

The role of the barangay Violence Against Women and their Children (VAWC) desk in addressing gender-based violence and its service efficiency level: Basis for proposed action plan

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Abstract

This study aimed to examine the correlation between the profile of barangay Violence Against Women and Children (VAWC) desk officers—including age, educational attainment, years of experience, and training hours—and their role performance in relation to the service efficiency of barangay VAWC desks in four municipalities in Laguna, Philippines. The variables under investigation included the officers' demographic and professional profiles, role performance, and the service efficiency of VAWC desks measured across accessibility, quality, and effectiveness. Conducted during academic year 2024-2025, the study hypothesized that the role performance of barangay VAWC officers and their profiles significantly influenced service efficiency. Statistical treatments such as correlation analysis and regression modeling were employed, with attention to potential multicollinearity effects among variables. The study employed a descriptive quantitative research design. Data were collected through a validated survey-questionnaire administered to 99 respondents, comprising barangay VAWC desk officers, barangay chairpersons, and VAWC desk clients selected through purposive sampling. Statistical tools such as frequency counts, percentage distribution, weighted mean, Pearson's *r*, and multiple regression were utilized to analyze the data and test the relationships among the study variables. Findings revealed that barangay VAWC officers are mostly middle-aged, have completed secondary education or some college, and have limited experience and training. While their role performance and service efficiency were both rated very high, only specific aspects of role performance, such as confidentiality, case documentation, and abuse interventions, significantly correlated with service outcomes. However, the overall findings indicate no significant general relationship between role performance and service efficiency. Additionally, while certain profile attributes influenced particular performance dimensions, these effects were not widespread or uniform. Thus, the null hypothesis was largely retained. The study recommends continuous training for officers, stronger inter-agency collaboration, and further research into other potential determinants of VAWC desk service efficiency.

Keywords: barangay VAWC desk; officer profile; role performance; service efficiency; violence against women and children; local governance; case management.

1. Introduction

In various parts of the world, violence against women and children (VAWC) remains a serious issue, affecting millions annually. The WHO reports that one in three women worldwide has experienced physical or sexual violence, often at the hands of an intimate partner (Lucena et al., 2017). In the Philippines, reported cases of violence against women have risen by 21% in recent years (De Guzman, 2023). This issue intersects with child abuse, as children exposed to domestic violence are at risk of experiencing or perpetrating it in the future. The pandemic exacerbated the situation, leading to increased reports of domestic violence, with UNFPA projecting millions more cases during prolonged lockdowns (Sediri et al., 2020; Stark & Seff, 2021). In the Philippines, barangay VAWC desks are vital for addressing violence against women and children. They provide immediate support to victims, ensuring accessible reporting and assistance without fear of stigma

(Awang, 2023). These desks improve outcomes by coordinating with law enforcement and social services, enhancing response effectiveness (Guedes et al., 2016). They also raise community awareness, fostering support and advocacy for victims (Destiana, 2023).

Despite the establishment of VAWC desks, challenges such as underreporting, lack of training, and insufficient resources hinder their effectiveness (De Guzman, 2023). Many officers lack the skills to handle sensitive cases, while societal stigma discourages victims from seeking help. Comprehensive training programs are necessary to improve officer performance and enhance desk efficiency (Namy et al., 2017).

This study examined the correlation between VAWC officers' profiles—age, education, experience, and training—and their performance in relation to barangay VAWC desk efficiency. It aims to identify areas for improvement and propose capacity-building programs to strengthen officers' skills and overall response to VAWC cases (Rubenstein et al., 2017).

1.1. Background of the Study

The Philippine government has enacted several laws aimed at addressing violence against women and children (VAWC), most notably Republic Act No. 9262, also known as the Anti-Violence Against Women and Their Children Act of 2004. This legislation provides a comprehensive framework for protecting women and children from various forms of violence, including physical, sexual, and psychological abuse (Philippine Commission on Women, 2024). Additionally, the establishment of barangay VAWC desks was mandated to serve as local support systems, ensuring that victims have access to immediate assistance and resources. These desks are intended to facilitate the reporting of incidents and coordinate responses among local authorities, social services, and law enforcement (Silvallana, 2023). The creation of these desks reflects the government's commitment to combat VAWC and promote a safer environment for vulnerable populations. Despite the presence of barangay VAWC desks, many cases of violence against women and children remain unresolved or inadequately managed. Research indicates that the lack of qualifications and training among VAWC desk officers often compromises the effectiveness of these desks. Many officers may not possess the necessary skills or knowledge to handle sensitive cases, leading to inadequate support for victims and a failure to follow proper protocols (Liwag-Lomibao, 2021; Valdez, 2024; Morta, 2024). Furthermore, the societal stigma surrounding VAWC can deter victims from seeking help, exacerbating the challenges faced by these desks in addressing reported cases effectively (Murvartian et al., 2023). The gap between the intended purpose of VAWC desks and their actual performance highlights the urgent need for improvements in officer training and capacity-building initiatives.

The present study aims to clarify these issues by examining the correlation between the profile of VAWC officers—specifically their age, educational attainment, years of experience, and number of trainings received—and their role performance regarding the service efficiency of barangay VAWC desks. By identifying the factors that contribute to the effectiveness of these desks, the study seeks to propose a capacity-building program tailored to enhance the skills and competencies of VAWC officers. Such a program could provide structured guidelines for the appointment and designation of VAWC officers, ensuring that individuals in these roles are adequately prepared to address the complexities of VAWC cases. Ultimately, the findings of this study are expected to contribute to the ongoing efforts to improve the response to violence against women and children in the locale of the study, fostering a more effective support system for victims.

The establishment of VAWC desks represents a significant step towards addressing the pervasive issue of violence against women and children. However, the challenges these desks face underscore the need for targeted interventions to enhance the qualifications and capacities of VAWC officers. This study will not only shed light on the current state of VAWC desks but also provide actionable recommendations for improving their effectiveness, thereby contributing to a safer and more supportive environment for victims of violence.

1.2. Framework

The performance of Violence Against Women and Children (VAWC) officers plays a critical role in ensuring the efficiency of barangay VAWC desks, which serve as frontline responders to cases involving domestic violence and child protection. This study is anchored on three interconnected theories: Role Theory (Lee et al., 2019), Human Capital Theory (Ross, 2023), and Systems Theory (Marshall et al., 2024). These theories collectively explain the importance of qualifications and experience in enhancing the effectiveness of VAWC officers and the service outcomes of their respective desks. The integration of these theories establishes a foundation for examining how an officer's profile mediates the relationship between their role performance and service efficiency.

Role Theory (Lee et al., 2019) holds that individuals' performance in specific roles is shaped by their understanding of the expectations and responsibilities inherent in those roles. For VAWC officers, their ability to fulfill their duties effectively depends on their awareness of the importance of their role and the skills they bring to the position. Officers with adequate training, education, and years of experience are more likely to understand and meet the demands of addressing sensitive cases involving domestic violence and child welfare. This theory supports the study's premise that the officer's qualifications are essential for ensuring competent role performance.

Human Capital Theory (Ross, 2023) emphasizes the value of investing in education, training, and experience to enhance an individual's productivity and effectiveness. Applying this theory to VAWC officers highlights that their qualifications, such as years of experience, educational attainment, and the number of relevant training sessions, serve as critical determinants of their ability to handle cases proficiently. Officers with stronger human capital are more adept at navigating the complexities of VAWC cases, resulting in better service delivery and improved outcomes for the barangay VAWC desks they manage.

Systems Theory (Marshall et al., 2024) underscores the interconnectedness of individual performance and organizational efficiency. It views the barangay VAWC desk as a system whose success relies on the competency of its officers. The designation of experienced and qualified officers sets off a ripple effect: their enhanced role performance positively influences the system's efficiency, ultimately leading to better protection and support for victims of violence. This theory supports the study's focus on how an officer's qualifications not only affect their performance but also the overall effectiveness of the desks they manage.

These theories collectively provide a robust framework for understanding the critical factors that influence the service efficiency of barangay VAWC desks. Role Theory emphasizes the importance of meeting role expectations, Human Capital Theory highlights the necessity of qualifications and training, and Systems Theory connects individual performance to broader organizational outcomes. Together, these perspectives justify the study's exploration of the mediating role of VAWC officers' profiles in the relationship between their role performance and service efficiency. This integrated theoretical lens underscores the need to assess not only what officers do, but also who they are and how their background influences the outcomes of VAWC desk operations.

1.3. Conceptual Framework

The research paradigm illustrates the relationship between the study's variables: the independent variable, the dependent variable, and the intervening variable. The independent variable, Role Performance, pertains to the specific tasks and responsibilities carried out by the VAWC officer. These roles include assisting victims, responding to incidents, recording and reporting cases, ensuring confidentiality, developing plans, coordinating and referring cases, addressing abuse, and leading advocacies. The effective execution of these roles is crucial for ensuring the protection of women and children while maintaining the overall functionality of the barangay VAWC desks.

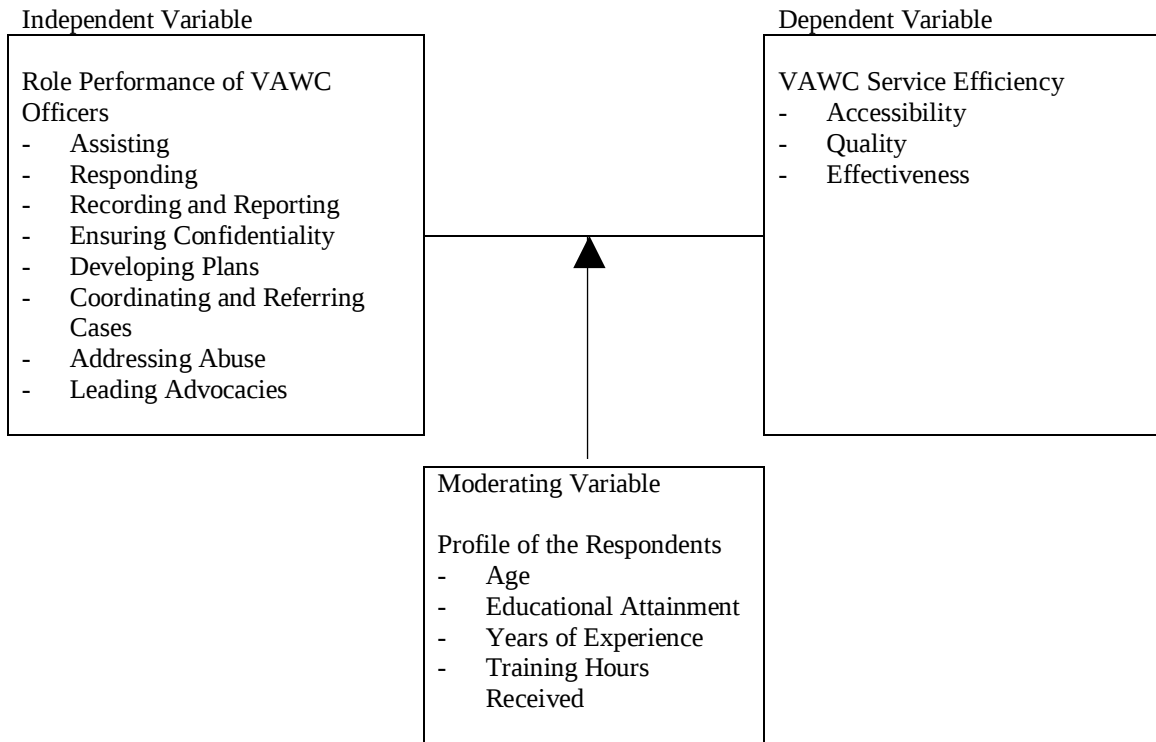


Figure 1. Research Paradigm

The dependent variable, Service Efficiency, represents the outcomes of the VAWC desks in terms of accessibility, quality, and effectiveness. Accessibility refers to how easily victims can access the services, quality measures the adequacy and thoroughness of the services provided, and effectiveness gauges the desk's ability to meet its objectives. The study premise is that the performance of the VAWC officer directly influences these service efficiency indicators, determining how well the VAWC desk fulfills its mandate.

The intervening variable, *Officer Profile*, consists of factors such as age, educational attainment, years of experience, and the amount of training the officer receives. These factors mediate the relationship between the independent and dependent variables. For example, officers with higher educational qualifications, extensive training, and years of experience will likely perform their roles more effectively, improving service efficiency. This highlights the importance of the officer's profile in shaping their capacity to deliver services and meet the demands of the VAWC desk.

Overall, the paradigm emphasizes the interconnectedness of the variables in the study. The officers' profile plays a crucial role in bridging the link between their role performance and the efficiency of the services delivered by the barangay VAWC desk. By examining these relationships, the study aims to provide insights into the factors contributing to the effective operation of VAWC desks and the significance of designating qualified officers to these sensitive positions. Additionally, it will serve as a foundation for crafting a proposed capacity-building program for current VAWC desk officers. This can guide efforts to improve frontline responses to gender-based violence and enhance the overall impact of barangay-level interventions.

1.4. Statement of the Problem

This study sought to determine how the profile of barangay VAWC officers intervenes or mediates the correlation between their role performance and the efficiency of services rendered by their respective desks.

In order to address this main problem, the researcher answered the following questions.

1. What is the profile of the barangay VAWC officers in terms of
 - 1.1 Age
 - 1.2 Educational Attainment
 - 1.3 Years of experience in the designation and
 - 1.4 Number of training hours?
2. What is the level of performance of the barangay VAWC officers in terms of:
 - 2.1 assisting
 - 2.2 responding
 - 2.3 Recording and reporting
 - 2.4 Ensuring confidentiality
 - 2.5 developing plans
 - 2.6 Coordinating and referring cases,
 - 2.7 Addressing abuse, and
 - 2.8 Leading Advocacies?
3. What is the level of service efficiency of the barangay VAWC desks in terms of:
 - 3.1 Accessibility
 - 3.2 Quality, and
 - 3.3 Effectiveness?
4. Is there a significant relationship between the barangay VAWC officer's role performance and their service efficiency?
5. Does the profile of the VAWC officers significantly affect their role performance and service efficiency?
6. What action plan can be proposed to enhance the role performance and service efficiency of Barangay VAWC desk officers?

1.5. Hypotheses

In this study, the researcher tested the null hypotheses that...

1. There is no significant relationship between the performance and service efficiency of VAWC desk officers; and
2. The profile of the VAWC officers does not significantly affect their role performance and service efficiency

1.6. Significance of the Study

By conducting this study, the researcher expects to contribute to the following.

* Barangay VAWC Officers. The study is significant for them as it provides insights into how their profile and role performance directly impact the efficiency of the services they deliver. By identifying the skills, experiences, and qualifications that contribute to successful performance, the study can serve as a basis for personal and professional development, enhancing their ability to effectively address the sensitive needs of victims of violence.

* Barangay Chairpersons. This study highlights the importance of appointing qualified and well-

trained individuals to VAWC officer positions. The findings can guide them in crafting policies or initiatives that support the professional growth of VAWC officers, ultimately improving the delivery of VAWC services in their communities. This can further strengthen their leadership roles in fostering safer and more inclusive barangays.

- * **Constituencies.** They, particularly victims and their families can benefit from the study for its findings can contribute to improved access to efficient and effective VAWC services. By ensuring that VAWC desks are staffed with competent and well-prepared officers, the study can help create safer environments for victims of violence, fostering trust in barangay-level systems of protection and support.

Municipal Social Welfare and Development Offices (MSWDOs) can utilize the study to evaluate and enhance their current training programs and initiatives. By understanding the profiles and performance gaps of VAWC officers, the MSWDOs can design targeted interventions, such as specialized training and capacity-building programs, ensuring that officers are better equipped to manage cases and provide quality service.

