

Implementation, Perceived Effectiveness, and Satisfaction with Social Protection Ordinance Among 4P's Beneficiaries in Select Barangays of Naic, Cavite, Philippines

John Michael P. Orsos¹

¹Project Development Officer II, Department of Social Welfare and development, Pantawid Pamilyang Pilipino Program Office, Alabang-Zapote Rd., Alabang, Muntinlupa City, Philippines.

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Abstract: Social protection consists of public measures that protect individuals and families from economic and social hardship. The goal is to ensure a minimum level of well-being for everyone. Its three pillars—social assistance, social insurance, and labor market programs—help households and workers manage crises, escape poverty, navigate transitions, and find job opportunities. Well-designed social protection programs offer a strong return on investment, support long-term growth, and help people become more resilient (World Bank Group, 2025). However, it takes years to close the gaps in extending social services. Full coverage for those living in extreme poverty, especially in low- and middle-income countries, remains a challenge due to uneven benefits. To speed up progress, the World Bank suggests three policy actions tailored to each country's situation, capabilities, and financial limitations. First, coverage must grow by investing limited resources in low-income countries in infrastructure like databases, digital payments, and case management systems. Second, support should be customized to help people, particularly in middle-income countries, move beyond mere survival toward self-reliance. Finally, countries need to create shock-responsive systems by improving data, payment methods, and early warning tools. This will provide timely support and job stability during crises. Therefore, ensuring that vulnerable individuals and populations have access to quality social services continues to be a major challenge.

Keywords: Social Protection, Public Measures, