

IMPLEMENTATION OF BARANGAY JUSTICE SYSTEM AND COMMUNITY SATISFACTION IN THE MUNICIPALITY OF CALAUAN, LAGUNA: BASIS FOR INTERVENTION PROGRAM

LESLIE ANN S. GONZALES

2022.lesliegonzales@gmail.com

Abstract

The study determined the Level of Implementation of the Barangay Justice System and community satisfaction in the Municipality of Calauan. Through this objective, the study helped create an intervention program that will surely help in decongesting the court dockets and improve the mediation process in the Municipality of Calauan.

This study was descriptive correlational that dealt with the relationship of relevant variables, particularly the Implementation of Barangay Justice and Community Satisfaction. It assessed the relationship between variables and a quantitative research design that used a self-made questionnaire which was answered by 255 respondents, specifically 10 members in the Lupon Tagapamayapa and 5 clients who filed a case in the Katarungang Pambarangay in all 17 Barangays of the Municipality. It collected quantifiable information and used a statistical test to analyze the data.

Based on the findings of the study, the results made by the Lupon Tagapamayapa Members and its Constituents on the Implementation of the Barangay Justice System were all fully implemented. On the test of significant difference between the assessment of Lupon Tagapamayapa Members and its Constituents as regards the Implementation of Barangay Justice System were all greater than the level of significance at .05 concluded that there was no significant difference in the assessment of the respondents on the Level of Implementation of Barangay Justice System in the Municipality of Calauan, Laguna.

An output was made after determining the least mean results in the study. A comprehensive Intervention Program that will help the Municipality of Calauan in Implementing the Barangay Justice System.

Keywords: implementation, Barangay Justice System, community satisfaction, intervention program

Introduction

The supreme law of the land grants the Local Government the power of local autonomy. One of their power is an extra-governmental mechanism that helps implement the time-honored tradition of amicable settlement at the grassroots level, a law that is right and just for the

community. Former Vice President Robredo believed that “The law not only equalizes; it also harmonizes. It resolves opposing views not by favoring the interest of one side over another, but by pointing both towards a singular vision of the society they wish to build: One that is humane, and fair, and just.”

The Barangay Justice System is a community-based approach for resolving disputes between the members of the same community. It exists to assist the grassroots communities not only in the mediation process, but also in delivering timely, cost-effective, and high-quality justice through a non-adverse process. It was first recognized in 1979 as Presidential Decree No. 1508 also known as The Katarungang Pambarangay Law without prior study and with hardly any data to support the assumptions underlying it.

This local setting of a community-based justice system also exists in western countries like the United States of America, wherein every state follows a different kind of mediation process or belief system. Elder Mediators have been chosen in various regions of Western Countries precisely because of their existing knowledge of the specific conflicts and their experiences in accommodating dispute resolution in their community, so that a group or tribe can all benefit. The term is called western “collectivism” wherein the conflict will not only have an effect in the parties involved but the whole tribe or group or community in which they are involved. The mediators also use “group pressure” just like as the mediator’s respectable position to convince the parties involved to settle the case and restore harmony to the larger group.

The Philippines always had an ongoing conflict and violence but still had rich traditions of dispute resolution. The country’s approach to conflict resolution is not aiming to achieve institutionalization, at least not beyond building the capacities of local peace-building organizations. Since officials have more autonomy in decision-making, including from rigorous evidence standards, and they are receiving a significant amount of government funds, village courts are more numerous and more accessible than other higher formal courts, allowing the Barangay Lupon Tagapamayapa to hear more cases and respond more quickly to the local communities in settling disputes and cases.

Considering the government’s policies and guidelines to strengthen and make use of the Barangay Justice System, there is still a noticeable missing data or unresolved cases of disputes in the 17 Barangays. The Municipal Local Government Operations Officer also revealed that there was an appalling number of pending cases reported in their office. Congestion had long been a challenge not just in the Municipality of Calauan but in the Philippine Judiciary System. They introduced court management tools, and simplified and streamlined court procedures yet, the Philippine Judiciary System still struggles with the perennial problem of case congestion and court delay, resulting from national and local budgetary and human resource constraints. A large part of the blame for the emergence of the problem to overuse, misuse, and abuse of courts are those persons seeking redress of their grievances have gone directly to courts when it would probably have been more beneficial for them to have availed of means other than judicial for the resolution of their problems.

Despite the good and purpose relatively with the adoption and implementation of the Barangay Justice System in the local setting, it seems that it had not been fully institutionalized due to some internal and external factors negatively affecting it. Another challenge is insufficient effective training and seminars about the Barangay Justice System which leads to improper settlement processes and unsatisfied constituents. There are also numerous instances of case recurrence with the same parties involved in the dispute because of the inefficient conciliation process, another problem is the unwillingness of one party to participate or attend the hearing,

leading to unresolved or unsettled cases. For these reasons, this research is being fuelled by the researcher's interest and desire to learn more about the Barangay Justice System, its problems, the satisfaction level of the community, and the implementation of the Katarungang Pambarangay, and provide an enhanced procedure since there are limited studies conducted relating to the Barangay Justice System most especially in the Municipality, the outcome will be useful in gaining better understanding.

The relationship of this study to the researcher's program in Public Administration could develop her knowledge to becoming a better public servant, develop a broader foundation for a better understanding of the Barangay Justice System and its policies, and also to develop an intervention program not just in Barangay Justice System but also for other public agencies and other public programs. Moreover, the researcher would be equipped in dealing with a variety of people in the different agencies through this study.

METHODS

The researcher used descriptive correlational, which revealed or asked for respondents' responses to a particular question or variables. It also aimed to describe general assessment and descriptive research questions and dealt with the relationship of relevant variables and assessed the relationship between or among them and quantitative research design this attempted to collect quantifiable information and used statistical test which was commonly used in quantitative research to organize or analyzed the data. The data was either numeric in origin or transformed by the researcher into numbers. It helped the researcher in determining the level of community and the implementation of the Barangay Justice System that needed more improvement this served as a basis for an intervention program.

The research locale took place in the municipality of Calauan, Province of Laguna, situated in the South Luzon which was one of the main islands in the Philippines. Calauan had 17 barangays and a population of 80, 453 as of 2015 according to the Philippine Statistics Authority. The researcher, as one of the staff, under the Department of the Interior and Local Government in the municipality found it practical to conduct this study because it was within her jurisdiction and the monitoring was under the said department. Furthermore, the collection of data related to the study would be easy for the researcher.

The concept of the sampling involved taking a portion, making observations on the smaller group, and then generalizing the finding to the large population from which the sample was drawn. Ary (2002) mentioned that sampling was the process or technique used to take a sample. Sampling had the purpose to gain information about the population.

The municipality had 17 barangays and each barangay in the municipality had a minimum of 12 members of Lupon Tagapamayapa including the Secretary of the Barangay and the Chairperson or the Elected Punong Barangay. The basis for obtaining the 12 respondents is the Local Government Code of 1991 under Katarungang Pambarangay Law Section 399-422, each barangay must consist of a minimum of 10 members of Lupon Tagapamayapa. Another set of respondents were clients served.

The researcher used the stratified sampling method in determining the respondents. It was a process of sample that included the partition of the respondents into smaller sub-groups known strata (Hayes, 2020). The strata or group used in the study was 17 barangays in the municipality of Calauan namely: Balayhangin, Bangyas, Dayap, Hanggan, Imok, Lamot 1, Lamot 2, Limao, Mabacan, Masiit, Paliparan, Perez, Poblacion Silangan, Poblacion Kanluran, Prinza, San Isidro and Santo Tomas.

Simple random sampling was defined as the simple method of selecting a set of subjects for the research coming from a large group (Easton & McColls, 2019).

The respondents of the study were the officers and members of the Lupon Tagapayapa. Each barangay had a minimum of 10 Lupon Tagapamayapa members and was appointed by the Elected Punong Barangay who served as the Chairperson of the Lupon Tagapamayapa and the Barangay Secretary as the secretary of the Lupon Tagapamayapa. They measured the implementation of the Barangay Justice System in their organization.

Another set of respondents that measured the services provided by the Lupon Tagapamayapa Members were the clients with different profiles who served or availed the services of the Lupon Tagapamayapa Members or the constituents who filed various kinds of cases in the barangay. The respondents who took time in answering the research instrument were two hundred and four for the first set of respondents and 51 for the clients they served, a total of 255.

The researcher used self-made survey questionnaires, the researcher also patterned this self-made instrument from the existing survey forms or questionnaires in the Lupon Tagapamayapa Incentives Awards and Katarungang Pambarangay Law. The researcher developed the questionnaires through the gathered data from the Barangay, Local Government Code of the Philippines, Katarungang Pambarangay Law and other relevant sources. The four-point Likert scale was utilized to gain or harvest categorical responses from the respondents and the researcher was able to determine its verbal interpretation through this research instrument.

This research instrument was validated by the experts in the field of Barangay Justice System, and shown by at least three experts who were exposed to thesis writing. It was validated first by the research director and two qualified School of Graduate Studies Professors. After showing the draft validated by the experts, suggestions were included in the final draft after integration, and the study's final draft was sent for Cronbach's validity or reliability test also to measure its consistency by the statistician of the researcher.

The data that the researcher collected was given appropriate statistical treatment by the statistician, the statistical tools that were used are:

1. The simple mean and the four-point Likert scale were used to answer the self-made questionnaire given to the respondents and to describe the variables.
2. The regression analysis was used; this is a reliable method of identifying which variables have an impact on the study and its probability values which is to show the impact of the implementation of the Barangay Justice System on the Satisfaction of the Community, the variables chosen for this study.
3. The T-test was used to determine the difference between the assessments of the two groups of respondents.

RESULTS AND DISCUSSION

The findings on the above-mentioned problem are presented in the table that follows.