- * **Researchers.** This study is a valuable resource for them by providing a foundation for exploring related topics. It opens opportunities for further studies on improving the performance of VAWC desks or examining other factors that influence service efficiency. Moreover, it can inspire similar research in other municipalities or regions, contributing to the growing body of knowledge on protecting women and children against violence.

1.6. Scope and Limitations of the Study

This study examined the relationship between the role performance of Violence Against Women and Children (VAWC) officers and the service efficiency of barangay VAWC desks, with the officers' profiles as a mediating variable. The study was conducted over six months and involved VAWC officers from four municipalities in Laguna—Calauan, Santa Cruz, Liliw, and Luisiana—which were identified as having the most and least VAWC cases based on data from the Laguna Provincial Police Office. Calauan and Santa Cruz recorded the highest reported VAWC cases, while Liliw and Luisiana recorded the lowest.

The primary data collection tool was a researcher-made survey questionnaire that assessed role performance, service efficiency, and the officer's profile. To ensure its reliability and validity, the questionnaire underwent evaluation by an experienced social worker, a language expert, and a statistician.

The study focused on VAWC officers from selected municipalities, and their honesty in responding to the survey was a key factor influencing the accuracy of the findings. Since data were collected using pen-and-paper surveys, the results were limited by the respondents' willingness and ability to provide honest and accurate answers. Additionally, the study did not encompass other factors that may have influenced service efficiency, such as the availability of resources or organizational policies, nor did it include VAWC officers from outside the selected municipalities. Consequently, the findings were not generalizable to all barangay VAWC desks but were specific to the context of the targeted municipalities in Laguna.

1.7. Definition of Terms

In this part, the researcher defines the key terminologies found in the study to provide each with proper context.

- * **Accessibility** pertains to how easily constituents can access VAWC services, regardless of location or social status. It is assessed through statements evaluating the availability and reachability of services provided by VAWC desks.

- * **Addressing Abuse.** This includes intervening in ongoing violence cases and working towards resolution through legal, psychological, or social measures. It is assessed through statements about the officer's actions to mitigate and resolve cases of abuse.

- * **Age.** It refers to the respondents' chronological age, which is recorded in predefined age ranges on

the survey questionnaire.

- * **Assisting.** It pertains to providing immediate and practical support to victims of violence, including emotional, legal, and logistical help. It is measured by statements assessing the officer's ability to help victims access necessary resources and services.

- * **Coordinating and Referring Cases.** It involves connecting victims with relevant services and agencies to address their needs holistically. It is measured by assessing the officer's effectiveness in collaborating with other organizations and referring cases promptly.

- * **Developing Plans.** This pertains to crafting strategies and action plans to address victims' immediate and long-term needs. It is assessed through statements evaluating the officer's ability to create comprehensive and victim-centered plans.

- * **Educational Attainment.** This refers to the highest level of formal education completed by the respondent. It is assessed by selecting from the educational levels provided in the survey.

Effectiveness. It pertains to how VAWC desks achieve their goals of resolving cases, assisting victims, and preventing further violence. It is measured by statements evaluating the outcomes of services and their impact on victims and the community.

- * **Ensuring Confidentiality.** This involves protecting the privacy and personal information of victims. It is assessed by evaluating the officer's adherence to confidentiality protocols when handling sensitive cases.

Leading Advocacies: This refers to raising public awareness and promoting initiatives to prevent violence against women and children. It is evaluated through statements that assess the officer's involvement in organizing and leading advocacy campaigns.

- * **Length of Experience.** It pertains to the years a respondent has served as a VAWC officer. It is measured by selecting the appropriate year range from a survey checklist.

Profile. This includes the personal and professional characteristics of VAWC officers that may influence their performance and service efficiency. It also includes demographic and experiential factors. These are measured through a checkbox survey with the following components: age, educational attainment, length of experience, and training received.

- * **Quality.** It refers to the professionalism, empathy, and respect demonstrated in delivering services to victims. It is assessed through statements measuring the perceived competence and appropriateness of the services provided.

- * **Recording and Reporting.** This refers to the systematic documentation and communication of VAWC cases to ensure proper handling and accountability. It is assessed by examining how accurately and promptly VAWC officers maintain records and report cases. It is measured by evaluating their preparedness and timeliness in managing emergencies.

- * **Responding.** This involves the immediate actions taken by VAWC officers to address reported cases of violence or abuse.

- * **Service efficiency.** It refers to the overall effectiveness of VAWC desks in delivering their mandated services to constituents. It includes the accessibility, quality, and effectiveness of the services provided. This is assessed through a 7-point Likert scale survey questionnaire across the following dimensions:

- * **Trainings Received.** It refers to the formal training programs attended by the respondent to enhance their competencies in handling VAWC cases. A checklist assesses it by indicating the specific number of hours of training completed.

1.8. Review of Related Literature and Studies

1.8.1. Related Literature

In this study, the dependent variable is the service efficiency of barangay VAWC desks in four

municipalities, specifically the top and bottom two with the highest cases reported to the Philippine National Police. Efficiency is measured in terms of accessibility, quality, and effectiveness.

According to the Inter-Agency Council on Violence Against Women and Their Children (2017), the establishment of a Violence Against Women and Children (VAWC) Desk within barangays plays a crucial role in ensuring that victims have access to necessary support and services. One of the primary indicators of an effective VAWC Desk is its accessibility to women and children at all times. Accessibility is not merely about physical location; it also encompasses the availability of services and the ability for victims to seek help without barriers. There has been a heightened focus on increasing access to VAWC services, essential for effective intervention and support. This accessibility is vital for empowering victims to seek assistance, enhancing their safety and well-being.

Moreover, the physical location of the VAWC Desk must be in a safe and non-threatening area within the barangay hall. This consideration is paramount as it directly influences victims' willingness to approach the desk. A safe environment can mitigate the fear of stigma or retaliation, which often prevents victims from seeking help (Pearson et al., 2021). Furthermore, the presence of clear and visible signages directing victims to the VAWC Desk is essential for ensuring that individuals can easily locate the services they need. Experts argued that visibility and clear communication about available services significantly enhance victims' likelihood of utilizing these resources (Mortel & Balahadia, 2018).

In addition to physical accessibility, the VAWC Desk must provide essential contact details, such as hotline numbers, that victims can use to reach out for assistance. The availability of such contact information is critical for ensuring that help is just a call away, especially in emergencies when immediate support is required (Mortel & Balahadia, 2018). Furthermore, it is imperative that assistance is provided promptly, regardless of the victim's socio-economic status or background. This principle of inclusivity ensures that all individuals, regardless of their circumstances, can access the help they need without discrimination.

The VAWC Desk must also consider the needs of persons with disabilities (PWDs) by ensuring that the facilities are accessible, such as having ramps or assistive tools. Accessibility for PWDs is a fundamental aspect of inclusive service provision, as it allows all community members to seek help without facing additional barriers (Morrison et al., 2015). Additionally, services should be available even after regular barangay operating hours to accommodate emergencies. This flexibility is crucial in situations where victims may need urgent assistance outside of typical hours, reinforcing the commitment to providing comprehensive support (Mortel & Balahadia, 2018).

Lastly, community awareness about the VAWC Desk's location and services is vital for its efficiency. Educational initiatives and information dissemination can significantly enhance community knowledge and encourage victims to seek help (Pearson et al., 2021). Additionally, the provision of interpreters or language assistance for victims who do not speak the local dialect is essential for ensuring that all individuals can communicate their needs effectively. Information materials about VAWC services should also be readily available and distributed within the community to foster awareness and understanding of the resources available to victims (Mortel & Balahadia, 2018).

In terms of service quality, Meyer (2017) explained that the VAWC Desk plays a crucial role in ensuring that victims of violence are treated with the utmost respect, compassion, and professionalism. This approach is essential for fostering a supportive environment where victims feel safe and valued. The principles of respect and compassion are foundational to effective victim support, as they directly influence the victims' willingness to engage with the services provided. He highlighted that a compassionate approach not only aids in the immediate emotional recovery of victims but also enhances their overall experience with the justice system. Furthermore, professionalism among VAWC officers is vital, as it establishes trust and credibility, which are necessary for victims to feel comfortable sharing their experiences and seeking help.

In addition to compassionate treatment, VAWC officers provide accurate information regarding the rights and available remedies for victims. This educational component is critical, as many victims may not be aware of their legal rights or the resources available to them. By equipping victims with this knowledge,

VAWC officers empower them to make informed decisions about their next steps. The adherence to guidelines and protocols, such as those outlined in the 2012 VAWC Handbook, further ensures that the information provided is consistent and reliable. This structured approach not only enhances the quality of service but also reinforces the commitment of the VAWC Desk to uphold the rights of victims, thereby fostering a sense of agency among those seeking assistance (Miriam College Center for Strategic Research, 2021).

Moreover, the VAWC Desk prioritizes creating a safe space for victims to share their concerns without fear of judgment or intimidation. This environment is crucial for encouraging open dialogue, allowing victims to express their feelings and experiences freely (Remoto & Villalobos, 2021). The provision of ample time for victims to voice their concerns is a key aspect of this approach, as it acknowledges the complexity of their situations and the emotional weight they carry. The importance of a comfortable and private consultation space cannot be overstated; it serves as a sanctuary where victims can begin to heal and seek the support they need. This victim-centered approach is further enhanced by timely and appropriate referrals made by the VAWC Desk, which are aligned with the specific needs of each individual, ensuring that they receive comprehensive support that addresses not only legal but also psychological and social needs (Salem et al., 2024).

Finally, The VAWC Desk is committed to continuous improvement through feedback mechanisms and regular training for officers. These initiatives ensure that the services provided are not only effective but also evolve in response to the changing needs of victims. By promoting holistic interventions that encompass various aspects of victim support, the VAWC Desk demonstrates its dedication to the well-being and safety of individuals affected by violence. This comprehensive approach is essential for fostering resilience and recovery among victims, ultimately contributing to a more effective response to violence against women and children (Consignado et al., 2022).

In terms of effectiveness, Nair et al. (2020) explained that the community-based interventions, such as those implemented by VAWC Desks, can effectively mobilize resources and support to address domestic violence, thereby leading to decreased prevalence rates of such incidents. The VAWC Desk serves as a critical point of contact for victims, facilitating immediate access to support services and resources essential for their protection and recovery. This proactive approach is crucial in creating a safer environment for women and children, as evidenced by various studies highlighting the positive impacts of community mobilization in reducing violence (More et al., 2017).

Moreover, timeliness in resolving VAWC cases is another benefit attributed to the coordinated efforts of the VAWC Desk. Effective coordination among various stakeholders, including local government units, law enforcement, and social services, enhances the capacity to address cases promptly (More et al., 2017). The literature emphasizes that timely intervention is vital in preventing further victimization and ensuring that victims receive the necessary support without undue delay (Nair et al., 2020). In addition to this, the structured approach of the VAWC Desk allows for systematic tracking and resolution of cases, which is essential for maintaining accountability and transparency in the handling of VAWC incidents (Daruwalla et al., 2019; More et al., 2017).

The VAWC Desk has also demonstrated success in facilitating legal actions against perpetrators when necessary. By providing victims with access to legal resources and support, the Desk empowers them to pursue justice (More et al., 2017). The integration of legal assistance within the framework of the VAWC Desk is crucial, as it not only aids in the prosecution of offenders but also serves as a deterrent against future violence. Furthermore, the collaboration with law enforcement agencies ensures that cases are handled with the seriousness they deserve, fostering a culture of accountability and support for victims (Daruwalla et al., 2019; More et al., 2017).

Finally, the implementation of barangay VAWC action plans is helpful to achieve desired outcomes effectively. These plans are designed based on community needs and are executed with the involvement of local stakeholders, which may enhance their relevance and impact (More et al., 2017). Victims who have

interacted with the VAWC Desk report high levels of satisfaction with the services received, indicating that the Desk's approach is well-received and effective in meeting their needs. Additionally, follow-up activities are conducted to ensure sustained support for victims, reinforcing the commitment of the VAWC Desk to their long-term recovery and well-being (More et al., 2017). The active participation of community members in VAWC advocacy programs further underscores the Desk's role in fostering a supportive environment for victims and promoting awareness about violence prevention (Daruwalla et al., 2019; More et al., 2017).

Based on the literature reviewed, the efficiency of these desks is evaluated based on accessibility, quality, and effectiveness. Accessibility encompasses physical location, availability of services, and inclusive accommodations, such as ramps for persons with disabilities and interpreters for non-local dialects. Additionally, efforts to raise community awareness through educational initiatives and visible signages enhance the likelihood of victims seeking help. Service quality is measured by the professionalism, compassion, and respect displayed by VAWC officers, along with the provision of accurate legal information and private, supportive spaces for victims.

Effectiveness, another critical component, reflects the timeliness and thoroughness of interventions. Coordinated efforts between VAWC Desks and stakeholders enable the swift resolution of cases, preventing further victimization. Proactive measures, such as implementing action plans and follow-up activities, ensure comprehensive victim support and long-term recovery. Furthermore, the inclusion of legal assistance empowers victims to seek justice, fostering accountability and deterrence against future violence. By addressing the psychological, social, and legal needs of victims, VAWC Desks demonstrate a holistic approach to combating violence, creating safer communities and promoting resilience among those affected. Moving towards the independent variables, the present study concerns the role performance of designated barangay VAWC desk officers. Among these roles are assisting, responding, recording and reporting, ensuring confidentiality, developing plans, coordinating and referring cases, addressing abuse, and leading advocacies. In this part of the review, the researcher clarifies these concepts.

The role of Barangay Violence Against Women and Children (VAWC) desk officers is pivotal in assisting victims of domestic violence to secure Barangay Protection Orders (BPOs) and access essential services. These officers serve as the first point of contact for victims, determining the legitimacy of their claims and facilitating their access to state-provided interventions and services. Their effectiveness is significantly influenced by their worldviews and beliefs, which shape their interactions with victims. Liwag-Lomibao (2021) highlights that the schemas held by desk officers is important to their communication and support strategies, ultimately affecting the victims' experiences and outcomes when seeking help. Furthermore, Salem (2024) underscores the importance of understanding the lived experiences of these officers, as their insights can lead to improved service delivery and victim support. Additionally, recognizing and addressing the personal biases and worldviews of VAWC desk officers can enhance their ability to provide impartial, empathetic, and effective support to victims of gender-based violence.

To continue, the importance of VAWC desk officers extends beyond mere administrative functions; they play a crucial role in the psychological and emotional support of victims. Their training and knowledge can significantly affect their willingness and ability to assist victims in navigating the complexities of legal processes, such as applying for BPOs. Xue (2024) explained that officers often face challenges in identifying and substantiating cases of domestic violence, which can lead to hesitancy in providing necessary assistance. Moreover, the collaborative efforts between police departments and local domestic violence agencies, emphasize the need for coordinated responses that prioritize victim safety and immediate support (Messing et al., 2016). Thus, the role of VAWC desk officers is not only about facilitating access to legal protections but also about ensuring that victims feel supported and empowered throughout their journey towards recovery and justice.

Also, the role of VAWC officers in responding to gender-based violence (GBV) is critical in creating a supportive environment for victims and ensuring that appropriate measures are taken to address their needs. These officers are tasked with implementing policies and procedures that align with national and local laws

aimed at combating GBV. For instance, the establishment of specialized units within police departments enhances the capacity of officers to effectively respond to incidents of domestic violence and gender-based violence (Dzhafarova, 2023). The proactive approach of VAWC officers, which includes conducting community outreach and education, is essential in raising awareness about GBV and encouraging victims to seek help (García et al., 2020). Moreover, the presence of female officers has been shown to influence the responsiveness and sensitivity of police actions towards victims, thereby fostering a more supportive atmosphere for those affected by violence (Kolzow et al., 2021).

Additionally, the role of VAWC officers in recording cases and reporting them to the appropriate authorities is fundamental to ensuring effective intervention and justice for victims. These officers are responsible for meticulously documenting incidents of violence, which includes gathering detailed accounts from victims, collecting evidence, and maintaining accurate records of each case (Sharma et al., 2022). This documentation is crucial not only for immediate response but also for long-term tracking case trends within the community (Venema, 2016). Sukhtankar et al. (2022) argued that systematic documentation helps in identifying patterns of abuse, which can inform policy decisions and resource allocation. Furthermore, the accuracy and thoroughness of these records are essential for legal proceedings, as they provide the necessary evidence that can support the victims' claims in court (Liwag-Lomibao, 2021).

Furthermore, the role of VAWC officers in ensuring the confidentiality of cases and records is paramount in fostering trust and safety for victims. These officers are tasked with handling sensitive information, and their ability to maintain confidentiality is crucial for encouraging victims to come forward and seek help. By implementing strict protocols for data management and security, VAWC officers can protect the identities and personal details of victims, which is essential in minimizing the risk of further victimization or retaliation (Nourani et al., 2022). The establishment of secure systems for recording and storing case information not only safeguards the privacy of victims but also enhances the integrity of the data collected, which can be vital for legal proceedings and policy formulation (Sweeting et al., 2022). Victims are more likely to disclose their experiences and engage with support services when they feel confident that their information will be handled discreetly (Romero et al., 2022). This trust is further reinforced by the officers' training in ethical standards and best practices for managing sensitive information, which helps to create a supportive environment for victims (Louden et al., 2018).

The role of VAWC officers in planning activities and implementing strategies related to violence against women and children (VAWC) is essential for creating effective interventions and preventive measures within communities. VAWC officers are responsible for assessing the specific needs of their communities regarding gender-based violence (GBV) and developing tailored programs that address these needs (Chakraborty et al., 2017). This involves collaborating with various stakeholders, including local government units, non-governmental organizations, and community leaders, to ensure that the strategies are comprehensive and culturally appropriate (Butler et al., 2022). For instance, in recent years, VAWC officers were encouraged to leverage the heightened awareness of VAWC issues to implement better data collection mechanisms and enhance access to services, which underscores the importance of adaptive planning in response to emerging challenges. By engaging in community consultations and utilizing evidence-based practices, VAWC officers can design initiatives that not only respond to immediate needs but also contribute to long-term prevention efforts.

Concerning the role of VAWC officers in referring cases to other agencies and non-governmental organizations (NGOs), Cepeda et al. (2017) argued that it is crucial for providing comprehensive support to victims. VAWC officers are often the first point of contact for victims, and their ability to connect individuals with appropriate resources can significantly impact the victims' recovery and access to justice. By establishing strong referral networks with local NGOs, health services, legal aid organizations, and social services, VAWC officers can ensure that victims receive holistic support tailored to their specific needs (Trevizan et al., 2022). This collaborative approach not only enhances the immediate response to GBV but also fosters a community-wide commitment to addressing the root causes of violence and providing long-term solutions (Cohen, 2017).

For instance, when VAWC officers identify a victim in need of psychological support, they can refer them to specialized counseling services, thereby facilitating access to essential mental health resources that are critical for recovery (Yatake et al., 2022).

Moreover, the capacity of VAWC officers to address abuse among marginalized sectors is critical in ensuring that vulnerable populations receive the support they need. VAWC officers are often the frontline responders to incidents and are tasked with understanding the unique challenges faced by marginalized groups, including those affected by poverty, discrimination, and social exclusion (Liu, 2020). These officers must be equipped with the skills and knowledge necessary to engage effectively with diverse communities, recognizing that marginalized individuals may have limited access to resources and may be less likely to report abuse due to fear of stigma or mistrust of authorities (Trinkner et al., 2016). Training programs that focus on cultural competency and sensitivity can enhance the ability of VAWC officers to connect with these populations, fostering an environment where victims feel safe to disclose their experiences and seek assistance (Pike et al., 2021).

According to Adams and Mastracci (2018), the role of VAWC officers extends beyond immediate intervention; they are instrumental in facilitating referrals to appropriate services and resources tailored to the needs of marginalized individuals. This includes connecting victims with NGOs that specialize in providing legal aid, counseling, and shelter services, which are often crucial for those who may not have the means to navigate the complexities of the legal system independently. By building strong partnerships with community organizations, VAWC officers can create a more integrated support network that addresses the multifaceted nature of GBV among marginalized sectors (Meer, 2023). Additionally, the implementation of community outreach programs can help raise awareness about available resources and empower individuals to seek help (Paek et al., 2020). Ultimately, the effectiveness of VAWC officers in addressing abuse among marginalized populations hinges on their capacity to understand the specific barriers these individuals face and to advocate for systemic changes that promote equity and justice (Burke, 2020).

The role of Barangay Violence Against Women and Children (VAWC) officers in leading advocacy efforts to eliminate violence against women and children is vital for fostering community awareness and driving systemic change. These officers are positioned to spearhead initiatives that educate the public about the prevalence and consequences of gender-based violence, thereby promoting a culture of zero tolerance towards such acts. By organizing community outreach programs, workshops, and campaigns, VAWC officers can effectively disseminate information about available resources, legal protections, and the importance of reporting incidents of violence (Amanova & Andryani, 2023). For instance, the advocacy work of organizations highlights the importance of public awareness and community training programs aimed at empowering individuals to recognize and combat violence against women (Destiana, 2023). Such initiatives not only inform the community but also encourage collective action against GBV, reinforcing the idea that it is a societal issue that requires a unified response (Awang, 2023).

The reviewed literature highlights the complex roles of Barangay Violence Against Women and Children (VAWC) desk officers, emphasizing their pivotal position in addressing gender-based violence (GBV). Their responsibilities include assisting victims, ensuring confidentiality, documenting and reporting cases, developing community-responsive strategies, and leading advocacy efforts. Research underscores the importance of their interactions with victims, shaped by their worldviews and training, in determining the effectiveness of the support provided. Officers play a critical role in bridging victims to essential services, such as Barangay Protection Orders (BPOs) and psychological aid, while fostering a safe environment through adherence to ethical standards. Their work extends beyond individual cases, involving community outreach, policy implementation, and collaboration with various stakeholders to address systemic challenges and promote awareness of GBV.

Moreover, VAWC officers are instrumental in ensuring holistic and culturally sensitive interventions, especially for marginalized populations. Effective referral systems established with NGOs and legal aid organizations enable them to address the multifaceted needs of victims comprehensively. Their

capacity to document cases accurately and maintain confidentiality ensures justice for victims and informs long-term policy and resource allocation. Additionally, through advocacy initiatives, they drive community engagement and systemic change, promoting zero tolerance for GBV. These efforts underscore their integral role in not only addressing immediate concerns but also fostering a proactive approach toward prevention and equity within their communities.

1.8.2. Related Studies

In this part of the chapter, the researcher comprehensively reviews studies conducted in the past. These studies serve as a guide in conducting the present investigation. Similar to the previous section, this review progresses from those concerning the dependent variable to the independent and intervening variables. The challenges associated with implementing programs aimed at protecting women and children are multifaceted and deeply rooted in systemic issues. For instance, Suryani et al. (2023) found how the integration of Islamic law in regional development both empowers and restricts access to essential services for vulnerable populations, including women and children. The researchers highlight that while such frameworks can promote social justice, they often face challenges such as varying interpretations of Islamic principles and inadequate oversight, which can lead to the marginalization of already vulnerable groups.

This is echoed by Ambrogi et al. (2020), who found that public policies address the specific vulnerabilities faced by women and children, particularly in the context of health crises like the Zika epidemic in Brazil. Their findings suggest that without targeted interventions, the rights of these populations remain at risk, underscoring the necessity for inclusive policy frameworks that prioritize the needs of marginalized groups.

Moreover, the implementation of violence prevention programs is often hindered by inadequate training and resources for local officials. Buchanan and Moulding (2020) discovered that while the establishment of Violence Against Women and Children (VAWC) desks in Barangays has improved service delivery, the effectiveness of these programs is compromised by insufficient staff training and limited resources. Koris et al. (2022) further support this by noting that local officials frequently lack the coordination and training necessary to effectively handle VAWC cases. This calls for a structured approach to training and resource allocation. This highlights the critical need for comprehensive training programs that equip local officials with the skills necessary to implement laws like the Violence Against Women and Children Act (RA 9262) effectively, thereby enhancing the overall efficacy of protective services for women and children (Garzón-Segura & Carcedo-González, 2020).

Studies offer important insights into the accessibility and effectiveness of programs aimed at protecting women and children, particularly within contexts where vulnerable groups are often overlooked. Lwamba et al. (2022) highlights systemic barriers that prevent full accessibility to essential services for women and children, emphasizing the need for gender-sensitive approaches. The study underscores the significance of integrating violence prevention into broader child protection frameworks to address violence against children, which disproportionately impacts marginalized groups, including women.

Similarly, the UNFPA Asia and the Pacific Regional Office (2023) on disability inclusion in gender-based violence (GBV) and child protection programs underscores the challenges faced by women and children with disabilities in accessing protection services. The findings of this study point out critical gaps in existing programs, suggesting that disability inclusion in GBV and child protection initiatives remains underdeveloped. By identifying these gaps, the study provides valuable recommendations for improving inclusivity, advocating for tailored training and capacity-building programs to enhance service delivery for at-risk disabled populations. These findings highlight the need for policy reforms and stronger collaboration. United Nations Children's Fund (2021) further contributes to the discourse by assessing international social protection efforts targeting women and children in vulnerable communities. It outlines significant challenges, including limited awareness, cultural stigma, and inadequate funding, which hinder the accessibility and

impact of these programs. Despite these challenges, the study calls for more comprehensive, integrated social protection strategies that address the root causes of exclusion, recommending a holistic approach to improve outreach and service delivery. Overall, these studies collectively stress the need for inclusive, well-resourced, and culturally sensitive programs to protect women and children, especially in vulnerable and marginalized communities.

Rivano and Rivano (2022) focuses on the challenges faced by Barangays in implementing VAWC programs, particularly the insufficient training for staff and the limited resources available to effectively handle cases. While the establishment of VAW desks in many Barangays has improved service delivery, the study calls for more gender-sensitive training and enhanced partnerships with NGOs to strengthen the programs.

Amasol (2024) assesses the implementation of the Violence Against Women and Children Act (RA 9262) within Barangays, noting that local officials often lack the necessary coordination and training to handle VAWC cases effectively. This research stresses the need for a more structured approach to training and the allocation of adequate resources for local officials to properly execute the law. In addition to these findings, the studies reveal that despite the legal frameworks in place, such as RA 9262, Barangays face significant resource constraints that hinder the quality of their services. A third study emphasizes that the lack of funding, training, and clear procedural guidelines for case management impedes effective service delivery. These barriers suggest a disconnect between policy intentions and local capacity to address VAWC issues, highlighting the need for better resource allocation and consistent gender-sensitivity training to bridge this gap (Amasol, 2024). Moreover, the research underscores the importance of continuous capacity-building initiatives for Barangay officials to enhance the responsiveness and effectiveness of VAWC programs.

Valdez et al. (2022) examined the role of local government and women's organizations in improving VAWC services at the community level in the Philippines. It emphasized that despite legislative advancements, the effectiveness of these services still faces significant challenges due to inadequate resources and a lack of proactive prevention efforts. The study argued for stronger institutionalization of gender-sensitive policies and better integration of civil society organizations in addressing VAWC issues.

Lima (2020) assessed the impact of local government actions in VAWC service delivery. It concluded that while VAWC desks play a crucial role in immediate response, there is still a pressing need for substantial changes in both local government budgeting and policy-making to improve the sustainability of VAWC services. The study recommended a more balanced approach that includes prevention, education, and long-term support mechanisms.

Asmani et al. (2023) focused on the disparities in income levels and violence against women among intimate partners in informal settlements. The findings pointed out that while the desks are effective in reporting and immediate response, structural challenges such as funding and the influence of cultural norms limit their ability to provide comprehensive support and prevent violence. Another study by Malawis-Ignacio (2021) explored VAW in Tabuk City and found that psychological violence was the most pervasive form of abuse reported to local VAWC services. The research emphasized the importance of cultural sensitivity in service delivery, particularly in indigenous communities where VAWC services may be less accessible or culturally integrated.

These studies collectively offer significant insights into the challenges faced by Barangays in delivering efficient Violence Against Women and Children (VAWC) services, particularly in terms of accessibility, quality, and effectiveness. Lwamba et al. (2022) and the UNFPA Asia and the Pacific Regional Office (2023) emphasize the need for gender-sensitive and disability-inclusive approaches in child protection and gender-based violence (GBV) programs, highlighting systemic barriers that limit access to essential services. These findings underscore that marginalized groups, including women and children with disabilities, face heightened challenges in accessing quality services. Similarly, Amasol (2024) and Rivano and Rivano (2022) point out that Barangays, despite the establishment of VAWC desks, struggle with resource

constraints, insufficient staff training, and a lack of coordination, all of which hinder the quality and effectiveness of services. Valdez et al. (2022) and Lima (2020) further stress that local governments often fail to integrate proactive prevention efforts, and there is a dire need for institutionalized gender-sensitive policies to enhance service delivery. These studies collectively stress the importance of well-resourced, culturally sensitive, and comprehensive programs that address the root causes of exclusion and provide effective responses to VAWC cases.

Moreover, several studies highlight the critical role of capacity-building for local officials and the need for stronger partnerships with civil society organizations to improve the efficiency of VAWC desks. Asmani et al. (2023) and Malawis-Ignacio (2021) underscore the influence of cultural norms and structural challenges such as limited funding, which restrict the ability of Barangays to provide comprehensive support for women and children affected by violence. The studies indicate that, while VAWC desks play an important role in immediate response, there is a need for a more balanced approach that incorporates prevention, long-term support mechanisms, and improved budget allocation. In line with the study's dependent variable on service efficiency, their findings suggest that without adequate resources, training, and institutional support, the accessibility, quality, and overall effectiveness of VAWC services remain significantly compromised, particularly for vulnerable and marginalized populations. These studies collectively advocate for systemic improvements in service delivery that are inclusive, gender-sensitive, and well-equipped to address the complexities of VAWC cases at the community level.

The next part of this review of studies concerns the role performance of VAWC officers. The role of barangay Violence Against Women and Children (VAWC) desk officers in assisting victims in securing Barangay Protection Orders (BPOs) and accessing services is crucial for providing immediate support and protection to survivors of domestic violence. These officers are often the first point of contact for victims, guiding them through the complex legal processes involved in obtaining BPOs, which are essential for their safety. Research indicates that practical assistance in securing BPOs significantly enhances victims' safety and access to necessary resources, thereby promoting their overall well-being and recovery from trauma (Consignado et al., 2022; Walker, 2021; Bradbury-Jones et al., 2017). Furthermore, the officers' ability to communicate effectively and empathically with victims can facilitate a more supportive environment, encouraging victims to seek help and navigate the legal system (Serrano-Montilla, 2023; Liwag-Lomibao, 2021).

