. *Journal of Community Development*, 15(2), 45–58.
- Reyes, L. (2019). Health Education and Community Engagement: A Study of Local Government Efforts in the Philippines. *Journal of Community Health*, 44(3), 521–528.
- Santos, J., & Reyes, M. (2020). Local Government Collaboration for Job Placement Services in the Philippines. *Journal of Community Development*, 15(3), 45-58.
- Santos, J., Cruz, M., & Reyes, A. (2022). Community Health Initiatives: Engaging Older Adults in the Philippines. *Journal of Public Health*, 15(3), 45-58.
- Santos, M. (2021). Empowering Women through Skills Training: A Study on DOLE Programs. *Philippine Journal of Labor Studies*, 8(3), 112–127.
- Santos, M., Delos Santos, J., & Cruz, R. (2021). Community Health Communication in the Philippines: Strategies and Outcomes. *Philippine Journal of Health Education*, 15(2), 45-59.
- Santos, F., & Silva, M. (2023). "Participatory democracy in Brazilian public administration." *Latin American Research Review*, 58(2), 89-106.
- Santos, M., Reyes, L., & Ramos, J. (2020). "Health Education in Local Governance." *Philippine Journal of Health*.



- Santos, J., & Reyes, M. (2020). Local Government Initiatives in Job Placement and Livelihood Services. *Philippine Journal of Community Development*, 12(1), 45-58.
- Smith, J., & Johnson, M. (2019). Rethinking Community Engagement in Public Service. *Public Administration Quarterly*, 33(4), 201–218.
- Smith, A., & Johnson, B. (2021). Building Bridges: Government and Teacher Collaboration in Education. *Journal of Educational Research*.
- Smith, A. (2020). Community Engagement in Job Placement Services. *Journal of Local Government Studies*.
- Smith, B., & Johnson, K. (2023). Digital transformation in public sector engagement. *Public Management Review*, 25(3), 301–318.
- Tan, K., & Lee, M. (2022). "Dialogue as Policy Tool: Singapore's Approach to Public Engagement." *Asian Journal of Public Service*, 18(4), 245-262.
- Thompson, R., et al. (2021). "Citizen Participation in Modern Governance", *Journal of Public Administration*, Vol. 43, pp. 78–92.
- Thompson, D., & Lee, S. (2021). Technology and Civic Participation. *Government Information Quarterly*, 38(1), 45–60.
- Van den Berg, (2022). What is a Frequency Distribution? <https://www.spss-tutorials.com/frequency-distribution-what-is-it/comment-page-1/>
- Van der Meer, T., et al. (2022). "Digital Democracy in Practice: The Dutch Experience." *European Public Management Review*, 24(1), 45-63.
- Wilson, J., & Thompson, A. (2019). "Transforming Public Service Through Community Engagement." *Public Policy and Administration*, 28(1), 45–62.
- World Bank. (2022). "Participatory budgeting: Global experiences in public service delivery."
- Wong, L., et al. (2023). Participatory governance in Southeast Asian public administration. *Asia Pacific Journal of Public Administration*, 45(1), 78-96.
- Zamora, A. (2020). Engaging Families in Health Initiatives: The Role of Local Government. *Asian Pacific Journal of Public Health*, 32(1), 23–30.