1.1 Operation

Table 1.1

Level of Implementation on Barangay Justice System in the Municipality of Calauan, Laguna as assessed by the Barangay Lupon Tagapamayapa Members and its Constituents in terms of Operations

Indicators	Lupon	Constituent	Composite
------------	-------	-------------	-----------

	X	VI	X	VI	X	VI
Observes settlement procedures such as proper sending of notices, proper hearing, recording of disputes and referral of cases to other agencies	3.45	FI	3.37	FI	3.41	FI
Observes settlement deadlines and award period in accordance with the law	3.43	FI	3.29	FI	3.36	FI
Maintains records of cases including minutes of hearings or meetings	3.49	FI	3.45	FI	3.47	FI
Submits reports to concerned agencies on time	3.38	FI	3.26	FI	3.32	FI
Conducts Monthly meetings exclusively on Barangay Justice Matters only	2.99	I	3.02	I	3.01	I
General Assessment	3.35	FI	3.28	FI	3.32	FI

Legend: 3.25 - 4.00 Fully Implemented (FI) 2.50 - 3.24 Implemented (I) 1.75 - 2.49 Partially Implemented (PI) 1.00 - 1.74 Not Implemented (NI)

Table 1.1 shows the level of implementation of the Barangay Justice System in the Municipality of Calauan, Laguna as assessed by the Barangay Lupon Tagapamayapa members and its constituents in terms of **Operations**. The general composite assessment was **3.32** and was interpreted as **Fully Implemented**. “The Barangay Justice System maintains records of cases including minutes of hearings or meetings” had the highest mean which was **3.47** and was interpreted as **Fully Implemented**. The other indicators, “The Barangay Justice System observes settlement procedures such as proper sending of notices, proper hearing, and recording of disputes” attained **3.41** mean and was interpreted as **Fully Implemented**, “The Barangay Justice System observes settlement deadlines and award period in accordance with the law” gained **3.36** mean and was interpreted as **Fully Implemented** and “The Barangay Justice System submits reports to concerned agencies on time” attained **3.32** mean. “The Barangay Justice System conducts monthly meetings exclusively on Barangay Justice matters” only had the least mean which was **3.01** and was interpreted as **Implemented**.

The data and interpretation presented above clearly imply that the Barangay Justice is fully implementing their directives and their mandated duties in terms of maintenance of records of cases including minutes of hearings or meetings. This denotes that the Barangay Justice is practicing good record keeping in case their clients may need a reference or the barangay might need to refer the case to another agency or higher courts. The conduct of monthly meetings received an interpretation which was Implemented, this indicator had the least mean. This implies that the Barangay Justice is not fully implementing monthly meetings to discuss other Barangay Justice matters. It can be noted that the indicator that received the least mean can be viewed as room for improvement.

Accordingly, Guevarra (2020) stressed that the Lupon Tagapamayapa proved that Katarungang Pambarangay was an effective way to address the problems of their countrymen. Because of their immediate action, many of the problems and disputes of their barangays did not need to be taken to court to be resolved. Every problem helped to reduce the volume of cases in courts. And also, the study by Paunan (2019) mentioned that the Lupon had the following functions: to exercise administrative supervision over the conciliation panels, to meet regularly

once a month to provide a forum for the exchange of ideas among its members and the public on matters relevant to the amicable settlement of disputes, and to enable various conciliation panel members to share their observations and experiences in effecting speedy resolution of disputes and exercise such other powers and to perform such other duties and functions as may be prescribed by law or ordinance.

1.2 Effectiveness in Securing the settlement of Interpersonal dispute objective of the Barangay Justice

Table 1.2

Level of Implementation on Barangay Justice System in the Municipality of Calauan, Laguna as assessed by the Barangay Lupon Members and its Constituents in terms of Effectiveness in Securing the Settlement of Interpersonal Dispute Objective of the Barangay Justice

Indicators	Lupon		Constituent		Composite	
	X	VI	X	VI	X	VI
At least 80% of cases are settled against filed	3.45	FI	3.35	FI	3.40	FI
Non-recurrence of cases settled or no repetition of the commission of similar or same offense by both parties	3.33	FI	3.27	FI	3.30	FI
Zero case repudiated or no case had been repudiated	3.34	FI	3.19	I	3.27	FI
At least 80% of cases are settled within the Lupon tagapamayapa members or Pangkat	3.38	FI	3.29	FI	3.34	FI
Observes proper endorsement of unsettled cases to concerned agencies	3.42	FI	3.30	FI	3.36	FI
General Assessment	3.39	FI	3.28	FI	3.34	FI

Legend: 3.25 - 4.00 Fully Implemented (FI) 2.50 - 3.24 Implemented (I) 1.75 - 2.49 Partially Implemented (PI) 1.00 - 1.74 Not Implemented (NI)

Table 1.2 above reveals the level of implementation of the Barangay Justice System in the Municipality of Calauan, Laguna as assessed by the Lupon Tagapamayapa Members and its constituents in terms of **Effectiveness** in securing the settlement of interpersonal dispute objective of the Barangay justice. The general composite assessment was **3.34** and was interpreted as **Fully Implemented**. “At least 80% of cases were settled against filed” obtained the highest mean which was **3.40** and was interpreted as **Fully Implemented**. “Zero cases repudiated or no case had been repudiated” had the least mean which was **3.27** and was still interpreted as **Fully Implemented**.

This data implies that there is a great number of cases that the Lupon Tagapamayapa Members settled against filed compared to unsettled cases against filed, showing the effectiveness of securing the settlement cases at the barangay level. However, the indicator “Zero cases repudiated or no case had been repudiated” got the least mean. This reflects that there are still cases in the Barangay Justice that are being repudiated or unwilling parties or cases that are rejecting the validity or refusing to accept the terms and conditions of the agreement. The Barangay Justice System is mandated by the law to have no or zero cases repudiated cases.

The study of Blanco (2020) stressed that the Katarungang Pambarangay was a system for amicable settlement of disputes at the barangay. It was likewise an out-of-court resolution of

conflicts by the community members themselves under the guidance of the Punong Barangay and without the intervention of legal counsels.

Repudiated cases in the barangay were not easy to avoid. Furthermore, Cuy (2018) stated that mediation, conciliation, and arbitration take a lot of wisdom. He added that the public should not file a case in court against their neighbors whom they had a squabble with just yet.

Table 1.3

Level of Implementation on Barangay Justice System in the Municipality of Calauan, Laguna as assessed by The barangay Lupon Tagapamayapa Members and its Constituents in terms of Creativity and Resourcefulness of the Barangay Justice

Indicators	Lupon		Constituent		Composite	
	$\bar{X}$	VI	$\bar{X}$	VI	$\bar{X}$	VI
Observes the use of settlement techniques	3.40	FI	3.32	FI	3.36	FI
Shows coordination with concerned agencies relating to disputes filed	3.42	FI	3.28	FI	3.35	FI
Promotes sustained information drive to promote Katauangang Pambarangay to the public	3.40	FI	3.27	FI	3.34	FI
Conducts Barangay Justice training or seminar for members within the year	3.14	I	3.02	I	3.08	I
Maintains area or facility exclusively used for settlement proceedings and other Barangay Justice related activities such as filing of complaints, meetings and others	3.37	FI	3.29	FI	3.33	FI
General Assessment	3.35	FI	3.23	I	3.29	FI

Legend: 3.25 - 4.00 Fully Implemented (FI) 2.50 - 3.24 Implemented (I) 1.75 - 2.49 Partially Implemented (PI) 1.00 - 1.74 Not Implemented (NI)

Table 1.3 illustrates the level of implementation on Barangay Justice System in the municipality of Calauan, Laguna as assessed by the Barangay Lupon Tagapamayapa Members and its constituents in terms of **Creativity and Resourcefulness of the Barangay Justice**. The general composite assessment was **3.29** which was interpreted as **Fully Implemented**. The indicator which was the “Observes the use of settlement techniques” had the highest mean of **3.36** which was interpreted as **Fully Implemented**. “Conducts Barangay Justice training or seminar for members within the year” had the least mean of **3.08** which was verbally interpreted as Implemented.

This implies that the Barangay Justice Fully implements settlement techniques or strategies applied by the Lupon Tagapamayapa to expedite the mediation process, without diminishing the concept of Barangay Justice. However, “Conducts Barangay Justice training or seminar for members within the year” had the least mean. This implies that it is not fully implemented in terms of training and educating its organization. There is in need to enhance their training and seminar programs.

The study of Hamilton (2021), Clear (2021), and Cadora (2021) supported this, for them, community justice, with its whole-of-person, whole-of-community perspective, saw the problem of crime as a problem to be solved, not just a problem to be punished. It was a point of divergence

from traditional justice that challenges them to rethink victim and offender. They also cited that communities were composed of diverse array of individuals, and layers of competing interests, which forces community justice practitioners to reflect diversity in ways that are equitable and democratic. Also, this supported the Department of the Interior and Local Government's Memorandum Circular Number 2016-058 amendment of the Department of Interior and Local Government's Memorandum Circular Number 2004-04 The government, particularly through the Department of Justice and the Department of the Interior and Local Government, must provide for the training even informally, if needed, to barangay captains and Lupon Tagapamayapa Members. This should be mandatory each time a new set of Barangay Officials gets elected since they are mandated to continue the program.

Problem Number 2. Is there a significant difference between the assessments of the Barangay Lupon Tagapamayapa and its Constituents as regards to the level of implementation on Barangay Justice System in the Municipality of Calauan, Laguna?

The conclusions on the above-mentioned problem are presented in the table that follows.

Table 2

Test of Significance difference between the assessment of the Barangay Lupon Tagapamayapa and its Constituents as regards to the Level of Implementation on Barangay Justice System in the Municipality of Calauan.

Variables	t test Computed	Probability Value	Remarks	Decision
Operations	1.114	.266	Not Significant	Accept Ho
Effectiveness in securing the settlement.	1.578	.116	Not Significant	Accept Ho
Creativity and resourcefulness	1.548	.123	Not Significant	Accept Ho

Table 2 shows the test of significant difference in the assessments of the Barangay Lupon Tagapamayapa and its constituents as regards the level of implementation of the Barangay Justice System in the Municipality of Calauan, Laguna. The respondents attained a similar evaluation of the level of implementation of the Barangay Justice System. As shown in their probability values of .266, .116, and .123 respectively, were all greater than the level of significance at .05.

It implies that there is no significant difference in the assessments of the respondents on the level of implementation of the Barangay Justice System. This also implies that the two groups give importance on the implementation of the Barangay Justice System both of the respondents had the same reflection on the Implementation. The two respondents had the same contemplation that the Implementation of Barangay Justice System is in fact fully implemented in general. The variable or areas in the Barangay Justice System that the Lupon Tagapamaya Members sees that they are fully implementing, reflects to the analysis of its Constituents.

Moreover, Jumalon (2018), Pelima (2018), and Caday (2018) stressed that communities needed the Lupon Tagapamayapa because conflicts were inevitable. Life got meaningful and purposeful when one became a useful and productive citizen of a community in any way one can.

Problem Number 3. What is the Level of Community satisfaction in the implementation of Barangay Justice System in the Municipality of Calauan as assessed by the Barangay Lupon

Tagapamayapa Members and its Constituents.

The conclusions on the above-mentioned problem are presented in the table that follows.

1.1 Settlement of filed cases

Table 3.1

Level of Community Satisfaction in the Implementation of Barangay Justice System in the Municipality of Calauanas assessed by the Barangay Lupon Tagapamayapa Members and its Constituents in terms of Settlement of Filed Cases

Table 3.1

Indicators	Lupon		Constituent		Composite	
	X	VI	X	VI	X	VI
Ensures a fairness in mediating the cases	3.49	VS	3.36	VS	3.43	VS
Ensures honest disposition in mediating the cases	3.49	VS	3.29	VS	3.39	VS
Conducts arbitration process that is harmonious to both parties involved	3.48	VS	3.35	VS	3.42	VS
Observes of due process of law with the observance of the related proceedings of the system	3.47	VS	3.38	VS	3.43	VS
Settles the case filed without favoring either of the parties	3.49	VS	3.32	VS	3.41	VS
General Assessment	3.48	VS	3.34	VS	3.41	VS

Legend: 3.25 - 4.00 Very Satisfied (VS) 2.50 - 3.24 Satisfied (S) 1.75 - 2.49 Dissatisfied (DS) 1.00 - 1.74 Very Dissatisfied (VDS)

Table 3.1 shows the level of community satisfaction in the implementation of the barangay justice system in the municipality of Calauan as assessed by the barangay Lupon and its constituents in terms of Settlement of Filed Cases. The general composite assessment was **3.41** and was interpreted as **Very Satisfactory**. The indicators “Ensures a fairness in mediating the cases” and the “Observance of due proves of law with the observance of the related proceedings of the systems” attained the highest mean which was **3.41** and was interpreted as **Very Satisfactory**, whereas, “Ensures honest disposition in mediating the cases” had the least mean which was **3.39** and was interpreted as **Very Satisfactory**.

The results implies that the community is very satisfied in the services of Barangay Justice System in terms of Settlement of Filed Cases. This also shows that the constituents sees the Barangay Justice System needed to enhance their honest disposition in mediating the cases. Honest disposition is very important in settling filed cases, because this will guarantee both parties that the Lupon Tagapamayapa is not biased and possesses honesty which is very important in public service and in the community.

Accordingly, Abubakar (2017) and Mohamed (2017) stated that community involvement was the most effective instrument for building harmonious coexistence between their organization and their host communities. But for them, community involvement could only be sustained only if it was built on trust, control mutuality, commitment, and satisfaction respectively.

Furthermore, Matinez (2015) Short (2015), and Ortiz (2015) stated that civic trust and the

importance of social capital are identified as important elements in creating a more liveable and attractive city. For them, socio-economic status was an important predictor of life satisfaction most especially in the community as a constituent.

3.2 Satisfaction of clients involved

Level of Community Satisfaction in the Implementation of Barangay Justice System in the Municipality of Calauan as assessed by the Barangay Lupon Tagapamayapa Members and its Constituents in terms of Satisfaction of the Clients Involved

Indicators	Lupon		Constituent		Composite	
	$\bar{X}$	VI	$\bar{X}$	VI	$\bar{X}$	VI
Uses settlement procedures that are conformity with the values and norms existing in the community	3.47	VS	3.39	VS	3.43	VS
Provides both parties an equal opportunity to present themselves or their evidences	3.44	VS	3.33	VS	3.39	VS
Respects each parties indifference and does not judge quickly	3.45	VS	3.36	VS	3.41	VS
Accepts the arbitrations made by the Lupon tagapamayapa members or pangkat relatively with the disputes of adversaries	3.47	VS	3.39	VS	3.43	VS
Observes the privacy of case to other constituents who are not involved	3.49	VS	3.42	VS	3.46	VS
General Assessment	3.46	VS	3.37	VS	3.42	VS

Legend: 3.25 - 4.00 Very Satisfied (VS) 2.50 - 3.24 Satisfied (S) 1.75 - 2.49 Dissatisfied (DS) 1.00 - 1.74 Very Dissatisfied (VDS)

Table 3.2 presents the level of community satisfaction in the implementation of Barangay Justice System in the municipality of Calauan as assessed by the barangay Lupon and its constituents in terms of **Satisfaction of Clients Involved**. The general composite assessment is **3.42** which is interpreted as **Very Satisfactory**. “Observes the privacy of case to other constituents who are not involved” had the highest mean which was **3.46** and was interpreted as **Very Satisfactory**. “Provides both parties an equal opportunity to present themselves or their evidence” had the least mean of **3.39** which was interpreted as **Very Satisfactory**.

The data above implies that the community sees the Barangay Justice System as a very satisfactory system in terms of the involvement of each party or their clients. The Barangay Justice System treats its client’s privacy as a very important one and respects the other parties who are not involved. The least mean result that the Barangay Justice System needed to improve is providing both parties an equal opportunity to present themselves or their pieces of evidence, this might show that the Lupon Tagapamayapa is not giving some of their clients enough opportunity to present themselves or their pieces of evidence.

Similarly, Beerli (2019) provided a comprehensive explanation of satisfaction. He pointed out that when use in the public sector, customer satisfaction was commonly transferred as public satisfaction. He also added that there is a huge relationship between performance management that the local level and citizens’ satisfaction with trust in government.

Table 3.3 Referral of cases

Level of Community Satisfaction in the Implementation of Barangay Justice System in the Municipality of Calauan as Assessed by the Barangay Lupon Tagapamayapa Members and its Constituents in terms of Referral of Cases

Indicators	Lupon		Constituent		Composite	
	$\bar{X}$	VI	$\bar{X}$	VI	$\bar{X}$	VI
Shows respect to both parties in their decision if they want to refer the case to other agency	3.48	VS	3.41	VS	3.45	VS
Manifests proper endorsement of the case to other agencies not falling under the original jurisdiction of the system	3.47	VS	3.35	VS	3.41	VS
Observes a proper way of attending to medical needs in cases of violence or other cases in need of first aid	3.48	VS	3.36	VS	3.42	VS
Forwards referral to the prosecutor's office of any disputes not settled amicably within the prescribed period	3.47	VS	3.31	VS	3.39	VS
Observes the use and submission of legal requirements such as letters of endorsements, copies of statements to requesting party or to the referred agencies	3.48	VS	3.40	VS	3.44	VS
General Assessment	3.48	VS	3.36	VS	3.42	VS

Legend: 3.25 - 4.00 Very Satisfied (VS) 2.50 - 3.24 Satisfied (S) 1.75 - 2.49 Dissatisfied (DS) 1.00 - 1.74 Very Dissatisfied (VDS)

Table 3.3 presents the level of community satisfaction in the implementation of Barangay Justice System of Calauan as assessed by the barangay Lupon and its constituents in terms of **Referral of Cases**. The general composite assessment was **3.42** which was interpreted as **Very Satisfactory**. “Shows both respect to both parties in their decision if they want to refer the case to other agency” indicator attained the highest mean which was **3.45** and was interpreted as **Very Satisfactory**, whereas, “Forwards referral to the prosecutor's office of any disputes not settled amicably within the prescribed period” had the least mean of **3.39** and was interpreted as **Very Satisfactory**.

The results imply that the Barangay Justice System had a very satisfactory rating in terms of Referring cases as assessed by the community or the clients they served. All indicators are interpreted as Very Satisfactory from showing respect to both parties involved to assisting or attending to medical needs or other cases in need of first aid and even the indicator that had the least mean had the interpretation of very satisfactory. The ratings that the constituents gave to the Lupon Tagapamaya with regards to these indicators are very important since these indicators deal with the crucial process of sensitive cases.

Accordingly, Hu (2020), Zhang (2020), and Zhang (2020) stressed that poor information-

seeking experiences reduce public patience, which contributes to the gap between public sector disclosure and public access. This also supported the study of Beerli (2019), which provided a comprehensive explanation of satisfaction. He stated that when use in the public sector, customer satisfaction is commonly transferred as public satisfaction. He also added that there was a huge relationship between performance management that the local level and citizens' satisfaction with trust in government.

Problem Number 4. Is there a significant difference between the assessments of the Barangay Lupon Tagapamayapa Members and its constituents as regards Level of Community Satisfaction on Barangay Justice System in the Municipality of Calauan, Laguna?

The conclusions on the above-mentioned problem are presented in the table that follows.

Table 4

Test of significant difference between the assessments of the Barangay Lupon Tagapamayapa Members and its Constituents as regards Level of Community Satisfaction on Barangay Justice System in the Municipality of Calauan, Laguna

Variables	t test Computed	Probability Value	Remarks	Decision
Settlement	2.388	.018	Significant	Reject Ho
Satisfaction	1.481	.140	Not Significant	Accept Ho
Referral of case	1.833	.068	Not Significant	Accept Ho

Table 4 shows the test of significant difference between the assessments of the barangay Lupon and its constituents as regards the level of community satisfaction with the Barangay Justice System in the Municipality of Calauan, Laguna. The respondents had a different evaluation of settlement. As shown in their probability values of **.018**, which was less than the level of significance at **.05**.

On the other hand, the respondents have a similar assessment on the following variables namely Satisfaction of Clients Involved and Referral of Cases. Both of their probability values are greater than the level of significance or no significant difference between the assessment of Barangay Lupon Tagapamayapa and its Constituents. The Settlement of Filed Cases received a different remark from other variables which shows a significant difference between the assessments of the Barangay Lupon Tagapamayapa and its Constituents as regards the level of Community Satisfaction, this implies that the respondents have different views in terms of Settlement of Filed Cases. The Lupon Tagapamaya Members shows different kind of settlement techniques that differs from the expectations of the community.

Moreover, Hamilton (2021), Clear (2021), and Cadora (2021) emphasized that to improve community life, justice must improve the quality of life for the community overall, citizen must participate in justice to get the best just outcome and address public safety issues proactively and reactively.

Problem Number 5. Is there a significant relationship between the Level of Implementation and the Level of Community satisfaction on Barangay Justice System in the Municipality of Calauan, Laguna?

Table 5

Test of Significant Relationship between the level of implementation and the level of community satisfaction on Barangay Justice System in the Municipality of Calauan, Laguna.