In responding to gender-based violence cases within the barangay, VAWC desk officers play important role in immediate intervention and support. Their responsibilities include assessing the situation, providing immediate safety measures, and connecting victims with appropriate services. Studies have shown that timely and effective responses to reported cases of gender-based violence can mitigate further harm and encourage victims to seek help (Voith, 2017; Reynaldos et al., 2018). Moreover, the presence of trained officers who specialize in handling such cases fosters a supportive environment that can lead to better outcomes for victims (Condino et al., 2016). The ability of these officers to work collaboratively with local law enforcement and social services is crucial in creating a comprehensive response to gender-based violence (Brännvall & Ekström, 2022).

The recording and reporting of cases to the Department of the Interior and Local Government (DILG) and the City/Municipal Social Welfare and Development Office (C/MSWDO) is another essential function of barangay VAWC desk officers. Accurate documentation of cases is vital for monitoring trends in gender-based violence and ensuring that appropriate resources are allocated to address these issues (Balahadia et al., 2022). Research indicates that systematic reporting can enhance accountability and lead to improved interventions at the community level (Fernández et al., 2022). Furthermore, effective communication with higher authorities ensures that local cases are recognized and addressed within broader strategies to combat gender-based violence (Castillo, 2024).

Ensuring confidentiality and security of case records is important for VAWC desk officers, as breaches can deter victims from reporting incidents of violence. The sensitivity of the information handled

requires strict adherence to confidentiality protocols to protect victims' identities and personal histories. Studies emphasize that maintaining confidentiality not only builds trust between victims and officers but also encourages more individuals to come forward and seek help (Heron & Eisma, 2021). This trust is essential for fostering a supportive environment where victims feel safe to disclose their experiences and seek the necessary assistance (Alyce et al., 2024). The officers' commitment to confidentiality is a critical factor in the overall effectiveness of the VAWC desk in addressing gender-based violence (Skivenes & Benbenishty, 2022).

Developing gender-responsive plans to address gender-based violence is a proactive measure undertaken by barangay VAWC desk officers. These plans often involve community engagement and education initiatives aimed at raising awareness about gender-based violence and promoting gender equality. Research indicates that community-driven approaches can significantly reduce the incidence of violence by addressing the root causes and changing societal attitudes towards gender roles (Ndep et al., 2022).

Furthermore, integrating gender-responsive strategies into local governance can significantly enhance the effectiveness of interventions, ensuring they are specifically tailored to meet the unique needs of the community (Matousek, 2023). By recognizing and addressing gender disparities, local governance structures can implement more inclusive policies that consider the diverse experiences and challenges faced by different members of the community. This approach not only improves the quality of services provided but also contributes to more sustainable and equitable development outcomes.

The involvement of VAWC desk officers in these gender-responsive initiatives is crucial for fostering a culture of respect and equality within the barangay (Akhigbe, 2021; Messina et al., 2022). These officers play an essential role in translating gender-responsive policies into practical actions that promote gender equality and the protection of vulnerable individuals, particularly women and children. Their active participation in local governance initiatives ensures that interventions are not only effective but also sensitive to the specific needs and rights of the community members they serve.

Coordination and referral of cases to agencies, NGOs, and service providers are essential functions of barangay VAWC desk officers. By establishing networks with various stakeholders, officers can facilitate access to a broader range of services, including legal aid, counseling, and shelter for victims. Research has shown that effective coordination among different organizations enhances the support system available to victims, leading to better outcomes in terms of recovery and reintegration into society (Fry & Elliot, 2017). This collaborative approach is vital for creating a comprehensive response to gender-based violence that addresses the multifaceted needs of victims. The ability of VAWC desk officers to navigate these networks is a key component of their role in supporting survivors (Reggers, 2023).

Addressing abuse against marginalized groups is a critical aspect of the role of barangay Violence Against Women and Children (VAWC) desk officers. Marginalized populations, including women with disabilities and those from low-income backgrounds, often face heightened risks of violence and significant barriers to accessing support services. These challenges necessitate a specialized and inclusive approach to ensure their safety and well-being.

Mitiku, (2023) found the critical need for targeted interventions to support marginalized groups, such as women with disabilities and those from economically disadvantaged backgrounds. The study identified distinct vulnerabilities faced by these populations, including physical, social, and systemic barriers. For instance, women with disabilities may experience challenges accessing support centers or communicating their needs, while low-income women often lack awareness of available resources or fear the financial consequences of seeking help. Mitiku (2023) advocated for community-based initiatives that prioritize accessibility and equity, ensuring these groups receive the necessary protection and support.

Additionally, Hyman et al., (2016) explore the role of community-level support systems in addressing gender-based violence among marginalized populations. Their research underscores the importance of understanding the unique contexts and challenges faced by victims. They argue that VAWC desk officers should implement inclusive practices that account for the intersectionality of gender, disability,

and socioeconomic status. Hyman et al. (2016) highlight the need for specialized training and resources to equip officers to address these complexities, ensuring that marginalized groups are not further disadvantaged by systemic neglect.

Moreover, Blanchard et al. (2017) focus on creating safe and inclusive environments for victims of abuse, emphasizing the importance of addressing systemic inequities that often hinder marginalized individuals from seeking help. The authors advocate for the integration of inclusive policies and practices that address the needs of all community members. They highlight the importance of collaboration between local authorities, such as VAWC desk officers, and non-governmental organizations to foster trust within communities. Blanchard et al. (2017) conclude that building such trust is essential to ensure victims feel supported and empowered to report abuse.

These references collectively underscore the importance of adopting inclusive, context-specific strategies to address gender-based violence effectively. They highlight the value of targeted interventions, comprehensive training, and community collaboration in ensuring equitable support for marginalized groups. Addressing abuse against marginalized groups is a critical aspect of the role of barangay VAWC desk officers. Marginalized populations, including women with disabilities and those from low-income backgrounds, often face heightened risks of violence and barriers to accessing support services. Studies indicate that targeted interventions are necessary to ensure that these groups receive appropriate assistance and protection. By focusing on the unique challenges faced by marginalized communities, VAWC desk officers can help to create a more inclusive and equitable response to gender-based violence (). This commitment to addressing the needs of all community members is essential for fostering a safe and supportive environment for victims

Finally, leading community advocacies on the elimination of violence against women (VAW) is a vital responsibility of barangay VAWC desk officers. Through advocacy efforts, officers can raise awareness about the prevalence and impact of gender-based violence, mobilize community resources, and promote policy changes that support victims. Research highlights that community advocacy plays a crucial role in shifting societal norms and attitudes towards gender-based violence, ultimately contributing to its reduction (Caban, 2022). By fostering community engagement and participation, VAWC desk officers can empower individuals to take action against violence and promote a culture of respect and equality (Encabo & Dura, 2024). Their leadership in these initiatives is essential for creating lasting change within the community (Clifford, 2021).

Barangay VAWC desk officers play a complicated and delicate role in addressing gender-based violence. They provide immediate support to victims by assisting in securing Barangay Protection Orders (BPOs), connecting them to services, and ensuring timely interventions. Studies emphasize their responsibilities in assessing situations, coordinating with law enforcement and social services, and maintaining accurate records to monitor trends and inform policy. Effective communication and confidentiality are pivotal to building trust with victims, encouraging them to seek help, and safeguarding their identities. The presence of trained officers who can empathize with victims and navigate complex legal processes significantly enhances the safety and recovery of survivors, as well as the overall effectiveness of local interventions.

In addition to their reactive measures, VAWC desk officers actively engage in proactive initiatives, such as developing gender-responsive plans and leading community advocacies. These efforts involve raising awareness, educating the community about gender-based violence, and promoting gender equality to address root causes and societal attitudes. Officers also focus on marginalized groups, tailoring interventions to their unique challenges and ensuring inclusivity in their response. Their ability to establish networks with NGOs and service providers further strengthens the support system for victims, promoting holistic recovery and reintegration. Through their leadership, coordination, and advocacy, community environment.

Another importance consideration in this investigation is the mediating power of the VAWC officer's profile on their role performance and the service efficiency of the VAWC desk. The mediating role

of a Barangay Violence Against Women and Children (VAWC) officer's profile—specifically age, educational attainment, years of experience, and hours of training—has significant implications for the correlation between the officer's role performance and the efficiency of services rendered by the VAWC desk. Research indicates that the training received by officers directly influences their performance and, consequently, the quality of service they provide. For instance, studies have shown that officers who undergo specialized training, such as Crisis Intervention Team (CIT) training, demonstrate improved understanding and handling of sensitive situations, which enhances their effectiveness in service delivery (Kubiak et al., 2017; Hassell, 2020). This suggests that the training hours and the nature of training received are critical factors in shaping an officer's ability to perform their duties effectively.

Furthermore, the educational background of VAWC officers plays a crucial role in their performance. Higher educational attainment is often associated with better critical thinking and problem-solving skills, which are essential in the context of VAWC services. Officers with advanced education are likely to approach cases with a more informed perspective, leading to improved accessibility and quality of services provided to victims of violence. However, specific studies linking educational attainment directly to VAWC performance were not found in the references provided, indicating a gap in the literature (Iskandar & Anggraeni, 2018; Bala & Gottesman, 2022).

Additionally, age can influence an officer's experience and maturity, which may affect their interactions with the community and their ability to handle complex emotional situations effectively. Older officers may possess greater life experience, which can enhance their empathy and understanding when dealing with sensitive cases (Kwak et al., 2018).

The years of experience in the job also serve as a significant mediator in the performance of VAWC officers. Research indicates that officers with more years of experience tend to exhibit greater confidence and competence in their roles, leading to more effective service delivery (Dhanani et al., 2022). Experience allows these officers to refine their skills and build familiarity with the challenges inherent in their work.

Moreover, experienced officers are better equipped to develop a nuanced understanding of the community's needs and the intricacies of handling VAWC cases. This expertise enables them to provide more tailored and effective interventions, which is crucial in VAWC services. Navigating the complex social dynamics associated with these cases is essential for achieving successful outcomes (Lopes et al., 2021).

Moreover, the hours of training obtained by VAWC officers are directly correlated with their role performance. Studies have highlighted that comprehensive training programs significantly enhance officers' capabilities, leading to improved service quality (Sloan & Paoline, 2021). For instance, training that focuses on emotional labor and stress management equips officers with the tools necessary to handle the psychological demands of their roles.

These programs not only reduce burnout but also enhance officers' effectiveness in service delivery (Dijk et al., 2022). This underscores the importance of continuous professional development and training to ensure that VAWC officers are well-prepared to meet the challenges of their roles. Ongoing training initiatives are vital in fostering resilience and competence, enabling officers to navigate the complexities of their work more effectively.

The study by Pascual and San Miguel (2025) highlights how learner-centered approaches in the Alternative Learning System (ALS) empower women through education, fostering confidence, resilience, and community engagement. These outcomes align with the goals of the barangay VAWC desk, as empowered and informed women are more likely to seek help and assert their rights. Integrating educational support with VAWC services can enhance service efficiency and contribute to long-term gender-based violence prevention.

To synthesize, the profile of VAWC officers—age, education, experience, and training hours—mediates the link between their role performance and service efficiency. Studies indicate that targeted training and education enhance officers' capabilities and improve the accessibility, quality, and effectiveness of VAWC services. Thus, this study, aimed at proposing professional development for VAWC officers, is

crucial for building a responsive and effective support system for victims of violence. By addressing these factors, the study aims to contribute to a more robust framework for addressing violence and empowering victims.

2. Methodology

This chapter presents and justifies the method and procedures adopted by the researcher to address the research problems. It explains the researcher's design and discusses how the population and sample are identified and selected. The research procedure is presented in a flowchart to facilitate easier understanding. The statistical treatments to be employed are also explained.

2.1. Research Design

In this study, the researcher employed a descriptive quantitative research design. It is descriptive since its main objective is to describe the mediating power of profile on the correlation between barangay VAWC officers' role performance and the service efficiency of the VAWC desks they man. It is quantitative since the researcher employs 7-point Likert scale to quantify the responses of the barangay VAWC officers using the indicators derived from the comprehensive review of related literature and studies (Vale, 2023). According to Heath (2023), descriptive research design can be quantitative as it gathers quantifiable data to statistically analyze a population sample. These numbers can show patterns, connections, and trends over time and can be discovered using surveys, polls, and experiments. The study sought to describe the connections among the three variables, i.e., profile, performance, and service efficiency. This was made possible by gathering quantifiable data through a survey-questionnaire employing a Likert scale. The results underwent appropriate statistical treatment to properly describe the variables using descriptive statistical tools such as the Pearson Correlation Coefficient and Regression Analysis.

2.2. Population and Sampling Technique

The study's population consisted of the barangay's VAWC officers across the province of Laguna. However, considering the province's size and resources, the researcher purposively selected only four municipalities, including all the barangays for the study. The researcher chose the first two municipalities with the highest reported VAWC cases and the bottom two with the lowest reported VAWC cases.

Moreover, sampling VAWC desk officers from selected municipalities in Laguna is essential. This sampling enables researchers to choose participants who are particularly knowledgeable or experienced in the subject matter, thereby enhancing the relevance and depth of the collected data. This method is particularly suitable for studies focused on specialized roles such as VAWC officers, who serve as frontline providers in addressing domestic violence and child abuse issues.

The importance of selecting VAWC desk officers as respondents lies in their unique position within the community. They are often the first point of contact for victims of violence, and their role significantly influences the accessibility and quality of services provided to these individuals (Liwag-Lomibao, 2021; Pearson et al., 2021).

Additionally, selecting VAWC desk officers from municipalities with varying levels of reported VAWC cases (Calauan and Santa Cruz with higher cases, and Liliw and Luisiana with lower cases) allowed for balanced representation that can reveal how different contexts affect service delivery and officer performance. This approach aligns with findings suggesting that variations in service utilization and effectiveness are often linked to local conditions and the specific characteristics of service providers (Butler et al., 2022). By focusing on officers from these distinct municipalities, the study could explore how contextual factors influence the role performance of VAWC officers and the operational efficiency of barangay VAWC desks.

The table below presents the number of barangay VAWC desk officers in each municipality.

Municipality	Number of Respondents
Calauan	31
Santa Cruz	26
Liliw	33
Luisiana	23
Total	113

2.3. Research Instrument

The research instrument used in this study consisted of a comprehensive survey questionnaire designed to gather data from barangay VAWC desk officers. It was divided into three main parts, each targeting specific aspects of the study: the profile of officers, their role performance, and the efficiency of the services provided by the VAWC desk. The instrument used demographic data collection and Likert-scale items to quantify respondents' perceptions, practices, and experiences, ensuring a well-rounded analysis.

The first section of the instrument captured the profile of barangay VAWC desk officers, including their age, educational attainment, years of experience, and training hours received. This part provided a baseline understanding of the officers' qualifications and professional backgrounds, crucial variables in determining the relationship between their profile and their performance and service efficiency.

The second section focused on assessing the role performance of VAWC officers. This was divided into eight key dimensions: assisting, responding, reporting and recording, ensuring confidentiality, developing plans, coordinating and referring cases, addressing abuse, and leading advocacy. Each dimension was measured using a 5-point Likert scale ranging from "Very Good" to "Very Bad." This structure allowed officers to self-assess their effectiveness in fulfilling specific duties, from providing immediate assistance to victims to advocating for additional resources. The scale facilitated a varying understanding of role performance across various aspects of their work.

The third section evaluated the service efficiency of the barangay VAWC desks in terms of accessibility, quality, and effectiveness. Respondents rated their experiences using a similar 5-point Likert scale, addressing areas such as the desk's accessibility for marginalized groups, the respect and professionalism demonstrated toward victims, and the timeliness of interventions. This section highlights strengths and identifies gaps in the service delivery process, focusing on holistic and victim-centered approaches.