Implementation	Satisfaction	r value	p value	Remarks	Decision
Operations	Settlement	.812**	<.001	Significant	Reject Ho
	Satisfaction	.802**	<.001	Significant	Reject Ho
	Referral of Cases	.770**	<.001	Significant	Reject Ho
Effectiveness in securing the settlement	Settlement	.825**	<.001	Significant	Reject Ho
	Satisfaction	.830**	<.001	Significant	Reject Ho
	Referral of Cases	.788**	<.001	Significant	Reject Ho
Creativity and resourcefulness	Settlement	.795**	<.001	Significant	Reject Ho
	Satisfaction	.784**	<.001	Significant	Reject Ho
	Referral of Cases	.780**	<.001	Significant	Reject Ho

Table 5 shows the test of the significant relationship between the level of implementation and the level of community satisfaction on Barangay Justice System in the Municipality of Calauan, Laguna. The probability values were all less than the level of significance at .05, thus rejected the null hypothesis.

The table above implies that the higher the level of implementation the higher the level of community satisfaction in the Barangay Justice System. There is a definite, consequential relationship between the Level of Implementation of the Barangay Justice System and Community Satisfaction. When the provisions of the Barangay Justice System is well adopted, the clients or constituents tend to be more satisfied.

Particularly, Hamiton (2021), Clear (2021), and Cadora (2021) stressed that communities were composed of a diverse array of individuals, and layers of competing interests, which forces community justice practitioners to reflect diversity in ways that are equitable and democratic. Similarly, Hannscoff (2016) emphasized community diversity and community satisfaction. She found that more educated people were likely to want to live in more diverse communities.

Table 6.1

Regression Analysis on the Impact of level of implementation of Barangay Justice System to the Level of Community Satisfaction in terms of Settlement of Filed Cases in the Municipality of Calauan

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.	Remarks	Decision
	B	Std. Error					
1 (Constant)	.783	.103		7.600	.000		
Operations	.233	.077	.251	3.027	.003	Significant	Reject ho
Effectiveness	.378	.067	.419	5.621	.000	Significant	Reject ho

Creativity	.183	.064	.212	2.852	.005	Significant	Reject ho
R-Square	= .718						
Adjusted R Square	= .715						
F- value	= 228.840						
Significance	= .000						

Table 6.1 shows the regression analysis on the impact of the level of implementation of the Barangay Justice System to the level of community satisfaction in terms of Settlement of Filed Cases in the municipality of Calauan. Based on the table, operations, effectiveness, and creativity significantly impact the level of community satisfaction in terms of Settlement of Filed Cases. The probability values of .003, .000, and .005 were less than the level of significance at .05, thus rejecting the null hypothesis. The three variables, operations, effectiveness, and creativity significantly impacted the Settlement of Filed Cases to experience by 71.8%.

It implies that the variables greatly affect the Settlement of Filed Cases. The percentage experience was just suggesting that this variable had a factor that matters in terms of Implementation of the Barangay Justice System in the Municipality of Calauan. Settlement of Filed Cases is essential in mediating cases and its implementation through this element the Katarungang Pambarangay were able to improve their relationship with their clients through proper mediation techniques and consideration of both parties involved.

Moreover, Cuy (2018) stated that mediation, conciliation, and arbitration take a lot of wisdom. He further stated that people should seek the assistance of the Lupon Tagapamayapa or the Barangay Justice System in their respective barangays to intercede and try to settle their arbitrations. He also urged the public to trust the justice system in the barangays.

Table 6.2

Regression Analysis on the Impact of level of implementation of Barangay Justice System to the level of community satisfaction in terms of Satisfaction of Clients Involved in the Municipality of Calauan.

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.	Remarks	Decision
	B	Std. Error					
1 (Constant)	.846	.102		8.309	.000		
Operations	.189	.076	.208	2.488	.013	Significant	Reject ho
Effectiveness	.438	.067	.495	6.591	.000	Significant	Reject ho
Creativity	.148	.063	.175	2.334	.020	Significant	Reject ho
R-Square	= .715						
Adjusted R Square	= .712						
F- value	= 224.612						
Significance	= .000						

Table 6.2 presents a regression analysis of the impact of the level of implementation of the Barangay Justice System on the level of community satisfaction in terms of Satisfaction of Clients Involved in the municipality of Calauan. Based on the table, operations, effectiveness, and creativity significantly impacted the level of community satisfaction in terms of Settlement of Filed Cases. The probability values of .013, .000 and .020 were less than the level of significance at .05, thus rejecting the null hypothesis. The three variables, operations, effectiveness, and creativity significantly impact Satisfaction of Clients Involved to the Experience by 71.5%.

It implies that this particular variable, Satisfaction of the Clients Involved had an impact on the level of implementation of the Barangay Justice System in the Municipality of Calauan. The data shown indicate that the Satisfaction of clients as a variable influences the community. Respect of the clients involved, the arbitration awards, and also the observance of norms had an impact to the clients on the implementation of the Barangay Justice System.

The data shown further supports the study of Abubakar (2017) and Mohamed (2017) since they both believed that the involvement of the community is the most effective instrument for building harmonious coexistence between their organization and their host communities. They also believe that this community involvement could only be sustained only if it is built on trust, control mutuality, commitment, and satisfaction respectively.

Table 6.3

Regression Analysis on the Impact of level of implementation of Barangay Justice System to the level of community satisfaction in terms of Referral of case in the Municipality of Calauan.

Model	Unstandardized Coefficients		Standardized Coefficients Beta	T	Sig.	Remarks	Decision
	B	Std. Error					
1 (Constant)	.878	.114		7.688	.000		
Effectiveness	.349	.075	.381	4.676	.000	Significant	Reject H_0
Creativity	.289	.071	.330	4.058	.000	Significant	Reject H_0
R-Square	= .664						
Adjusted R Square	= .661						
F- value	= 177.464						
Significance	= .000						

Table 6.3 illustrates the Regression Analysis on the Impact of level of implementation of Barangay Justice System to the level of community satisfaction in terms of Referral of Cases in the Municipality of Calauan. Based on the table, operations, effectiveness, and creativity significantly impact the level of community satisfaction in terms of Settlement of Filed Cases. The probability values of .000, .000 and .000 were less than the level of significance at .05, thus rejecting the null hypothesis. The three variables, operations, effectiveness, and creativity

significantly impact the Referral of Cases to Experience by 66.4%.

The data above implies that the variable referral of cases expressively influenced with the three variables given. Attending to medical needs and even from endorsing the cases to other agencies had an impact on the implementation of Barangay Justice System to their clients. How the Lupon Tagapamayapa Members are responding to their clients even if the Barangay will be the final journey of their case is important to the clients.

Furthermore, Jumalon (2018), Pelima (2018), Caday (2018), Abubakar (2017), Mohamed (2017), Martinez (2015), Short (2015), and Ortiz (2015) emphasized the importance of the elements of community satisfaction and this community satisfaction could let to the effective community justice system.

Result # 7

An Intervention Program that can be proposed to enhance the mediation procedures of the Barangay Justice System:

As a result of the study's findings, mandatory and strict compliance on the submission of monthly minutes of the meeting of the Lupon Tagapamayapa Members virtually or face-to-face to improve the least mean indicator under the Implementation of Barangay Justice System in terms of Operations. And also, enhancement of the Incentive Awards System Intervention Program to motivate the Lupon Tagapamayapa Members in serving the community and reducing higher court dockets. Another proposed intervention program is Institutionalizing a Paralegal System Via Training or Seminar.

This supports the study of Zhang (2018), Mei (2018), Liu (2018), and Wang (2018) since they also stated that the government was supposed not to only involve itself in the regulation of quality services and public policy, but also introduce and implement proper regulatory strategies. They all stressed that government interventions could effectively improve the quality of service under certain circumstances.

Proposed Intervention Program

I.P.E.A.C.E.

(Intervention Program Enhancing And Cultivating Every BARANGAY JUSTICE SYSTEM IN THE MUNICIPALITY OF CALAUAN)

Rationale:

The Katarungang Pambarangay Law reflects the time-honored Filipino tradition of amicably settling disputes to preserve peace and harmony in the community. A system of amicably settling disputes at the barangay level was institutionalized in the Presidential Decree 1508 to prevent further deterioration in the Philippine Justice System and later strengthened by the Local Government Code of 1991.

Implementation of Katarungang Pambarangay Law helps to remedy the alarming problem of court dockets congestion, promotes the speedy administration of justice, and strengthens the family as the basis of social institution.

Further, Section 5 of the 1987 Philippine Constitution stipulates that the maintenance of Peace and Order, the protection of life, liberty, and property, and the promotion of the general welfare are essential for the enjoyment by all the people of the blessings of democracy.

Republic Act No. 7160 or the Local Government Code of 1991 particularly, Chapter 2 or the General Powers and Attributes of Local Government Units, Section 17 b or the Basic Services and Facilities, subsection (b) (1) (iv) maintenance of Katarungang Pambarangay

The Punong Barangay, Barangay Kagawad, and other barangay officials, Lupon Tagapamayapa Member, as forerunners in the implementation of this law need to be equipped to do their utmost in the Implementation of the Barangay Justice System, amicably settling disputes among barangay members to strengthen the family and promote peace and unity in the barangay, especially with the current status of the country.

Purpose:

The purpose of this intervention program is to provide the Barangay Justice System with a more enhanced and improved system. This aims to fully implement the conduct of the monthly meetings, achieve zero repudiated cases and fully implement and enhance the training and seminar for Lupon Tagapamayapa Members. Those are the variables that the study received least mean. The researcher believed that focusing on those indicators will help the Lupon Tagapamayapa to efficiently and effectively Fully implement the Barangay Justice System and Fully Satisfy the Community.

Additionally, it is also expected that this program will be able to raise awareness, inform and educate the constituents within the jurisdiction of the Barangay.

Scope/Coverage:

This program covers all Lupon Tagapamayapa Members including the Local Chief Executive, The Local Government Operations Officer, The Local Trial Judge and the clients they are serving within their jurisdiction.

I.P.E.A.C.E.

(Intervention Program Enhancing And Cultivating Every BARANGAY JUSTICE SYSTEM IN THE MUNICIPALITY OF CALAUAN)

Barangay Lupon Tagapamayapa Mandate or Issue	Objective	Lead or Responsible Office	IPEACE Activity	Performance Indicator and Target	Timeline	Source of Fund/ Budgetary Requirements	Success Indicator
No Specific Monitoring and Evaluation committee for Lupon Tagapamaya / Barangay Justice or Katarungang Pambarangay to monitor and evaluate their annual performance	To Monitor and Evaluate and Incentivize the Lupon Tagapamaya/ Barangay Justice or Katarungang Pambarangay in the Municipality of Calauan	Local Government Unit of Calauan, Laguna. All 17 Sangguniang Barangays of Calauan, Laguna	Creation of Executive Order signed by the Local Chief Executive mandating all the 17 Barangays to follow the guidelines inside the Executive order.	All members of Lupon Tagapamaya/ Barangay Justice or Katarungang Pambarangay in the Municipality of Calauan	January 2022 (Each time a new set of barangay officials gets selected)	None	100% or 1 Municipality complied in creating and establishing an executive order
The Lupon Tagapamaya / Barangay Justice or Katarungang	To Fully Implement the mandated monthly	All 17 Sangguniang Barangays of Calauan,	Conduct of mandatory Monthly Virtual or	All members of Lupon Tagapamaya/	January-December 2022 (Year	Barangay Annual Budget (For Meals)	90% or All 17 target brgy's will

Pambaranga y in the Municipality of Calauan is not fullu implemenrti ng the mandated monthly meeting exclusive for Katarungang Pambaranga y Matters	meeting Exclusive for Katarunga ng Pambarang ay Matters.	Laguna	Face-To-Face Meeting exclusive for Katarunga ng Pambarang ay Matters and mandatory submission of Minutes of Meeting with attached attendance and pictures. Monitoring of Municipal Awards and Monitoring and Evaluation Committee (MAME) on the conduct of Monthly Meeting	Barangay Justice or Katarunga ng Pambarang ay in the Municipali ty of Calauan	round)	(estimate d amount: 50, 000.00)	conduc t monthl y meetin gs
The Tagapamaya / Barangay Justice or Katarungang Pambaranga y in the Municipality of Calauan is not fullu implemenrti ng the conduct of Barangay Justice Training or Seminar for Members	To revive the ancient Filipino practice of settling disputes at the community level, the governmen t in effect, refined and institutiona lized an ancient paralegal system. This should be mandatory each time a new set of	The Local Governme nt of Calauan, Laguna. All the 17 Katarunga ng Pambarang ays in the Municipali ty of Calauan. The Municipal Trial Court , and the Municipal Police Station, The Municipal	IPEACE Training and Seminar for 17 barangays. Distance Learning Study (DSL) – A type of training seminar which is basically structured around the correspond ence format, the DSL	All Lupon Tagapama yapa Members in the Municipali ty of Calauan	1 st Quarter of 2022 (Every 1 st Quarter of the year)	Annual Barangay Budget: (Modules /Learnin g Materials for 17 Barangay s with establish ed Lupon Tagapam ayapa Members)	90% or all 17 Barang ays were trained by the end of the year.

	barangay officials gets elected since they are mandated to continue the program.	Social Worker and Development Office and other free legal assistance in the Municipality of Calauan	system is specifically designed to give members of Lupons throughout the Municipality to continue their education on mediation skills without interrupting their occupational activities. Lupon Tagapamaya members learn from modules, a pamphlet form, with study guide and information and specific lesson assignment.				
The Municipality of Calauan is not conducting a regular monitoring and evaluation exclusive for Lupon Tagapamaya or Barangay Justice System	To establish a committee that will monitor, evaluate and nce annually	The Local Government of Calauan, Laguna. The Municipal Local Government Operations Officer. The Local PNP.	Annual Monitoring , Evaluation and Awarding to all the Lupon Tagapamaya members or Barangay Justice System.	All Lupon Tagapamaya Members in the Municipality of Calauan	Every 1 st month of the ensuing year. (January 2023)	Annual Barangay Budget.	90% or All 17 Target brgys will achieved

		The Municipal Social Worker and Development Officer. The Municipal Trial Judge.	(Individual and as an organization) Will follow the Department of Interior and Local Government's Guidelines and Katarungang Pambarangay Law in Monitoring and Evaluation.				
All of the 17 Barangay Justice System had not implementing any survey or feedback mechanism	To collect the community's feedback, comments and suggestions exclusively on Katarungang Pambarangay or members of Lupon Tagapamayapa	All Barangay Justice System in the Municipality of Calauan, Laguna	Putting up I.P.E.A.C.E. drop boxes or kiosks in the barangay hall exclusive for Barangay Justice System	The constituents in the Barangay and all the members of Lupon Tagapamayapa in the Municipality of Calauan, Laguna	Year round	Annual Barangay Budget	90% or All 17 Target brgy's will be achieved

Gantt Chart for Implementation of I.P.E.A.C.E.

ACTIVITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Creation of Executive Order												
Dissemination of Executive Order												
Conduct of Monthly Meeting												
IPEACE Training/Seminar												
Semestral Monitoring and Evaluation (1st Sem)												
Creation of Drop Box/Suggestion box exclusively for Katarungang Pambarangay												
Semestral Monitoring and Evaluation (2nd Sem)												

Monitoring and Evaluation Tool

This will be the tool or form that the Municipal Awards and Monitoring and Evaluation committee will use to evaluate all the Lupon Tagapamayapa in each barangay in the Municipality of Calauan.

IPEACE M&E Tool form 1

Indicator of Compliance	Baseline	Target	Frequency	Office/Department Responsible	Identified gaps and areas of Improvement	Remarks
Creation of Executive Order from the Local Chief Executive creating Local Monitoring and Evaluation Committee exclusive for 17 Katarungang Pambarangay.	1 Executive Order	1 Executive Order	Annual/each time a new set of Local Officials gets selected/elected	Local Chief Executive/Municipal Mayor, Mayor's Office, Local Government Operations Officer		
Conduct of Monthly Meeting Exclusive for Katarungang Pambarangay.	At least 80% of the 17 Barangays conducted monthly meeting (12 months)	100% of the 17 Barangays conducted monthly meeting (12 months)	Monthly	Local Government Operations officer, Office of the Local Court, Lupon Tagapamayapa members		
Conduct of Training/Seminar for Katarungang Pambarangay	Conduct of at least 1 training/seminar	1 training/seminar for katarungang Pambarangay	Annual	Local Government Operations Officer, Local Government Unit, Lupon Tagapamayapa Members		
Implementation of IPEACE	At least 80% of 17 barangays are implementing IPEACE	100% of 17 Barangays implementing IPEACE	Annual/year round	Local Government Operations Officer, Local Government Unit, Lupon Tagapamayapa Members		

Monitored and Evaluated by:

(Signed by all Municipal Awards and Monitoring and Evaluation Committee Members)

Executive Order Creating the City/Municipal Awards, Monitoring and Evaluation Committee (C/MAME) for the Barangay Justice System in the Municipality of Calauan

Executive Order No. _ Series of (year)

WHEREAS, the Katarungang Pambarangay Law by the Presidential Decree No. 1203 of 7 January 1979, Conceived and nourished the idea of reviving the Barangay Justice System and strengthening the amicable settlement of disputes at the barangay level which is considered a means of promoting unity among the families and clans, newighbors and even the whole community.

WHEREAS, Republic Act No. 7160 or the Local Government Code of the Philippines, specifically section 121 thereof, mandating city and municipal mayors or the Local Chief Executives to oversee the effective and efficient implementation and administration of the Katarungang Pambarangay. Section 422 of the same code provides that such amount as may be necessary for the effective and efficient implementation of the Katarungang Pambarangay shall be provided for in the annual budget of the city or municipality concerned.

WHEREAS, the Department of the Interior and Local Government Memorandum Circular No. 2007-129 dated September 27, 2007 All Local Chief Executives are directed to comply with the Katarungang Pambarangay and encouraged to adopt measures such as but not limited to the conduct of regular trainings for Katarungang Pambarangay and all Department of the Interior and Local Government Directors are directed to provide technical assistance to ensure the implementation of the said memorandum.

NOW, THEREFORE, I (Name of the Local Chief Executive), City/Municipal Mayor, by virtue of the powers vested in me by Law, do hereby create the City/Municipal Awards, Monitoring and Evaluation Committee in this Local Government Unit.

Section 1. Composition

Chairperson: City/Municipal Mayor
 Vice-Chairperson: Local Presiding Judge/ Local Court Representative
 Members: Sangguniang Bayan Member Ex-Officio, Liga ng mga Barangay
 President
 Chief of Police in the City/Municipality
 3 members or representatives of the Civil Society
 Organizations/Non-Government Organizations
 Secretariat: Local Government Operations Officer staff/representative

Section 2. Functions

The City/Municipal Awards, Monitoring and Evaluation Committee shall perform the following functions:

- Initiate and coordinate the necessary activities towards the successful implementation of the Awards, Monitoring and Evaluation.
- Disseminate information on the Award to generate awareness and support from the public and private sectors within the city/municipality.
- Select and submit to the chairperson of the committee the best performing Lupon Tagapamayapa within the city/municipality.

- May secure funding and counterpart prizes from partner agencies and the private sector.
 - May plan and implement appropriate awarding ceremonies.
 - Monitor and Evaluate the Lupon Tagapamayapa of all barangays in the city/municipality at least once every semester.
 - Conduct, monitor and facilitate training and seminar relative to the full implementation of the Barangay Justice System in the city/municipality.
- Section 3. Effectivity. This Executive Order shall take effect immediately.
Signed by the Local Chief Executive.

I.P.E.A.C.E. Training Seminar (Training/Seminar Design)

“Enriched Implementation of Barangay Justice System: Road towards improved Peace and Order Situation in the Municipality of Calauan, Laguna”

Introduction:

From the early Filipino Tradition and culture to the implementation of Presidential Decree No. 1508 and Chapter 7 Book III of The Local Government Code of the Philippines, mediation had been the attempt to reconcile the disputants by effecting a compromised settlement of their differences. This person-oriented process of reconciliation and mediation had been proven as the preferred mode of resolving disputes among barangay members.

As forerunners in the implementation of Katarungang Pambarangay Law, the Punong Barangay, Barangay Kagawad, and other Barangay Officials, as well as Lupon Tagapamayapa Members, must be equipped to do their utmost implementation of the Barangay Justice System, amicably settling disputes among barangay members to strengthen even the smallest unit in the society and promote peace and unity in the barangay, especially given the current state of the country.

Objectives (General):

To promote speedy administration of justice, relieve the courts and prosecutor's offices of conciliable cases, strengthen the family as the basis of a social institution and preserve the peace and order in the barangay.

Objectives (Specific):

At the end of the course, the participants shall be able to:

1. Enhance knowledge on Katarungang Pambarangay Law;
2. Be equipped with the proper mediation, conciliation, and arbitration procedures and the use of Katarungang Pambarangay forms;
3. Amicably settle disputes at the barangay level following the provisions of the Code and Katarungang Pambarangay Law; and
4. Be ready to participate in the Lupon Tagapamayapa Incentive Awards of Department of the Interior and Local Government.