The research instrument was carefully designed to align with the study's objectives and generate actionable insights for the proposed capacity-building program. The structured format, clear instructions, and inclusion of multiple response categories ensured the validity and reliability of the data. The comprehensive approach also reflected the multidimensional nature of VAWC desk operations, emphasizing the interconnectedness of officer profiles, performance, and service efficiency.

The legend below was also used to interpret the data obtained through the instrument.

Scale	Range	Verbal Description	Interpretation
5	4.20 – 5.00	<i>Very Good</i>	<i>Very High</i>
4	3.40 – 4.19	<i>Good</i>	<i>High</i>
3	2.60 – 3.39	<i>Neither Good or Bad</i>	<i>Average</i>
2	1.80 – 2.59	<i>Bad</i>	<i>Low</i>
1	1.00 – 1.79	<i>Very Bad</i>	<i>Very Low</i>

2.4. Research Procedure

The research process commenced with defining the study's objectives and formulating the hypotheses. To support these, a comprehensive review of related literature was conducted to understand existing studies and identify research gaps. This foundational phase ensured that the study's direction was clear and aligned with its goals, serving as a guide for the subsequent steps.

The researcher then selected the study design and determined the appropriate sampling technique. Once these were finalized, the survey questionnaire was crafted. The instrument underwent a rigorous validation process, which included initial validation, revisions based on expert feedback, revalidation, pilot testing, and finalization to ensure its reliability and effectiveness for data collection.

After finalizing the survey instrument, the researcher obtained the necessary permissions to conduct the study. This included securing endorsements from the Municipal Social Welfare and Development Office (MSWDO) of each municipality and the mayors involved. Additionally, courtesy visits were made to barangay chairpersons to inform them about the study, and informed consent was obtained from the respondents, specifically the Violence Against Women and Children (VAWC) officers. With all permissions, the researcher distributed the finalized survey questionnaire to collect data. Once data collection was completed, a data matrix was constructed and submitted to an external statistician for treatment. The internal statistician then reviewed the results for verification and approval to proceed to the analysis stage.

In the final stage, the researcher analyzed the approved data and drafted the research report. The findings and conclusions were compiled into a comprehensive report and then presented to the research panel for evaluation and final approval. This step marked the culmination of the research process.

2.5. Statistical Treatment

In order to address the problems raised in this study, the researcher employed the following statistical tools.

Problem	Statistical Tool
1. To describe the profile of the barangay VAWC officers in terms of age, educational attainment, years of experience in the designation, and number of training hours received	Frequency and Percentage
2. To present the mean level of the barangay VAWC officers' role performance.	Mean and Standard Deviation
3. To illustrate the mean level of the barangay VAWC desks' service efficiency	Mean and Standard Deviation
4. To determine if there is significant correlation between the barangay VAWC officers' role performance and service efficiency	Pearson Correlation Coefficient
5. To find if the profile of the barangay VAWC officers significantly moderates the correlation between the mean level of the barangay VAWC officers' role performance and the mean level of the barangay VAWC desks' service efficiency	Regression Analysis

3. Results and Discussions

This chapter presents, analyzes, and interprets the study's results based on the data gathered from the respondents. The findings are systematically arranged according to the research questions or objectives, ensuring a clear and logical flow of discussion. Where applicable, statistical tools and qualitative insights are utilized to provide a comprehensive understanding of the data. Each section highlights key trends, relationships, and implications drawn from the responses. The analysis also integrates relevant literature and

theoretical foundations to contextualize the results.

3.1. Profile of the Barangay VAWC Officers

Table 1 illustrates the various characteristics of the officers involved, which is paramount given the evidence that the profile of service providers can impact the effectiveness and responsiveness of service delivery in the realm of violence against women and children (Cale, 2024). The profile of Barangay Violence Against Women and Children (VAWC) officers provides crucial insight into the demographic and educational backgrounds, experience levels, and training of individuals tasked with addressing significant social issues. The age distribution of VAWC officers indicates a concentration of personnel in the middle-aged bracket, with the majority (20.4%) falling between 36 and 40 years old, followed closely by those aged 46-50 (15.0%) and 56-60 (18.6%). This age distribution suggests a balance of experience and maturity among VAWC officers, which may contribute to their effectiveness in handling sensitive cases.

Table 1. Profile of the Barangay VAWC Officers

Age	Frequency	Percent
21-25	1	0.9
26-30	3	2.7
31-35	12	10.6
36-40	23	20.4
41-45	12	10.6
46-50	17	15.0
51-55	11	9.7
56-60	21	18.6
61-65	5	4.4
66-70	7	6.2
71-75	1	0.9
Educational Attainment	Frequency	Percent
Elementary Graduate	5	4.4
High School undergraduate	2	1.8
High School graduate without college units	44	38.9
College undergraduate	34	30.1
Vocational course	1	0.9
College graduate without eligibility	15	13.3
College graduate with eligibility	9	8.0
College graduate with Master's units	2	1.8
Master's Graduate	1	0.9
Years of Experience	Frequency	Percent
1 month – 6 months	2	1.8
6 months – 1 year	11	9.7
1 year - 2 years	45	39.8
2 years - 3 years	11	9.7
3 years - 5 years	6	5.3
6 years - 7 years	35	31.0
8 years - 10 years	1	0.9
10 years - 13 years	2	1.8

Training Hours Received	Frequency	Percent
0	6	5.3
4-8 hours	74	65.5
8-16 hours	12	10.6
16-24 hours	2	1.8
24-40 hours	19	16.8
Total	113	100.0

This pattern may suggest an experienced workforce, as officers within these age groups likely possess a blend of essential life experience and professional maturity necessary for dealing with complex violence cases. Notably, the younger age groups (21-30 years) represent a minimal percentage (3.6%) of the VAWC officers. This could indicate a gap in generational representation or a preference for older, potentially more experienced candidates in these roles. This highlights the need for targeted recruitment.

Regarding educational background, most officers have completed high school without continuing to college (38.9%), while a significant portion (30.1%) are college undergraduates. The presence of officers with advanced qualifications (such as master's degrees) may enhance service delivery through informed decision-making and advocacy.

The experience level of these officers is also relevant, with the highest representation (39.8%) having 1-2 years of experience. This relatively short duration in service, juxtaposed with other experience categories, suggests that many officers are relatively new to their roles.

Regarding training, the vast majority of officers (65.5%) reported having received between 4 and 8 hours of training, which is notably low considering the complexities and sensitivities involved in managing VAWC cases.

The profiling of Barangay VAWC officers reveals a predominantly middle-aged demographic with varied educational backgrounds and experience levels. However, the relatively low training hours received raise concerns about preparedness to handle the complexities of domestic violence and abuse cases effectively.

3.2. Level of Performance of the Barangay VAWC Officers

The data presented in Table 2 indicates that the officers scored high on critical dimensions of their role. For instance, the officers reported an average score of 4.60 (SD = 0.61) for providing immediate assistance to women and children who report cases of violence. This high level of performance aligns with the literature, suggesting that timely intervention is essential in addressing domestic violence effectively and is recognized as a vital component of community-based support systems (Salem et al., 2024).

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Table 2. Performance level of the Barangay VAWC Officers in terms of Assisting

Statements	M	SD	V.I.
1. Provide immediate assistance to women and children who report cases of violence in our barangay.	4.60	0.61	Very High
2. Ensure that victims receive emotional support and reassurance during their initial contact with the barangay	4.61	0.59	Very High

VAWC desk.			
3. Facilitate access to temporary shelter or safe spaces for victims when needed.	4.51	0.66	Very High
4. Assist victims in understanding their legal rights and available remedies as stated in RA 9262 (Anti-Violence Against Women and Their Children Act).	4.63	0.60	Very High
5. Help victims access medical, psychological, and legal services promptly.	4.61	0.63	Very High
Mean	4.59	0.55	Very High

Regarding emotional support, the average score of 4.61 ($SD = 0.59$) reflects the officers' commitment to ensuring that victims feel supported and reassured during their initial contact with the VAWC desk. This is further corroborated by findings indicating that emotional harms experienced by victims can have profound long-term effects, highlighting the importance of emotional, psychological, and legal support in the recovery process (Fry & Elliott, 2017). The competency demonstrated by these officers suggests a significant alignment between their environment where victims can receive the necessary assistance.

Facilitating access to temporary shelter and safe spaces yielded a slightly lower but still high average score of 4.51 ($SD = 0.66$). This indicates a notable area where tools and resources could be further enhanced, creating more robust pathways for victims to quickly access safe accommodations (Torres et al., 2024). These measures are vital, especially considering the urgent nature of such situations where the safety of victims is at stake. Officers need to be well-versed in the logistics and availability of shelter facilities to improve their service provision.

Notably, the officers scored highly in assisting victims in understanding their legal rights, with an average score of 4.63 ($SD = 0.60$). This is critical, as understanding legal protections is foundational for empowering survivors of violence. Legislative frameworks like the Anti-Violence Against Women and Their Children Act (RA 9262) are pivotal in informing victims of their rights and potential remedies, which can significantly influence their decision-making and emotional recovery processes (Lamera et al., 2019).

Similarly, assisting victims in accessing medical and legal services promptly, which also scored high (4.61, $SD = 0.63$), aligns with best practices in multi-faceted support services for victims of violence (Aibak, 2023).

In summary, the VAWC officers' overall mean performance score of 4.59 ($SD = 0.55$) signifies a very high level of commitment and efficacy in their assistance roles. Nevertheless, the study suggests opportunities for further development in certain aspects of service provision, particularly access to shelters. This highlights the need for continuous improvement and resource allocation to enhance the overall effectiveness of VAWC services. This calls for strengthened partnerships and sustained support from local government and stakeholders.

Table 3. Performance level of the Barangay VAWC Officers in terms of Responding

Statements	M	SD	V.I.
1. Respond promptly to VAWC incidents reported to our barangay.	4.66	0.56	Very High
2. Accompany victims to police stations or other service providers when necessary.	4.64	0.60	Very High
3. Coordinate with law enforcement agencies to ensure the safety of victims during rescue operations.	4.58	0.59	Very High
4. Follow the standard procedures for handling VAWC cases as	4.65	0.56	Very High

outlined in the VAWC manual.			
5. Remain calm and composed when responding to emergency situations involving violence against women and children.	4.64	0.57	Very High
Mean	4.63	0.58	Very High

As shown in Table 3, each item evaluated received a "Very High" rating, with mean scores that reflect the officers' dedication to maintaining the safety and well-being of those affected by violence. The highest mean score of 4.66 (SD = 0.56) was recorded for promptness in responding to VAWC incidents, demonstrating exceptional responsiveness under potentially stressful circumstances. Quick response times are critical in crises, as they can significantly influence outcomes for victims, reinforcing the importance of immediate action following reports of violence (Salem et al., 2024).

In addition to responding promptly, the willingness of officers to accompany victims to police stations or other service providers, when necessary, received a mean score of 4.64 (SD = 0.60). This level of support is vital, as it ensures that victims are not left to navigate complex systems alone (Laroza et al., 2022). The act of accompanying victims not only provides essential logistical assistance but also fosters a sense of safety and reassurance, which can be critical in vulnerable situations. The psychological comfort that comes from having support during legal role in a victim's recovery and willingness to engage the authorities.

The officers also demonstrated a robust commitment to coordination with law enforcement agencies, scoring 4.58 (SD = 0.59). The effective collaboration between VAWC officers and law enforcement is essential to ensure victim safety during rescue operations and can enhance the overall efficiency of the response efforts (Arifin et al., 2023). Adhering to standard procedures as outlined in the VAWC manual is reflected in a mean score of 4.65 (SD = 0.56), indicating that these officers are not only responsive but also comply with established protocols that guide their actions. Following standardized procedures is crucial as it provides a consistent framework for handling sensitive cases, which is vital for both procedural justice and victim support.

Furthermore, the scores for remaining calm and composed during emergency situations (4.64, SD = 0.57) highlight the emotional resilience and professionalism of the officers when faced with high-pressure circumstances. This ability to maintain composure can greatly influence the environment in which victims receive assistance, fostering a supportive atmosphere that can alleviate the stress associated with reporting incidents of violence (Lamera et al., 2019).

The overall performance metrics indicate that Barangay VAWC officers exhibit a strong capacity to respond effectively to incidents of violence against women and children. With an average mean score of 4.63 and standard deviation of 0.58 reflecting their high performance across various responding parameters, it is apparent that ongoing training and support mechanisms should be part of their professional development to sustain and improve these service levels. Continued training and support are crucial for VAWC officers to sustain and improve their service quality.

The results presented in Table 4 highlight the performance of Barangay Violence Against Women and Children (VAWC) officers in the domain of recording and reporting, indicating a commendable level of adherence to best practices in documenting and managing cases of violence against women and children. The mean scores demonstrate a high commitment to accountability and thoroughness, which is crucial for ensuring the integrity and effectiveness of responses to VAWC incidents. Overall, the mean performance score of 4.62 (SD = 0.46) for recording and reporting indicates that Barangay VAWC officers exhibit a high level of competence in handling documentation of cases.

Table 4. Performance level of the Barangay VAWC Officers in terms of Recording and Reporting

Statement	M	SD	V.I.
1. Document VAWC cases accurately and	4.58	0.56	Very High

comprehensively in the barangay records.			
2. Ensure that all incidents are reported to the appropriate authorities, such as the Philippine National Police or MSWDO.	4.69	0.52	Very High
3. Submit timely and detailed reports of VAWC cases to the required offices or agencies.	4.53	0.63	Very High
4. Maintain an organized record-keeping system for all VAWC-related cases.	4.61	0.57	Very High
5. Ensure that my documentation adheres to the reporting standards mandated by the VAWC manual.	4.69	0.52	Very High
Mean	4.62	0.46	Very High

The highest mean score of 4.69 (SD = 0.52) is attributed to the officers' ability to ensure that all incidents of violence are reported to the appropriate authorities, such as the Philippine National Police or the Municipal Social Welfare and Development Office (MSWDO). This practice aligns with established guidelines emphasizing the necessity of timely reporting to relevant authorities to initiate protective measures and legal actions against perpetrators (Encabo & Dura, 2024). Such compliance is vital as it reinforces the legal framework protecting victims and enables collaborative efforts among agencies to respond effectively to incidents (Oram et al., 2022).

Additionally, officers scored a mean of 4.69 (SD = 0.52) on ensuring that their documentation adheres to the reporting standards mandated by the VAWC manual. The emphasis on following specific standards in documentation is crucial not only for maintaining consistency and reliability in data collection but also for ensuring that all reports are actionable and sufficient for legal scrutiny, should it arise (Aibak, 2023). This adherence to protocol illustrates a structured approach to managing VAWC cases, reinforcing the importance of meticulous record-keeping practices in fostering transparency and accountability within community-based systems.

The mean score for the timely submission of detailed reports (4.53, SD = 0.63) highlights the officers' commitment to maintaining a flow of information to necessary offices. Timely reporting is paramount, as it contributes to the proactive monitoring of VAWC cases, ensuring that interventions are orchestrated swiftly to protect victims (Pearson et al., 2021). Furthermore, the ability to document VAWC cases accurately and comprehensively, which received a score of 4.58 (SD = 0.56), showcases the skills of the officers in capturing essential details about each case, which is fundamental for case management, trend analysis, and informed decision-making in policy formulation (Maher et al., 2020).

Maintaining an organized record-keeping system also scored favorably, with an average of 4.61 (SD = 0.57). Effective record-keeping is critical for the sustainability of VAWC initiatives and supports continuous improvement efforts by providing data for evaluation and feedback mechanisms (Alaggia et al., 2017). Inadequate record management can hinder the timely response to violence cases and diminish the overall effectiveness of community responses (Oram et al., 2022).

Table 5. Performance level of the Barangay VAWC Officers in terms of Ensuring Confidentiality

Statement	M	SD	V.I.
1. Safeguard the privacy and confidentiality of VAWC victims at all times.	4.71	0.49	Very High

2. Ensure that sensitive information about VAWC cases is only shared with authorized persons or agencies.	4.71	0.53	Very High
3. Avoid discussing details of VAWC cases in public or with individuals not directly involved.	4.63	0.54	Very High
4. Secure all records and documents related to VAWC cases in a safe and private location.	4.80	0.47	Very High
5. Strictly follow the confidentiality guidelines outlined in the VAWC manual of the Philippines.	4.69	0.52	Very High
Mean	4.71	0.45	Very High

The results are detailed in Table 5. The mean scores reflect a strong adherence to privacy practices that are essential for protecting victims' identities and sensitive information. The scores indicate a commitment to maintaining confidentiality, which is crucial for fostering trust and encouraging victims to seek help.

The officers achieved their highest mean score of 4.80 (SD = 0.47) for securing all records and documents related to VAWC cases in a safe and private location. This practice is fundamental in preventing unauthorized access to sensitive information, which is critical given the potential risks of disclosure in violent cases (Liu, 2024). Ensuring that such records are securely stored protects the victims and aligns with broader data protection principles aimed at preserving the dignity and rights of individuals affected by violence (Hollo & Martin, 2021).

Additionally, both items related to safeguarding privacy received a mean score of 4.71, with performances reflecting strong practices in both safeguarding the privacy and confidentiality of VAWC victims and ensuring that sensitive information is only shared with authorized personnel or agencies. This consistency in practice reinforces the officers' understanding of the ethical and legal dimensions of confidentiality; such practices are vital in bolstering victim trust and facilitating cooperation with legal processes (Wahab, 2024). The sharing of sensitive information, even with authorized persons, must be approached cautiously to maintain the integrity of victim data and adhere to the guidelines outlined in the VAWC manual (Sarnquist et al., 2018).

The avoidance of discussing details of VAWC cases in public or with individuals not directly involved scored a mean of 4.63 (SD = 0.54). This practice is essential for preventing breaches of confidentiality that can further victimize individuals already subjected to violence. As highlighted in various studies, the disclosure of sensitive information can lead to significant psychological and social repercussions for victims, thereby reinforcing the need for strict adherence to confidentiality protocols (Till-Tentschert, 2017).

Lastly, the adherence to the confidentiality guidelines established in the VAWC manual received a score of 4.69 (SD = 0.52), indicating that the officers are well-versed in the policies governing their practices. Compliance with these established guidelines is crucial, as it helps ensure that the treatment of VAWC cases is standardized and anchored in best practice frameworks that prioritize victim safety and welfare (Murkomen, 2023).

Moving forward, the results from Table 6 reveal a very high performance level among barangay Violence Against Women and Children (VAWC) officers in developing plans to address violence against women and children. The officers demonstrated exceptionally high levels of engagement across various planning dimensions, underscoring their commitment to proactive responses to VAWC cases.

Table 6. Performance level of the Barangay VAWC Officers in terms of Developing Plans

Statements	M	SD	V.I.
1. Actively participate in creating barangay-level plans to	4.66	0.54	Very High

address VAWC cases.			
2. Collaborate with community members to design prevention programs for reducing violence against women and children.	4.62	0.56	Very High
3. Help formulate strategies to strengthen the response system for VAWC cases in our barangay.	4.55	0.58	Very High
4. Regularly update and improve plans based on lessons learned from handling VAWC cases.	4.51	0.55	Very High
5. Ensure that the barangay VAWC action plans are aligned with the guidelines provided by the DILG and MSWDO.	4.73	0.49	Very High
Mean	4.61	0.45	Very High

The highest mean score was recorded for ensuring that barangay VAWC action plans align with the guidelines set forth by the Department of the Interior and Local Government (DILG) and the Municipal Social Welfare and Development Office (MSWDO), with an average of 4.73 (SD = 0.49). This adherence to established guidelines is crucial, as aligning with institutional standards ensures that local strategies are effective, evidence-based, and more likely to achieve desired outcomes in violence prevention. When VAWC action plans comply with government mandates, they confirm that local officers are acting within legal frame efforts (Butler et al. 2022).

Following closely, officers reported a strong level of involvement in creating barangay-level plans to address VAWC cases, achieving a mean score of 4.66 (SD = 0.54). Their active participation in planning indicates a community-oriented approach toward addressing the complex issue of violence against women and children, which is aligned with best practices that emphasize collaborative efforts to foster community resilience (Birgel et al., 2023). Collaborative planning enhances community buy-in and the overall effectiveness of proposed interventions by incorporating diverse perspectives and expertise from community members and stakeholders (Pearson et al., 2021).

Collaboration with community members to design prevention programs scored an average of 4.62 (SD = 0.56). Engaging the community in the development of programs tailored to their specific needs facilitates ownership and accountability in the prevention process. This approach not only enhances the relevance of the programs but also strengthens community solidarity against violence, establishing a shared responsibility for child and woman protection (Mignogna et al., 2024).

The performance in formulating strategies to enhance response systems for VAWC cases was rated at 4.55 (SD = 0.58), indicating a proactive attitude among officers towards enhancing their operational framework. This includes adapting strategies based on emerging challenges and integrating lessons learned from previous experiences to improve responsiveness to new incidents (Butler et al., 2021). The emphasis on systemic improvement reflects a commitment to continuous learning and adaptation in addressing VAWC-related issues. These efforts contribute to building a more resilient and responsive support system.

Lastly, the mean score for regularly updating and improving plans based on lessons learned was slightly lower at 4.51 (SD = 0.55). Although still indicative of a dedicated approach, this could suggest an area for potential growth. Continual revision of plans based on feedback and changing community contexts is essential for the sustainability of violence prevention efforts. Ongoing evaluation and adjustment of strategies help ensure that initiatives remain effective and responsive to the needs of victims (Mathu-Muju et al., 2016).

Overall, the mean score of 4.61 (SD = 0.45) for the dimension of developing plans indicates a high level of performance among Barangay VAWC officers. However, there is still room for improvement in the consistency of plan updates.

Table 7. Performance level of the Barangay VAWC Officers in terms of Coordinating and Referring Cases

Statement	M	SD	V.I.
1. Coordinate with other agencies (e.g., DSWD, PNP, or NGOs) to provide comprehensive support to VAWC victims.	4.71	0.56	Very High
2. Refer victims to appropriate agencies or service providers for specialized assistance, such as legal or psychological services.	4.64	0.67	Very High
3. Establish partnerships with local organizations to strengthen the barangay's capacity to handle VAWC cases.	4.56	0.58	Very High
4. Ensure smooth coordination between barangay officials and other stakeholders during VAWC case interventions.	4.61	0.62	Very High
5. Monitor the progress of referred cases to ensure victims receive the support they need.	4.58	0.64	Very High
Mean	4.62	0.53	Very High

The results presented in Table 7 illustrate the performance of Barangay Violence Against Women and Children (VAWC) officers in coordinating and referring cases, highlighting their significant contributions to providing comprehensive support for victims of violence. The overall findings indicate a very high level of performance across various dimensions of coordination, reflecting the officers' proactive engagement with multiple agencies and stakeholders involved in addressing VAWC issues.

The highest mean score, 4.71 (SD = 0.56), was found in the area of coordinating with other agencies such as the Department of Social Welfare and Development (DSWD), Philippine National Police (PNP), or non-governmental organizations (NGOs) to provide comprehensive support to VAWC victims. This indicates that officers are effectively connecting victims with necessary resources and services, underscoring the importance of inter-agency collaboration in enhancing victim support (Lamera et al., 2019). The ability to work cooperatively with external agencies is crucial in creating a multifaceted support network, which is known to improve access to services for victims and contribute to better outcomes (Medina et al., 2023).

Following closely, the officers reported a mean score of 4.64 (SD = 0.67) for their role in referring victims to appropriate agencies or service providers for specialized assistance such as legal or psychological services. This demonstrates an understanding of the specific needs of victims, which is vital for addressing the complex and varied impacts of violence (Salem et al., 2024).

The mean score for establishing partnerships with local organizations garnered a rating of 4.56 (SD = 0.58). This commitment to building local partnerships further enhances the capacity of the barangay to manage VAWC cases. Collaborative partnerships enable effective resource sharing and foster community engagement in violence prevention efforts (Laroza et al., 2022). A respond effectively to violence and to provide holistic assistance to affected individuals.

Moreover, ensuring smooth coordination between barangay officials and other stakeholders during VAWC case interventions received a mean score of 4.61 (SD = 0.62), indicating that officers prioritize effective communication and collaboration among all involved parties. Clear and structured communication

pathways are vital for the timely resolution of cases, as they facilitate the sharing of critical information and updates on victims' situations (Aytona et al., 2022).

Finally, monitoring the progress of referred cases received a mean score of 4.58 (SD = 0.64), illustrating the officers' recognition of the importance of follow-up in the referral process. Monitoring allows officers to ensure that victims are receiving the necessary support and service that they require, reinforcing accountability within the system (Li et al., 2016). This not only helps to engage victims in their recovery journey but also provides valuable data that can inform future interventions and resource allocation (Babiarz et al., 2014).

In summary, the average score of 4.62 (SD = 0.53) across all items signifies a very high level of dedication among Barangay VAWC officers in coordinating and referring cases. These performances are essential not only for the immediate support of victims but also for establishing a comprehensive framework for addressing violence against women and children within the barangay.

Moving to the next, the results outlined in Table 8 highlight the performance of Barangay Violence Against Women and Children (VAWC) officers in addressing abuse, with overall scores reflecting a high level of commitment to protecting victims and fostering community awareness. The individual items demonstrate that implement interventions designed to mitigate recurrence of abuse.

Table 8. Performance level of the Barangay VAWC Officers in terms of Addressing Abuse

Statement	M	SD	V.I.
1. Take immediate action to stop ongoing abuse and protect victims of VAWC.	4.63	0.59	Very High
2. Ensure that perpetrators are held accountable by referring cases to law enforcement or legal entities.	4.65	0.60	Very High
3. Provide guidance to victims to help them break free from abusive relationships.	4.65	0.60	Very High
4. Educate the community about the harmful effects of violence against women and children.	4.59	0.61	Very High
5. Implement barangay-level interventions to reduce the recurrence of abuse in our community.	4.54	0.66	Very High
Mean	4.61	0.54	Very High

The highest mean score of 4.65 (SD = 0.60) was achieved for ensuring that perpetrators are held accountable by referring cases to law enforcement or legal entities. This finding underscores the importance of accountability in combating violence against women and children, as it not only seeks justice for victims but also sends a strong message that abusive behavior will not be tolerated within the community (Salem et al., 2024). The commitment of VAWC officers to engage with legal frameworks is essential for creating a safer environment and helps facilitate the legal process that victims often find daunting (Cale, 2024).

Additionally, the officers reported an equivalent mean score of 4.65 (SD = 0.60) for guiding victims on breaking free from abusive relationships. This aspect of their performance reflects a proactive approach to victim support by empowering individuals with the necessary information and resources to make informed decisions about their situations (Rubillar et al., 2023). The ability to guide victims is a critical element of effective intervention, as it helps them navigate complex emotional and practical challenges associated with leaving abusive situations (Lamera et al., 2019).

Furthermore, the mean scores for taking immediate action to stop ongoing abuse recorded at 4.63 (SD = 0.59) indicate that the officers prioritize victim safety as their primary objective. This swift action

aligns with best practice recommendations that stress the immediate need to protect victims in crisis situations (Plaza-Saligumba et al., 2022). To build upon this strength, continued professional training in emergency response protocols can further enhance these immediate-action capabilities.

The officers' performance in educating the community about the harmful effects of violence against women and children scored a mean of 4.59 (SD = 0.61). Community education is a crucial preventive measure, as it helps to reshape societal attitudes toward violence and promotes a cultural shift that understands and supports victims (Laroza et al., 2022). Continuous engagement in community awareness campaigns can be instrumental in reducing stigma and encouraging victims to seek assistance without fear of judgment.

Lastly, implementing barangay-level interventions to reduce recurrence of abuse received a mean score of 4.54 (SD = 0.66), indicating a proactive stance not only to address current cases of VAWC but also to institute preventive measures aimed at minimizing future incidents. This dual approach of immediate response coupled with long-term prevention strategies is essential in fostering sustainable changes within the community (Austria-Cruz, 2019).

The overall mean performance score of 4.61 (SD = 0.54) thus indicates commendable effectiveness among Barangay VAWC officers in addressing abuse-related issues. Nevertheless, future studies could examine the specific challenges faced by these officers in executing their roles, the effectiveness of the implemented interventions, and the long-term impacts on the victims and the community at large.

Table 9. Performance level of the Barangay VAWC Officers in terms of Leading Advocacies

Statement	M	SD	V.I.
1. Lead awareness campaigns on the prevention of violence against women and children in our barangay.	4.49	0.66	Very High
2. Organize seminars and workshops to educate the community about RA 9262 and other relevant laws.	4.26	0.86	Very High
3. Encourage community participation in programs that promote women's and children's rights.	4.52	0.60	Very High
4. Collaborate with schools and other institutions to integrate VAWC awareness into their programs.	4.29	0.80	Very High
5. Advocate for additional resources and support for the barangay VAWC desk to improve its services.	4.42	0.70	Very High
Mean	4.40	0.62	Very High

Table 9 outlines the performance of Barangay Violence Against Women and Children (VAWC) officers in leading advocacy efforts aimed at preventing violence against women and children. The results indicate a high level of commitment across various advocacy initiatives, each scoring within the "Very High" range, which indicates the officers' effectiveness and engagement in community awareness and education.

The highest mean score of 4.63 (SD = 0.59) pertains to implementing immediate actions to stop ongoing abuse and protect victims of VAWC. This highlights the officers' proactive approach in addressing violence swiftly, which is essential for safeguarding victims' safety and well-being. Immediate intervention reflects an understanding of the urgency that violence against women and children demands, aligning with best practice recommendations that emphasize quick and decisive actions in crisis situations (Poudel, 2017).

Moving to the aspect of educating the community about relevant laws, the mean score of 4.26 (SD = 0.86) reveals the importance placed on formal education regarding RA 9262 and other related legislative frameworks. Educational initiatives are critical in enhancing community awareness of legal protections available to victims, which can empower individuals to seek help and take action against abusers (George et al., 2015). This evokes parallels with findings from other studies that emphasize the correlation between legal

awareness and increased utilization of available support services (Metwally et al., 2019).

Encouraging community participation in programs promoting women's and children's rights garnered a mean score of 4.52 (SD = 0.60), signifying the officers' commitment to fostering a collective response within the community. Community engagement is essential, as it raises awareness and nurtures solidarity against violence, making it a shared issue rather than an isolated concern (Faisal et al., 2025). Building a supportive community framework can significantly enhance prevention strategies, reflecting the community's active role in combating VAWC.

Regarding collaborating with schools and other institutions to integrate VAWC awareness into their programs, the score of 4.29 (SD = 0.80) indicates a proactive effort to harness educational institutions as platforms for advocacy. Such collaborations can be instrumental in educating younger generations about the importance of respect and rights, ultimately contributing to long-term cultural changes regarding perceptions of violence (Samouei et al., 2019).