Methodology:

For face-to-face training the following methodologies are to be used:

- Lecture-discussion
- Presentations (Video and Powerpoint presentations)
- An open forum shall predominantly be used in the conduct of the training.
- Role-playing on the amicable settlement of disputes shall be done.
- A workshop on the preparation of Lupon Tagapamayapa records and reports shall also be conducted.

For Distance Study Learning (DSL)

- Use of self-instructional materials (each module, contains a study guide or syllabus, a list of readings and supplementary information, and specific lesson assignments.
- The participant takes the comprehensive module tests upon the completion of all lessons.
- The Facilitator/Module Distributor (Office of the Local Government Operations Officer) will correct and score the lesson test.
- Upon completion and passing of all the unit requirements of the training/Seminar, the participant/member becomes eligible for a competent rating or graduation.

Duration/Venue:

This will be a 3-day training for face-to-face and will be held within the municipality's jurisdiction. For Distance Study Learning it will be a 5-day training which will also be held within the barangay of the participant/Lupon Tagapamayapa Member.

Course Content:

This training/seminar can be conducted via face-to-face or Distance Study Learning

1. Concept and Historical Background of the Katarungang Pambarangay
2. The Katarungang Pambarangay as a System of Settling Dispute
 - Lupon Tagapamayapa – the conciliation Committee: Constitution, Qualifications, Disqualifications.
 - Nature and Functions
 - Selection and Appointment
 - The Lupon Chairperson
 - Roles and Duties of Lupon Tagapamaya Secretary
 - Pangkat ng Tagapagkasundo
 - Duties of Pangkat Chairperson
 - Duties of the Pangkat Secretary
3. Methods used in Amicable Settlements of Disputes
 - Mediation
 - Conciliation
 - Arbitration
 - Matters of Disputes/Specific Offenses/Cases Covered by the Katarungang Pambarangay Law
 - Rules and Venue
 - Condition for Settlement
4. Amicable Proceedings
 - Summons/Notice
 - Written or Verbal Response
 - Personal Appearance: A Must
 - Action for Non-Appearance
 - Conciliation Hearing
 - Repudiation of Agreement
 - Failure of Conciliation
 - Agreement of Arbitration
 - Settlement forms of disputes
 - Effects of Settlement
 - Transmittal/Execution of Settlement
5. Lupon Tagapamayapa Administration

- Recording and Reporting
- Supervision of Pangkat Tagapagkasundo
- Training of Lupon Members
- Role of the DILG, DOJ Courts and other agencies in the Implementation of Katarungang Pambarangay

Participants:

Participants of this training/seminar are the members of Lupon Tagapamayapa members including: Punong Barangays, Barangay Kagawads, Barangay Secretaries and other members which are residents of the barangay; and are chosen because of their personal characteristics that indicate his/her suitability for the task of conciliation of disputes.

Funding requirements:

Expenses to be incurred shall be borne out of existing and available local funds subject to budgeting, accounting and auditing rules and regulations.

Budgetary requirement:

A fee in the amount of Php _____ per participant shall be charged against local funds subject to existing accounting and auditing rules and regulations, to cover the module or training materials/resource speaker's fee and other related expenses.

Responsible Office:

The Local Government Operations officer and the Local Government Unit will spearhead the training/seminar and the other concerned agencies such as the Local Police Unit, The Local Trial Judge/Court for the provision of technical assistance.

Programme for face-to-face training/Seminar

Day/Time	Topic	OPR
Day 1	Registration Preliminaries Opening Message Message Overview of the Activity Concept and Historical Background of the Katarungang Pambarangay <i>Lunch Break</i> The Katarungang Pambarangay as a System of Disputes -Lupon Tagapamayapa – the conciliation Committee: Constitution, Qualifications, Disqualifications. -Nature and Functions -Selection and Appointment -The Lupon Chairperson -Roles and Duties of Lupon Tagapamayapa Secretary -Pangkat ng Tagapagkasundo -Duties of Pangkat Chairperson -Duties of the Pangkat Secretary <i>Closing Ceremony</i>	Facilitator Facilitator DILG Municipal Mayor RP RP
Day 2	Registration Preliminaries	Facilitator

	Recap Methods used in amicable settlements of disputes -Mediation -Conciliation -Arbitration -Matters of Disputes/Specific Offenses/Cases Covered by the Katarungang Pambarangay -Rules and Venue -Condition for Settlement Lunch Break Amicable Proceedingssettlements of disputes -Summons/Notice -Written or Verbal Response -Personal Appearance: A Must -Action for Non-Appearance -Conciliation Hearing -Repudiation of Agreement -Failure of Conciliation -Agreement of Arbitration -Settlement forms of disputes -Effects of Settlement -Transmittal/Execution of Settlement Closing Ceremony	RP RP
Day 3	Registration Preliminaries Recap Lupon Tagapamayapa Administration -Recording and Reporting -Supervision of Pangkat Tagapagkasundo -Training of Lupon Members -Role of DILG, DOJ Courts and other agencies in the Implementation of Katarungang Pambarangay Lunch Break Role playing on amicable settlement of disputes Awarding of Certificate of Participation and Appreciation for Resource Speakers Graduation Closing Remarks	Facilitator RP Participants and facilitators Facilitator Participants and facilitators Facilitator

Modules for Distance Study Learning System

Each module, which is in pamphlet form contains the following topics. The Facilitator will also send a Powerpoint presentation to all Barangays/members of Lupon Tagapamayapa.

Module 1	Module 2	Module 3
Concept and Historical Background of the Katarungang Pambarangay The Katarungang Pambarangay as a System of Disputes -Lupon Tagapamayapa – the conciliation Committee: Constitution, Qualifications, Disqualifications. -Nature and Functions -Selection and Appointment -The Lupon Chairperson -Roles and Duties of Lupon Tagapamaya Secretary -Pangkat ng Tagapagkasundo -Duties of Pangkat Chairperson -Duties of the Pangkat Secretary	Methods used in amicable settlements of disputes -Mediation -Conciliation -Arbitration -Matters of Disputes/Specific Offenses/Cases Covered by the Katarungang Pambarangay -Rules and Venue -Condition for Settlement Amicable Proceedings/settlements of disputes -Summons/Notice -Written or Verbal Response -Personal Appearance: A Must -Action for Non-Appearance -Conciliation Hearing -Repudiation of Agreement -Failure of Conciliation -Agreement of Arbitration -Settlement forms of disputes -Effects of Settlement -Transmittal/Execution of Settlement	Lupon Tagapamayapa Administration -Recording and Reporting -Supervision of Pangkat Tagapagkasundo -Training of Lupon Members -Role of DILG, DOJ Courts and other agencies in the Implementation of Katarungang Pambarangay Create a video: Role playing on amicable settlement of disputes in your barangay

Brief Introduction of each topics or modules.

Concept and Historical Background of the Katarungang Pambarangay

- The concept of Barangay Justice is based in a long-standing Filipino practice of community peace and harmony. For obvious reasons, the paralegal justice system, which was an institution of their forefathers, had been revitalized.
- The early Filipinos already had a system of rules and customs for settling conflicts peacefully among members of the community organization known as the barangay.

The Katarungang Pambarangay as a System of Disputes

Lupon Tagapamayapa – The conciliation committee: Constitution, Qualifications, Disqualifications

- Book III Chapter 7 of the Local Government Code of 1991.
Section 399. The Lupon Tagapamayapa, hereinafter referred to as the Lupon, composed of the Punong Barangay, as chairperson and ten (10) to twenty (20) members. The Lupon shall be constituted every three (3) years in the manner provided herein.

(b) Any person actually residing or working in the barangay, possessing integrity, impartiality, independence of mind, sense of fairness and reputation for probity, may be appointed a member of Lupon.

(c) A notice to constitute the Lupon, which shall include the names of proposed names of members who have expressed their willingness to serve, shall be prepared by the Punong Barangay.

Section 401. Vacancies. When a vacancy occurs in the Lupon for any cause, the Punong Barangay shall immediately appoint a qualified person who shall hold office only for the unexpired portion of term.

- Lupon Membership also entails certain disqualifications. For one, no person who is expressly disqualified by law from holding a public office may be appointed to the Lupon. Those who have been convicted of a crime in which the offender, aside from imprisonment, is barred perpetually or temporarily from holding a public office. Also considered ineligible to serve as Lupon members are aliens, minors, and persons who are mentally ill.

Nature and Functions

- Lupon Chairperson has three principal duties: to determine the number and qualifications of Lupon members to appoint them, settle disputes or cases among the members of the barangay by conciliation or arbitration and to constitute the Pangkat ng Tagapagkasundo to adjudicate a dispute in proper cases. Their other duties are: to determine date, time, place and agenda of monthly meeting of the Lupon, to preside over the meetings of Lupon, to issue summons and subpoenas, to attest to the minutes of meetings of the Lupon and certifications issued by the Lupon Secretary.
- Lupon Secretary Roles and duties and functions: To serve as acting presiding officer in the absence of chairperson, keep and maintain records, note results of mediation, make record of the willful refusal or failure of a party and furnish other certifications to concerned agencies.
- The Pangkat ng tagapagkasundo does the arbitration of the case.

Methods used in amicable settlement of disputes

- Mediation or conciliation is the act of intervening between two or more parties to prevent or put an end to the dispute without any previous agreement.
- Arbitration is a process of adjudicating disputes in which the parties agree beforehand to be bound by the decision of a third person or body in place of a regularly organized tribunal.
- Roles and Venues. Place provided by law for filing an action or proceeding is often referred to as the venue. An action cannot be brought for settlement to any barangay random except the place chosen as venue of the proceedings.
- Condition for Settlement. The central purpose of the conciliation system is to promote the amicable settlement of disputes without court action as a means of effecting the speedy administration of justice. A party with a cause of action against another on a subject within the authority of the Lupon.

Amicable Proceedings and settlement of disputes

- Complaints lodged with the Lupon are either written or verbal. The written complaint should be made in accordance with the prescribed forms. The complainant should sign his name or affix his thumb mark thereon.

Lupon Tagapamayapa Administration

- Training/Seminar requirement. The government, particularly through the Department of the Interior and Local Government, must provide for training even informally.