Lastly, advocating for additional resources and support for the barangay VAWC desk reflected a mean score of 4.42 (SD = 0.70). This advocacy is crucial for ensuring that officers have the necessary tools and resources to carry out effective programs and interventions (Hamal et al., 2018). Without adequate support, even the most enthusiastic advocacy efforts can falter, highlighting the necessity of continuous resource allocation to sustain and improve services (Miliyasi et al., 2023).

Collectively, the mean performance score of 4.40 (SD = 0.62) reveals a solid foundation in the leading advocacy efforts of Barangay VAWC officers. While the results reflect commendable engagement, areas like community education and resource advocacy could benefit from focused attention to further enhance the effectiveness of these initiatives.

3.3. Level of Service Efficiency of the Barangay VAC Desks

The findings presented in Table 10 evaluate the level of service efficiency of the Barangay Violence Against Women and Children (VAWC) desks, specifically concerning accessibility. The data indicates that the officers' performance is "Very High" across all evaluated dimensions, suggesting a strong commitment to ensuring that services are readily available and accessible to victims of violence.

Table 10. Level of Service Efficiency of the Barangay VAWC Desks as to Accessibility

Statements	M	SD	V.I.
1. The VAWC Desk is easily accessible to women and children within the barangay at any time.	4.75	0.45	Very High
2. I ensure that the VAWC Desk is located in a safe and non-threatening area within the barangay hall.	4.70	0.48	Very High
3. There are clear and visible signages guiding victims to the VAWC Desk in our barangay.	4.60	0.58	Very High
4. The VAWC Desk provides contact details (e.g., hotline number) that victims can easily use to reach out for assistance.	4.62	0.57	Very High
5. Assistance is provided promptly regardless of the victim's socio-economic status or background.	4.68	0.52	Very High
Mean	4.67	0.43	Very High

The highest mean score reported is 4.75 (SD = 0.45) for the item indicating that the VAWC Desk is easily accessible to women and children at all times. This high rating emphasizes the critical role that accessibility plays in service provision, as it allows for immediate help and resources to be provided to

victims when they need it most (Qanche et al. 2019). Ensuring that the VAWC Desk is open and approachable at all times can significantly enhance the likelihood that victims will seek assistance, demonstrating the importance of operational readiness in crisis intervention (Butler et al., 2022).

Following closely, the mean score of 4.70 (SD = 0.48) indicates that officers ensure the VAWC Desk is located in a safe, non-threatening area within the barangay hall. The placement of such a service in a secure location is critical for fostering an environment where victims feel safe to report their experiences and seek support (Ganle et al., 2015). This consideration reflects a thoughtful approach to service design that prioritizes victim comfort and safety, fundamental principles in the field of social work and community support services (Footman et al., 2021).

The presence of clear and visible signages guiding victims to the VAWC Desk also received a high mean score of 4.60 (SD = 0.58). Effective signage is essential in increasing awareness and visibility of available resources, facilitating victims' navigation toward help (Aturaka, 2018). The integration of clear directions can indeed make a significant difference in encouraging those in need to access services, particularly in high-stress situations where individuals may already be feeling vulnerable (Shreedhar et al., 2024).

Providing contact details, such as hotline numbers, for immediate assistance achieved a score of 4.62 (SD = 0.57). This function is vital as it enables victims to reach out for help without the immediate need to physically visit the desk. Creating avenues for communication ensures that support is readily available and that victims have multiple methods to seek assistance (Gabrysch et al., 2021). This accessibility can be especially crucial for individuals who might not feel safe approaching the desk in person due to ongoing threats from abusers.

Moreover, the officers scored 4.68 (SD = 0.52) for ensuring that assistance is provided promptly, regardless of a victim's socio-economic status or background. This commitment to equitable service delivery is a cornerstone of effective community support systems. It signifies that all individuals, irrespective of their circumstances, have the right to receive help, thus reinforcing the principles of justice and equality in service provision (Kularadhan et al., 2023). This approach is key in ensuring that marginalized groups, who often face additional barriers to accessing help, are adequately supported.

Collectively, the average mean score of 4.67 (SD = 0.43) reflects a tremendous commitment by the Barangay VAWC desks to maintaining accessibility for victims of violence. These results underscore the importance of operational efficiency and victim-centered design in the development of community-based services. Continued efforts should be made to enhance this accessibility further, perhaps by incorporating technology and outreach initiatives to reach individuals in more isolated or underserved areas (Pearson et al., 2021).

The findings presented in Table 11 of this study illustrate a high level of service efficiency of the Barangay Violence Against Women and Children (VAWC) Desks, specifically in terms of the quality of services delivered. All items surveyed reflect an average rating within the "Very High" range, indicating a positive perception of the VAWC desks amongst the respondents concerning the quality of service provided.

Table 11. Level of Service Efficiency of the Barangay VAWC Desks as to Quality

Statements	M	SD	V.I.
1. The VAWC Desk ensures that victims are treated with respect, compassion, and professionalism.	4.76	0.45	Very High
2. VAWC officers provide accurate information regarding the rights and available remedies for victims.	4.70	0.50	Very High
3. Victims are given ample time to share their concerns without fear of judgment or intimidation.	4.69	0.52	Very High

4. The VAWC Desk maintains a comfortable and private space for consultations and reporting.	4.68	0.56	Very High
5. The officers consistently adhere to the guidelines and protocols outlined in the 2012 VAWC Handbook.	4.76	0.49	Very High
Mean	4.72	0.45	Very High

To begin with, the first item in Table 11 shows that the VAWC desks ensure victims are treated with respect, compassion, and professionalism, achieving an impressive mean score of 4.76 (SD = 0.45). This finding highlights the importance of empathy and professionalism in the support services provided to victims, aligning with prior research emphasizing the critical nature of compassionate interaction in fostering trust between service providers and victims (Miller et al., 2019). Such compassionate care is not only essential for appropriate legal and emotional support, but is also fundamentally linked to enhancing victim recovery and empowerment (Meyer et al., 2021).

The second item evaluates the accuracy of information provided by VAWC officers regarding victims' rights and available remedies, scoring a high mean of 4.70 (SD = 0.50). Providing accurate legal information is crucial, as numerous studies highlight that misinformation can lead to further victimization or discourage victims from seeking assistance (Ambrose & Davidson, 2020). Consequently, the ability of VAWC officers to deliver correct information reinforces the potential for effective advocacy on behalf of victims, ensuring that they understand their rights and available recourse.

Additionally, the third item reveals that victims are given ample time to express their concerns without fear of judgment or intimidation, achieving a mean score of 4.69 (SD = 0.52). This outcome reflects fundamental principles of trauma-informed care, which advocate for the safe and supportive interaction between victims and service providers (Fallot & Harris, 2019). The empowering atmosphere cultivated by the VAWC desks encourages victims to share their experiences candidly, thus facilitating the provision of appropriate support solutions.

Furthermore, the fourth item assesses the adequacy of physical conditions, focusing on the maintenance of a comfortable and private space for consultations and reporting, which garnered a mean score of 4.68 (SD = 0.56). The physical environment in which victims seek help significantly impacts their willingness to report incidents of violence; a safe and welcoming space can enhance the victims' sense of security (Jones & Phillips, 2019). This finding suggests that the VAWC desks prioritize creating supportive environments conducive to open dialogues.

Lastly, the consistent adherence of officers to the guidelines and protocols established in the 2012 VAWC Handbook received another high mean score of 4.76 (SD = 0.49). Compliance with established protocols is essential in ensuring that service delivery is standardized and meets quality benchmarks (Cohen et al., 2018). This finding indicates that the VAWC officers are not only well-trained but also committed to maintaining quality service through adherence to evidence-based practices and operational guidelines.

In summary, the overall mean quality score of 4.72 (SD = 0.45) clearly illustrates the commendable performance of the Barangay VAWC desks in delivering high-quality services to victims of violence against women and children. Respondents' positive perceptions emphasize the importance of respect, compassion, professionalism, accurate information, supportive environments, and adherence to established protocols in the successful functioning of these critical support services.

The findings from the study on the effectiveness of the Barangay Violence Against Women and Children (VAWC) desks provide evidence regarding the critical role these desks play in addressing issues of violence against women and children within the community. The results indicate a high effectiveness rating across various metrics, as noted in Table 12.

Table 12. Level of Service Efficiency of the Barangay VAWC Desks as to Effectiveness

Statement	M	SD	V.I.
1. The VAWC Desk has significantly reduced incidents of violence against women and children in our barangay.	4.58	0.61	Very High
2. Reports of VAWC cases are resolved in a timely manner through the coordinated efforts of the VAWC Desk.	4.62	0.60	Very High
3. The VAWC Desk has successfully facilitated legal actions against perpetrators when necessary.	4.68	0.57	Very High
4. The barangay VAWC action plans are implemented effectively and achieve the desired outcomes.	4.71	0.55	Very High
5. Victims assisted by the VAWC Desk report high levels of satisfaction with the services they received.	4.62	0.60	Very High
Mean	4.64	0.51	Very High

The first finding suggests that the VAWC Desk has contributed to a reduction in incidents of violence against women and children, as evidenced by a high mean rating of 4.58 (SD = 0.61). This is supported by the research of Guedes et al. (2016), who emphasize the role of local governance bodies, such as VAWC desks, in implementing interventions that lead to measurable reductions in violence.

The second significant result pertains to the timely resolution of reports made to the VAWC Desk, with a mean of 4.62 (SD = 0.60). This finding indicates effective coordination among stakeholders involved in handling VAWC cases. Lamera et al. (2019) document the impact of effective collaborations between community action groups and municipal welfare offices on streamlining case resolution processes.

The effectiveness of facilitating legal actions against perpetrators is indicated by an even higher average score of 4.68 (SD = 0.57), demonstrating the desks' crucial role in reporting and actively pursuing legal recourse against identified abusers. This aligns with findings from Butler et al., who underscore the necessity for institutional frameworks that support victims in accessing legal pathways to justice during crises (Butler et al., 2022). The proactive nature of these VAWC desks in legal matters showcases their integral role as active agents in the justice system.

Furthermore, the effective implementation of barangay VAWC action plans, achieving a mean score of 4.71 (SD = 0.55), points to the presence of structured strategies to combat violence. While Fry and Elliott (2017) discuss integrative approaches for addressing both violence against women and children, they do not specifically mention VAWC desks or action plans in their findings.

Finally, the high satisfaction levels reported by victims, with a mean score of 4.62 (SD = 0.60), suggest that the services provided by the VAWC Desk meet the needs of victims. This aligns with Namy et al. (2017), who indicate that perceived efficacy and support services significantly contribute to victim satisfaction.

In summary, the Barangay VAWC desks demonstrate effectiveness in addressing violence against women and children, as shown by their capacity to reduce incidents, resolve cases promptly, facilitate legal actions, implement action plans, and maintain high levels of victim satisfaction. Future studies could enhance understanding by exploring the long-term effects of such community interventions.

The results presented in Table 13 of the study reveal significant relationships between the role performance of barangay Violence Against Women and Children (VAWC) officers and various dimensions of service efficiency, specifically accessibility, quality, and effectiveness. The correlation coefficients demonstrate strong positive relationships between the officers' role performances across all variables analyzed, indicating that improved role performance by VAWC officers positively contributes to better service outcomes for victims of violence against women and children.

Table 13. Significant relationship between barangay VAWC officer's Role Performance and their Service Efficiency

Role Performance of Barangay VAWC	Service Efficiency		
	Accessibility	Quality	Effectiveness
Assisting	.567**	.665**	.790**
Responding	.575**	.661**	.763**
Recording and Reporting	.801**	.821**	.668**
Ensuring Confidentiality	.836**	.897**	.685**
Developing Plans	.740**	.695**	.735**
Coordinating and Referring Cases	.854**	.840**	.715**
Addressing Abuse	.726**	.723**	.840**
Leading Advocacies	.584**	.548**	.686**

** . Correlation is significant at the 0.01 level (2-tailed).

To begin with, the role performance associated with "Assisting" shows a notable correlation with accessibility ($r = 0.567$, $p < .01$), quality ($r = 0.665$, $p < .01$), and effectiveness ($r = 0.790$, $p < .01$). This suggests that when VAWC officers are more proactive and supportive in their assisting roles, victims experience improved access to services, higher quality interactions, and greater overall effectiveness in handling their cases. This finding is consistent with existing literature emphasizing the importance of active support from service providers in facilitating victims' access to necessary resources and assistance (Kohan et al., 2016).

Similarly, the "Responding" role also shows strong correlations (accessibility: $r = 0.575$, quality: $r = 0.661$, effectiveness: $r = 0.763$), indicating that timely and appropriate responses from officers are crucial for enhancing the overall victim experience. This aligns with research highlighting that quick and effective action by first responders can significantly mitigate the impact of violence and improve outcomes for victims (Torres et al., 2024).

The task of "Recording and Reporting" displays exceptionally high correlations with service efficiency outcomes (accessibility: $r = 0.801$, quality: $r = 0.821$, effectiveness: $r = 0.668$). Accurate documentation and timely reporting are fundamental components of effective service delivery, and these findings reinforce the premise that a systematic approach to documentation can enhance service efficiency. The effectiveness of services provided is deeply intertwined with how well cases are recorded and followed up, as proper documentation practices are integral to effective service delivery (Tilbury, 2016).

Ensuring confidentiality is another critical performance area with strong positive associations, particularly significant for service quality ($r = 0.897$) and effectiveness ($r = 0.685$). This reflects the need for VAWC officers to foster a safe environment that encourages victims to come forward without fear of breaches of privacy, which is crucial in contexts where victims might already feel vulnerable (Latcheva, 2017).

"Developing Plans" shows important correlations with accessibility ($r = 0.740$), quality ($r = 0.695$), and effectiveness ($r = 0.735$). This suggests that strategic planning and preparation by VAWC officers can lead to better organizational performance, supporting the theory that preemptive planning enhances the responsiveness of service systems to the needs of victims (Elghossain et al., 2019).

The correlation for "Coordinating and Referring Cases" is notably strong (accessibility: $r = 0.854$, quality: $r = 0.840$, effectiveness: $r = 0.715$). This highlights the importance of inter-agency collaboration in optimizing service delivery, affirming that when VAWC officers effectively coordinate with other service providers, the quality and efficiency of responses to victims considerably improve (Lamera et al., 2019).

In conclusion, the overall results emphasize the critical role of VAWC officers in maximizing service efficiency through their varied roles, including assisting, responding, reporting, ensuring confidentiality, planning, coordinating, addressing abuse, and leading advocacy. The strong correlations identified across

dimensions of accessibility, quality, and effectiveness underscore the necessity for ongoing training and support for these officers to maintain high service standards that can effectively mitigate violence and support victims. Consistently improving these role performances will likely correlate with enhanced service efficiency in addressing the complex needs of victims of violence.

3.4. Effect of Profile on the VAWC Desk Officer's Role Performance and Service Efficiency

The present study also aims to shed light on the significant effects of profile variables on the performance and service efficiency of barangay VAWC officers. The regression analysis (see Table 14) revealed that several dimensions of role performance and service efficiency—such as developing plans, coordinating cases, addressing abuse, and ensuring confidentiality—were influenced by officers' age, educational attainment, years of experience, and training hours. The following discussion integrates these findings with methodological and theoretical insights from previous literature.

Table 14 shows the significant effect of profile on the barangay VAWC officer's role performance and service efficiency.

Table 14. Significant effect of profile on Barangay VAWC officer's role Performance and their Service Efficiency

Profile		Performance								Efficiency		
		assisting	responding	recording & reporting	Ensuring confidentiality	Developing plans	Coordinating cases	Addressing abuse	Leading advocacies	accessibility	quality	effectiveness
Age	Beta= T= Sig=	.670 1.018 .312	-1.112 -1.826 .072	-1.479 -1.498 .139	.826 1.236 .220	-3.132 -4.562 .000*	5.251 5.890 .000*	-2.396 -1.950 .055	1.341 3.165 .002*	-.093 -.974 .332	-.054 -.568 .571	-.115 -1.213 .228
Educational attainment	Beta= T= Sig=	-.183 -.189 .851	.291 .346 .731	1.160 1.589 .116	1.805 2.143 .035*	-.574 -.768 .445	-1.581 -1.789 .078	-1.354 -1.045 .299	.518 1.178 .243	.049 .513 .609	.109 1.144 .255	.105 1.100 .274
Years of Experience	Beta= T= Sig=	.788 .814 .418	-.208 -.301 .765	-2.398 -2.191 .032*	-.693 -.955 .343	-.782 -.830 .409	1.104 1.384 .171	1.057 .757 .451	1.174 2.219 .030*	-.080 -.812 .419	-.041 -.419 .676	.023 .231 .818
Trainings Received (in hours)	Beta= T= Sig=	.921 1.250 .215	.649 1.020 .311	.592 .513 .610	-.845 -.777 .439	-1.954 -1.755 .084	-1.620 -1.234 .221	3.205 2.215 .030*	-.774 -1.616 .110	-.016 -.161 .873	-.132 -1.349 .180	-.087 -.889 .376

*the effect is significant at 5%

In the case of age, the analysis indicated significant effects on strategic components of role performance. Specifically, age demonstrated a strong negative association with developing plans (Beta = -3.132, T = -4.562; $p < .001$) and a significant positive influence on coordinating cases (Beta = 5.251, T = 5.890; $p < .001$). Additionally, a significant influence on addressing abuse (Beta = 1.341, T = 3.165; $p = .002$) was noted. These results suggest that as VAWC officers age, their accumulated life and professional experiences may enhance their capacity to coordinate complex cases and address sensitive issues, despite potential declines in other aspects of role execution. Such findings resonate with evidence in the organizational behavior literature, which posits that increased age and experience often correlate with enhanced strategic planning and decision-making, despite some trade-offs in performance in operational domains (Saira, 2019; Baždarić et al., 2021).

Educational attainment exhibited a more circumscribed impact, with a significant positive effect on ensuring confidentiality (Beta = 1.805, T = 2.143; $p = .035$) while other performance measures and service

efficiency dimensions remained largely unaffected. This outcome suggests that higher educational levels may confer a better understanding of ethical and procedural frameworks necessary for protecting confidentiality. The results are consistent with prior research that underscores the role of formal education in developing critical competencies required for sensitive case management (Saira, 2019; Vieira et al., 2019). However, the limited impact of educational attainment on dimensions such as assisting and responding indicates that while academic qualifications may improve cognitive and ethical aspects of service delivery, they may not directly translate into operational efficiency across all performance domains.

Years of professional experience showed a mixed influence on the various performance dimensions. The analysis revealed a significant negative effect on recording and reporting ($\text{Beta} = -2.398$, $T = -2.191$; $p = .032$) and a significant positive effect on addressing abuse ($\text{Beta} = 1.174$, $T = 2.219$; $p = .030$). These contrasting results imply that while longer service may engender better capabilities in addressing abuse—perhaps due to cumulative exposure and refined judgment in handling sensitive matters—it might conversely reduce the emphasis on detailed documentation or that more experienced officers delegate recording responsibilities more frequently. This differentiation underlines the complex interplay between experiential learning and the execution of various roles, as noted in studies that assess the practical impact of on-the-job training and service evolution over time (Saira, 2019; Baždarić et al., 2021).

The analysis of pieces of training received (in hours) revealed a significant predictive effect on the ability to coordinate cases ($\text{Beta} = 3.205$, $T = 2.215$; $p = .030$), while its influence on other performance metrics and service dimensions was not statistically significant. This finding emphasizes that targeted professional development activities and structured training programs can bolster specific competencies, particularly in interdisciplinary coordination tasks. It further underscores the potential utility of continuous training initiatives for enhancing the practical skills of officers in dynamic service environments (Saira, 2019; Turner, 2019). Supporting this perspective, previous work has highlighted the importance of comprehensive training and skills enhancement as integral to promoting overall service effectiveness and operational efficiency (Turner, 2019; Baždarić et al., 2021).

Overall, the significant regression results illustrate a complex pattern in which age, educational attainment, years of experience, and specific training hours collectively modulate the performance of barangay VAWC officers across varied dimensions. The findings reinforce the notion that both inherent personal attributes and extrinsically acquired competencies are critical determinants of effective performance. Future research should seek to further disentangle these relationships, perhaps by exploring interaction effects among demographic variables and by considering broader contextual factors that may also influence service efficiency. These discussions are in line with established guidelines for synthesizing statistical results and framing them within a broader organizational and educational discourse.

3.5. Action Plan on Maintaining Improvement in VAWC Desk Performance and Efficiency

The present study aimed to evaluate the performance of Barangay Violence Against Women and Children (VAWC) desk officers and their service efficiency. The findings revealed several critical areas needing improvement, including the limited training hours received by officers, the relatively low levels of experience, and the varied educational backgrounds. Additionally, the study highlighted issues related to the accessibility of resources, the adequacy of documentation and reporting practices, and the need for enhanced community engagement and confidentiality protocols. These findings underscore the necessity for targeted interventions to improve the effectiveness and efficiency of VAWC desk officers in addressing cases of violence against women and children.

In response to these findings, an action plan has been developed to address the most pressing issues within a single fiscal year. The plan focuses on five key priority areas: increasing training hours, enhancing access to resources, improving documentation and reporting practices, increasing community engagement and awareness, and enhancing confidentiality protocols. These priorities were selected based on their potential to

significantly impact the performance and service efficiency of VAWC desk officers, thereby improving the overall support provided to victims.

The study's findings justify the key priorities of the action plan. Increasing training hours is essential to equip officers with the necessary skills and knowledge to handle complex VAWC cases effectively. Enhancing access to resources, such as temporary shelters and safe spaces, is critical for victims' immediate safety and well-being. Improving documentation and reporting practices ensures accurate and comprehensive case management, vital for legal proceedings and policy formulation. Increasing community engagement and awareness helps prevent violence and encourages victims to seek help, while enhancing confidentiality protocols protects the privacy and safety of victims.

Implementing this action plan will lead to significant improvements in the performance and efficiency of VAWC desk officers. By increasing training hours, officers will be better prepared to handle the complexities of their roles, leading to more effective interventions. Enhancing access to resources will ensure that victims receive the immediate support they need, while improved documentation and reporting practices will facilitate better case management and accountability. Increased community engagement will foster a supportive environment for victims, and enhanced confidentiality protocols will build trust and encourage more victims to come forward.

Overall, the action plan addresses the most critical areas identified in the study, focusing on practical and impactful interventions that can be implemented within a single fiscal year. By prioritizing training, resource access, documentation, community engagement, and confidentiality, the plan aims to enhance the overall effectiveness and efficiency of VAWC desk officers. This, in turn, will lead to better support for victims of violence against women and children, contributing to a safer and more responsive community.

Table 15. Proposed Action Plan for sustaining improvement in VAWC desk Performance and Efficiency

Strategy	Objectives	Activities	Persons Involved	Needed Resources	Budget Allocation and Success Indicators
1. Increase Training Hours	Enhance the skills and knowledge of VAWC desk officers to handle complex VAWC cases effectively.	Develop a comprehensive training program; Schedule and conduct training sessions.	VAWC Desk Officers; Training Facilitators; Legal and Psychological Experts	Training materials; Venue for training; Audio-visual equipment	₱1,000 - Training materials ₱2,000 - Venue and equipment ₱3,000 - Facilitator fees Total: ₱6,000 Success: 100% trained within the fiscal year.
2. Enhance Access to Resources	Ensure victims have quick and reliable access to safe accommodations and other necessary resources.	Establish partnerships; Develop referral process.	VAWC Desk Officers; Shelter/NGO Reps; Govt Officials	Partnership agreements; Referral docs; Communication tools	₱1,500 - Partnership development ₱500 - Communication tools Total: ₱2,000 Success: 90% referred within 24 hours.

3. Improve Documentation and Reporting Practices	Ensure accurate and comprehensive documentation of VAWC cases.	Conduct audits; Provide training on record-keeping.	VAWC Desk Officers; Auditors; Training Facilitators	Audit tools and software; Training materials; Venue	₱1,000 - Audit tools ₱500 - Training materials ₱1,000 - Venue Total: ₱2,500 Success: 95% documentation accuracy.
4. Increase Community Engagement and Awareness	Raise awareness and educate the community about VAWC issues and support services.	Organize events; Collaborate with local organizations and schools.	VAWC Desk Officers; Community Leaders; School Admins; Local Orgs	Educational materials; Venue; Audio-visual equipment	₱1,000 - Educational materials ₱2,000 - Venue and equipment Total: ₱3,000 Success: 80% increase in participation.
5. Enhance Confidentiality Protocols	Protect the privacy and safety of victims by maintaining strict confidentiality.	Review/update protocols; Conduct training.	VAWC Desk Officers; Legal Advisors; Training Facilitators	Confidentiality docs; Training materials; Venue	₱500 - Protocol development ₱500 - Training materials ₱1,000 - Venue Total: ₱2,000 Success: 100% compliance with protocols.

4. Summary, Conclusions, and Recommendations

This chapter presents a summary of findings, conclusions drawn from the study, and recommendations based on the results. The study aimed to examine the relationship among the profile, role performance, and service efficiency of barangay VAWC desk officers. Through data analysis, key insights were identified regarding the officers' demographics and professional backgrounds, their effectiveness in performing their duties, and the overall efficiency of VAWC services. The conclusions derived from these findings provide a deeper understanding of the factors influencing service delivery, while the recommendations offer practical strategies to enhance the capacity of VAWC officers and improve community-based responses to violence against women and children.

4.1. Summary of Findings

The profile of barangay VAWC officers shows that they are predominantly middle-aged, with the majority between 36 and 40 years old. Most officers have completed high school, with a significant portion having some college education. The experience levels vary, with the highest representation having 1-2 years of experience. Training hours are generally low, with most officers receiving between 4 and 8 hours of training. This profile suggests a need for enhanced training programs to improve service delivery.

On the level of performance of barangay VAWC officers, the performance of barangay VAWC officers is rated very high across various dimensions. They excel in providing immediate assistance,

emotional support, and facilitating access to services. Their responsiveness, adherence to standard procedures, and ability to maintain composure in emergencies are commendable. Officers also perform well in recording and reporting, ensuring confidentiality, developing plans, coordinating with other agencies, addressing abuse, and leading advocacy efforts. However, there is room for improvement in facilitating access to temporary shelters and updating plans based on lessons learned.

On the level of service efficiency of barangay VAWC desks, the service efficiency of barangay VAWC desks is rated very high in terms of accessibility, quality, and effectiveness. The desks are easily accessible, located in safe areas, and provide clear signage and contact details. Victims are treated with respect, compassion, and professionalism, and the desks maintain a comfortable and private space for consultations. The desks have significantly reduced incidents of violence, resolved cases in a timely manner, facilitated legal actions, and achieved high levels of victim satisfaction.

On the significant relationship between role performance and service efficiency, there are strong positive correlations between the role performance of barangay VAWC officers and various dimensions of service efficiency. Improved performance in assisting, responding, recording, and reporting, ensuring confidentiality, developing plans, coordinating and referring cases, addressing abuse, and leading advocacies is associated with better accessibility, quality, and effectiveness of services. This underscores the importance of ongoing training and support for VAWC officers to maintain high service standards.

The study found that the performance of barangay VAWC officers significantly influenced service efficiency across three dimensions: accessibility, quality, and effectiveness. Actions such as ensuring confidentiality, recording and reporting, and addressing abuse emerged as key drivers of improved service outcomes. Moreover, the officers' profiles—including age, education, experience, and training—moderated these relationships. For example, age negatively affected the benefits of planning, while experience and targeted training enhanced the impact of direct interventions like addressing abuse. However, the study also identified severe multicollinearity among variables, particularly in the moderation models, which limited the stability and interpretability of some findings. Despite this, the results highlight the importance of aligning officer roles with their professional profiles through tailored training and capacity-building programs to optimize VAWC service delivery.

4.2. Conclusions

This study's findings indicate a significant and strong positive relationship between the role performance of VAWC desk officers and the service efficiency of barangay VAWC desks. Improved performance in critical roles—such as recording and reporting, ensuring confidentiality, addressing abuse, and coordinating and referring cases—is associated with better accessibility, quality, and effectiveness of services. These results highlight the importance of empowering officers to perform their duties effectively, as their role execution has a direct impact on the efficiency of VAWC service delivery.

In light of the regression analysis results, the profile of barangay VAWC officers—specifically age, years of experience, educational attainment, and training hours—showed selective but limited influence on certain dimensions of role performance and service efficiency. While individual attributes such as training hours and experience positively influenced specific functions, their effects were not broad enough to generalize across all service areas. Moreover, the presence of multicollinearity in the moderation models limited the stability of the predictive effects of officer profiles. Therefore, the null hypothesis regarding the moderating effect of profile variables may be partially retained. This underscores the need for further research on other moderating factors—such as institutional support, policy environment, and resource availability—that may better explain variations in service outcomes.

4.3. Recommendations

Based on the findings and conclusions of this study, the following recommendations are proposed to enhance the performance of barangay VAWC desk officers and further improve the efficiency of VAWC desks across the selected municipalities.

Barangay VAWC officers are encouraged to pursue continuous professional development through targeted training in case management, trauma-informed care, and legal procedures. These programs should concentrate on the most influential performance areas identified in the study, including recording and reporting, maintaining confidentiality, coordinating referrals, and responding to cases of abuse. Skills-based training tailored to each officer's experience level can significantly enhance service delivery. For instance, newly designated officers should receive foundational training, while more experienced ones can benefit from advanced advocacy and community leadership workshops.

To sustain performance improvements, barangay chairpersons must actively support officer development by implementing policies that ensure VAWC desk officers are qualified, committed, and well-equipped. Regular performance monitoring and evaluation systems should be institutionalized to link officer performance with measurable service outcomes such as accessibility, quality, and effectiveness. This performance-based approach can highlight individual and systemic strengths while identifying gaps that require immediate intervention.

The Municipal Social Welfare and Development Offices (MSWDOs) should design integrated interventions to address overlapping factors affecting officer performance. Since the study revealed instances of multicollinearity between profile variables, combining technical training, structured mentoring, and organizational support would be more effective than isolated interventions. MSWDOs must also ensure that barangay VAWC desks are adequately resourced, offering safe consultation spaces, private interview rooms, and sufficient referral materials to promote timely and professional service delivery.

Constituencies, particularly victims and families, can also be empowered through awareness campaigns that promote available VAWC services and encourage utilization. By implementing feedback mechanisms and community consultations, barangays can improve public trust and better tailor services to meet local needs.

To promote long-term improvements, barangay and municipal officials should collaborate with TESDA, DILG, or other accredited institutions to offer formal certification programs and continuous learning opportunities in gender-based violence, psychosocial support, and community response systems. Encouraging VAWC desk officers to pursue such certifications would enhance credibility and ensure alignment with best practices in the field.

Finally, future researchers are encouraged to investigate other factors influencing VAWC service efficiency beyond officer performance and profile. These could include the availability of institutional support, community participation, inter-agency coordination, and the role of policy enforcement at the barangay level. Comparative studies across different regions and impact assessments of ongoing training programs are also recommended to expand the current body of knowledge.

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