IPEACE Pre-Training/Seminar Evaluation Form

Name: (Optional)

Barangay:

Position:

Please help us improve conduct of similar Program/Project/Activities/Training/Seminar by answering the questions below:

Indicator	Very Low	Low	Average	High
Brief Background on Katarungang Pambarangay Law				
Roles, Responsibilities, Powers and Functions of Lupon Tagapamayapa				
Methods used in amicable settlement of disputes				
Cases covered by the Katarungang Pambarangay Law				
Initiating Amicable Proceedings				
Katarungang Pambarangay Forms				

What do you expect to gain from the activity:

IPEACE Post-Training/Seminar Evaluation Form

Name: (Optional)

Barangay:

Position:

Please help us improve conduct of similar Program/Project/Activities/Training/Seminar by answering the questions below:

Indicator	Strongly Agree	Agree	Disagree	Strongly Disagree
The Objectives of the Training/Seminar were clearly defined.				
Participation and Interaction were encouraged.				
The content was organized and easy to follow.				
The training/seminar materials distributed were helpful.				
This training/seminar will be useful				
The time allotted for the training/Seminar was sufficient.				
The activities increased my learning.				
The topics and activities were relevant.				

What do you like most about this training?

Please share other comments and suggestions about this training:

Katarungang Pambarangay Monthly Minutes of Meeting Template

Date:	Venue:	Barangay:
Time Started:	Time Ended:	Date Submitted to DILG:
Participants		
Name:	Designation:	
Agenda:		
1.	2.	3.
Discussion Points		
Agenda 1	Agenda 2	Agenda 3
Agreements/Highlights	Agreements/Highlights	Agreement/Highlights
Action Points		
Deliverable/Task	Person-in-charge	Target Date
Prepared by:	Approved by:	Date Approved:
<u>Lupon Tagapamayapa Secretary</u>	<u>Lupon Tagapamayapa Chairperson</u>	<u>(mm/dd/yy)</u>

Suggestion form for Katarungang Pambarangay Drop Box

Name: (Optional)				
Barangay/Purok:				
Contact Details: (Optional)				
Nature of Case:	Criminal Case	Civil Case	Others/Blotter only	
(Please put check)				
(Please put check)	Complainant	Respondent	Others/Witness	

Suggestions/Comments/Recommendations

CONCLUSIONS

That the Barangay Justice is fully implementing their directives and their mandated duties like maintaining records of cases, minutes of hearings or meetings, records of cases, agreements to another agency or higher courts, and applying settlement techniques or strategies to expedite the mediation process within the concept of the Barangay Justice System.

That there is no significant difference in the assessments of the respondents on the level of Implementation of the Barangay Justice System. Thus, the null hypo is accepted.

That the community recognizes the services provided by the Lupon Tagapamayapa Members in mediating cases, providing medical assistance and case reports as well as giving opportunities to clients to present themselves and their pieces of evidence toward the resolution of the case.

That there is no significant difference in the Satisfaction of clients and Referral of Cases, thus null hypothesis is accepted relative to the two variables. While, there is a significant difference in the assessment of the Barangay Lupon Tagapamayapa Members and its Constituents as regards the Settlement of Filed Cases, thus null hypothesis is rejected. The test is also classified as partially upheld.

That it can be concluded that there is a significant relationship between the level of implementation and the level of community satisfaction in the Barangay Justice System in the municipality of Calauan, Laguna.

That the results from regression analysis can be concluded that they may have an impact on the Level of Implementation of the Barangay Justice System and there is no significant difference in the variables namely Settlement of Filed Cases, Satisfaction of Clients Involved, and Referral of Cases.

That as a result of the study's findings, mandatory and strict compliance on the submission of monthly minutes of the meeting of the Lupon Tagapamayapa Members virtually or face-to-face to improve the least mean indicator under the Implementation of Barangay Justice System in terms of Operations. The proposed intervention program can be a good tool to motivate and enhance the Barangay Justice System, revive the ancient Filipino practices of settling disputes at the

community level in the Municipality, and help the Philippine Justice System in reducing high court dockets by making powerful Barangay Justice System.

RECOMMENDATIONS

With the foregoing results of the study, the researcher is hereby recommending the following:

The Local Chief Executive may issue an Executive Order creating and constituting the Local or Municipal Awards, Monitoring, and Evaluation Committee, this committee may incentivize the Lupon Tagapamayapa Members. They may be recognized by giving them a certificate of appreciation or monetary incentives subject to the usual accounting and auditing rules and regulations. This Executive order may also contain the strict mandatory conduct of Lupon Tagapamayapa Monthly meeting and the submission of minutes of meeting to the Local Government Operations Officer. The Lupon Tagapamayapa members may conduct training even informally. This training and seminar may be mandatory every time a new set of barangay officials gets elected since they are mandated to continue the program. Lupon Tagapamayapa Members may conduct Distance Study Learning (DSL) which may be effective especially during the pandemic. This kind of Training or Seminar had the objective of developing and further improving their mediation skills.

The Local Chief and all others concerned may maintain, improve and sustain the full implementation of the Barangay Justice System and may do all their mandated duties for the improvement of the Barangay Justice System and the satisfaction of the community.

The Lupon Tagapamayapa Members may continue to ensure honest disposition in mediating the cases, providing both parties an equal opportunity to present themselves or their pieces of evidence, and proper endorsement or referral to the prosecutor's office. They may enhance this through the conduct of training and seminar within the context of the Barangay Justice System.

The Lupon Tagapamayapa Members may continue to improve the Settlement of Filed Cases through the use of the intervention program proposed by the researcher.

Following the research findings, there is a significant relationship between the level of Implementation of the Barangay Justice System and the Level of Community Satisfaction on the Barangay Justice System in the Municipality of Calauan. The implementation of the Barangay Justice System may maintain but also they may need to enhance the system, especially the indicators that need improvement.

The data from the regression analysis clearly states the importance of Implementation of Barangay Justice System and its impact on the Community Satisfaction. Sustaining and improving the system are important because they has a great influence in the community and their service.

The use of the Intervention Program (I.P.E.A.C.E.) crafted by the researcher is hereby recommended. This intervention program focuses on the indicators that received the least mean and with the help of the Local Government Operations officer this may benefit both the Lupon Tagapamayapa members and its constituents.

For future researchers, they may construct the same research in a new context or different location or jurisdiction, they may expand theories and re-assess framework or enhance another or different kind of model.

ACKNOWLEDGEMENTS

The researcher expresses her heartfelt gratitude to the many people who had faith in making this study possible and helped her complete this work.

Mr. Alfredo G. Perez Jr., Dean of School of Graduate Studies, for being considerate to the researcher. She would like to acknowledge Dr. Perez Jr. for being kind and for giving his professional skills to this study that made this paper possible.

Dr. Marilyn L. Baysa, the researcher's adviser, for giving her all the support, assistance, insightful suggestions, valuable information, and guidance in this study. Her encouragement and patience cannot be underestimated. Her helping hand served as the researcher's light during her tough days in crafting this study.

Dr. Ma. Lorena M. Tagala, the Research Director and the researcher's panelist during her first oral presentation. The researcher would like to give her thanks for her approachable and warm welcome her first year. She would like to acknowledge her knowledge, skills, constructive advice, support, and for helping the researcher feel that there are still great people that you can trust and lean on.

Dr. Fernando T. Pendon III, the researcher's panelist during her first oral presentation, for sharing his ideas and knowledge.

Dr. Chester Alexis C. Buama, the researcher's panelists during her first oral presentation, for their lofty knowledge and professional expertise in giving their ideas, comments, suggestion and for inspiring the researcher that everything is possible if you have faith and perseverance.

Dr. Eulalia Javier, the researcher's statistician, for guiding her and making statistics fun and interesting to learn.

Dr. Shielilo Amihan, for his invaluable insights, comments, and suggestion given to the researcher.

Laguna College of Business and Arts, for setting high standards and giving quality education.

Ms. Michelle Aligui, Mr. Jomar Rosario, Ms. Realyn Camo, Ms. Rosalyn

Resurreccion, Mr. Christian Tan, Ms. Myra Baylon, Mr. Yves Sibug, Ms. Jelyn De Una, and Ms. Alex Legaspi, the researcher's classmates and friends in MBA and MMPA for sharing the load, the knowledge, the laughter and making her stay in LCBA a fun and memorable one whether it's face-to-face or online.

Ms. Maria Kerstine E. Esber-Azucena, Ms. Maricar M. Castro, Ms. Fe Monalie O. Abarca, Mr. Leandro Dancil, Local Government Operations Officers of Department of the Interior and Local Government (DILG) Laguna Province, for being the researcher's mentors and life advisers, for supporting her in data gathering and for sharing their knowledge and skills.

Ms. Marjielou Abinsay, Hon. Buenafrido T. Berris the Municipal Office of Calauan, Laguna, Hon. Kenneth B. Kraft, Barangay Secretaries and all members of Liga ng mga Barangay, Calauan, Laguna Chapter for the support and guiding the researcher to gather the needed data.

Mr. Wilmart Ramirez, Ms. Diana Jean Aniceta, Mr. Jaime Suizo Jr., Ms. Ramcy Castillo, Ms. Kylene Malabanan and Mr. John Marikit, officemates of the researcher for helping and supporting the researcher.

Ms. Liezel Pambago, Ms. Jeremie Ramirez, Mr. John Carlo Dela Cruz, Ms. Mary Joy Pabericio, Mr. Lian Renz Silverio, Ms. Mycah Joy Nieva and Ms. Patricia Villanueva friends and colleagues of the researcher for helping her find a way to enjoy the process of this study with or without coffee. She would like to acknowledge them for their love and understanding to the researcher and before being dependable at all times.

Mr. Ricky Gonzales, Mrs. Elizabeth Gonzales, Ms. Liezle Gonzales, Mr. Christian Emanuel Gonzales, and Mrs. Leonora M. Gonzales †, the researcher's greatest treasure, for giving unwavering support, in The researcher expresses her heartfelt gratitude to the many people who had faith in making this study possible and helped her complete this work.

Mr. Alfredo G. Perez Jr., Dean of School of Graduate Studies, for being considerate to the researcher. She would like to acknowledge Dr. Perez Jr. for being kind and for giving his professional skills to this study that made this paper possible.

Dr. Marilyn L. Baysa, the researcher's adviser, for giving her all the support, assistance, insightful suggestions, valuable information, and guidance in this study. Her encouragement and patience cannot be underestimated. Her helping hand served as the researcher's light during her tough days in crafting this study.

Dr. Ma. Lorena M. Tagala, the Research Director and the researcher's panelist during her first oral presentation. The researcher would like to give her thanks for her approachable and warm welcome her first year. She would like to acknowledge her knowledge, skills, constructive advice, support, and for helping the researcher feel that there are still great people that you can trust and lean on.

Dr. Fernando T. Pendon III, the researcher's panelist during her first oral presentation, for sharing his ideas and knowledge.

Dr. Chester Alexis C. Buama, the researcher's panelists during her first oral presentation, for their lofty knowledge and professional expertise in giving their ideas, comments, suggestion and for inspiring the researcher that everything is possible if you have faith and perseverance.

Dr. Eulalia Javier, the researcher's statistician, for guiding her and making statistics fun and interesting to learn.

Dr. Shielilo Amihan, for his invaluable insights, comments, and suggestion given to the researcher.

Laguna College of Business and Arts, for setting high standards and giving quality

education.

Ms. Michelle Aligui, Mr. Jomar Rosario, Ms. Realyn Camo, Ms. Rosalyn Resurreccion, Mr. Christian Tan, Ms. Myra Baylon, Mr. Yves Sibug, Ms. Jelyn De Una, and Ms. Alex Legaspi, the researcher's classmates and friends in MBA and MMPA for sharing the load, the knowledge, the laughter and making her stay in LCBA a fun and memorable one whether it's face-to-face or online.

Ms. Maria Kerstine E. Esber-Azucena, Ms. Maricar M. Castro, Ms. Fe Monalie O. Abarca, Mr. Leandro Dancil, Local Government Operations Officers of Department of the Interior and Local Government (DILG) Laguna Province, for being the researcher's mentors and life advisers, for supporting her in data gathering and for sharing their knowledge and skills.

Ms. Marjielou Abinsay, Hon. Buenafrido T. Berris the Municipal Office of Calauan, Laguna, Hon. Kenneth B. Kraft, Barangay Secretaries and all members of Liga ng mga Barangay, Calauan, Laguna Chapter for the support and guiding the researcher to gather the needed data.

Mr. Wilmart Ramirez, Ms. Diana Jean Aniceta, Mr. Jaime Suizo Jr., Ms. Ramcy Castillo, Ms. Kylene Malabanan and Mr. John Marikit, officemates of the researcher for helping and supporting the researcher.

Ms. Liezel Pambago, Ms. Jeremieh Ramirez, Mr. John Carlo Dela Cruz, Ms. Mary Joy Pabericio, Mr. Lian Renz Silverio, Ms. Mycah Joy Nieva and Ms. Patricia Villanueva friends and colleagues of the researcher for helping her find a way to enjoy the process of this study with or without coffee. She would like to acknowledge them for their love and understanding to the researcher and before being dependable at all times.

Mr. Ricky Gonzales, Mrs. Elizabeth Gonzales, Ms. Liezle Gonzales, Mr. Christian Emanuel Gonzales, and Mrs. Leonora M. Gonzales †, the researcher's greatest treasure, for giving unwavering support, motivation, prayers, untiring, and unconditional love.

Most of all, The **Almighty God**, the creator, the only way, the truth, and the life, for guiding the researcher, for giving wisdom and for making miracles happen every day.

LSG

REFERENCES

- Abletez, J. (1996). Katarungang Pambarangay (Mediators' Manual).
- Abubakar & Mohamed. (2017). Determinants of Community Involvement: A review of literature and hypothesis. https://www.researchgate.net/publication/313289030_Determinants_of_Community_Involvement_A_Review_of_Literature_and_New_Hypotheses
- Aceron, J., Cornelio, M., & Crismo, J. (2015). Enhancing the Anti-Red Tape Act (ARTA) Report Card Survey (RCS): A Report to the Civil Service Commission. <https://www.g-watch.org/sites/default/files/resources/study-csc-report-card-survey-rcs.pdf>.
- Beerli, I. (2019). "Does Performance Management relate to Good Governance? A study of its relationship with Citizen's Satisfaction with and trust in Israeli Local Government". <https://www.tandfonline.com/doi/abs/10.1080/15309576.2018.1436074>
- Bello, M., Juanil, D., & Karim, R. (2017). "Municipal Awareness as an Integral Part of Enhancing Citizen Satisfaction of Malaysian Municipal Councils, Batu Pahat". <https://ideas.repec.org/a/pos/journal/24-1.html>
- Blanco, C. (2020). KP Virtual Training. <https://dilg.gov.ph/regional-news/Lupons-attend-virtual-roll-out-training-on-Katarungang-Pambarangay/NR-2020-1048>
- Ciorici, P. & Datzler, P. (2018). "Neighbourhood satisfaction: A study of a low-income urban community". <https://journals.sagepub.com/doi/abs/10.1177/1078087418755515>
- Cuy, C. (2018). "DILG Awards outstanding Lupon Tagapamayapa 2017"
- De Castro, T. (1999). Katarungang Pambarangay Primer and Guidebook (Step-by-step guide to Katarungang Pambarangay).
- Department of the Interior and Local Government Memorandum Circular. (2016). Reiterating and supplementing the DILG Memorandum Circular 2008-102 Relative to the Lupon Tagapamayapa Incentives Awards Enhanced Criteria and Guidelines.
- Dihan, R. (2002). Handbook on Barangay Governance.
- Faris, J. (2021). "An analysis of theory and principles of alternative dispute resolution".
- Fernandez, I. (2021). "Why constituent's satisfaction is a measure of government quality?" <https://medium.com/coast-to-coast-notes/why-constituents-satisfaction-is-a-measure-of-government-quality-3da76759f2d4>
- Fitz, B., Lyon, L. & Driskell, R. (2016). "Why do people like where they live: Individual-and-Community level Contributors to Community Satisfaction". <https://link.springer.com/article/10.1007%2Fs11205-015-0922-9>
- Guevarra, M. (2020). DOJ Secretary's Message: OADR Webinar Series.
- Gupta, C. (2021). What is customer satisfaction and how to achieve it?" <https://www.zendesk.com/blog/3-steps-achieving-customer-satisfaction-loyalty/>
- Hamilton, J. & Clear, T. (2021) and Cadora, E. (2021). "How community justice works". <https://www.neighbourhoodjustice.vic.gov.au/>
- Hannscott, L. (2016). "Diversity had no effect on community satisfaction rates. But income and

- education does". <https://blogs.lse.ac.uk/usappblog/2016/11/08/diversity-has-no-effect-on-community-satisfaction-rates-but-income-and-education-does/>
- Jumalon, J., Pelima, R., & Caday, K. (2018). "Communications for Peace-building: Conflict resolution, Skills and strategies of Lupon Tagapamayapa in selected communities of Sarangani Province". <https://journal-msugensan.org/index.php/JHRS/article/view/12>
- Kras, K. (2020). Community-Based Justice System. <https://www.oxfordbibliographies.com/view/document/obo-9780195396607/obo-9780195396607-0216.xml>
- Manaliyo, J. (2016). "Barriers to Community Participation in Crime Prevention in low income communities in Cape town"
- Martinez, L., Short, J., & Ortiz, M. (2015). "Citizen Satisfaction with Public goods and Government services in the global urban south: A case study of Cali, Columbia" <https://johnrenniesshort.com/ftp-files/pages-pdf/habitat-international-citizen-satisfaction-cali-columbia.pdf>
- Mediation: Staying culturally relevant in a multi-cultural world (2010). <https://www.mediate.com/acrccommercial/docs/Meierding>
- Morata v. Go (1989). Supreme Court En Banc Decision G.R. No. L-62339. The Case of Petition for certiorari and prohibition with prayer for writ of preliminary injunction, the court is called upon to determine the classes of actions which fall within the coverage of Katarungang Pambarangay Law.
- Ngo vs. Gabelo. (2020). The Rulings of Court of Appeals on Ngo vs. Gabelo case. https://lawphil.net/judjuris/juri2020/aug2020/pdf/gr_207707_2020.pdf
- Pangilinan, F. (2021). Office of the Alternative Dispute Resolution Webinar Series. Retrieved on: April 2021
- Paunan, J. (2019). "Neighborhood feud? DILG says go to Lupon Tagapamayapa". <https://pia.gov.ph/news/articles/1029216>
- Pe, C. (1983) and Tadiar, A. (1983). Guidebook for Lupon Tagapamayapa Members (The Katarungang Pambarangay Law and Official Comments)
- People vs. Caruncho (1984)**. Supreme Court En Banc Decision G.R. No. L-57804. The Case example of "Much ado about nothing.
- Philippine Mediation Process. (2019). <https://philja.judiciary.gov.ph/>
- Pimentel, A. (2021). Office of the Alternative Dispute Resolution Webinar Series.
- Presidential Decree No. 1508 also known as The Katarungang Pambarangay Law of 1978, repealed by R.A. No. 7160.
- Robredo, M. (2020). Speech of Maria Leonor Gerona Robredo, Vice President Elect 2016 of the Republic of the Philippines at the De La Salle University College of Law Virtual Recognition Rites.
- Simon, H. (1947). The Origin of Herbert A. Simon's Theory of Satisficing. <https://www.emerald.com/insight/content/doi/10.1108/00251740410568944/full/html>
- The Local Government Code. (1991). Section 399. Under Chapter VII. Katarungang Pambarangay or the Lupon Tagapamayapa, its creation under local government code.
- The Lupon Tagapamayapa Incentives Awards. Reiterating and Supplementing the DILG Memorandum Circular No. 2008-102. (2008). Relative to the Lupon Tagapamayapa Incentives Awards Enhanced Criteria and Guidelines. <https://dilg.gov.ph/issuances/mc/Reiterating-and-Supplementing-DILG-Memorandum-Circular-No-2008-102-Dated-June-172008-Relative-to-the-Lupong-Tagapamayapa->

- Incentives-Awards-Enhanced-Criteria-and-Guidelines/2302
- The Revised Katarungang Pambarangay Law, Circular No. 14-93. (1993).
https://www.lawphil.net/courts/supreme/ac/ac_14_1993.html
- Yusuf, M. (2018). “The Analysis of Satisfaction of Public Service Accountability in the Office of the Investment and Integrated Licensing Services (DPMPTSP) Jambi City, Jambi Province”
- Zhang, J., Mei, Q., Liu, S., & Wang, Q. (2018). “Study on the Influence of Government Intervention on the Occupational Health and Safety (OHS) Services of small and medium size enterprises (SMEs). <https://www.hindawi.com/journals/bmri/2018/5014859/>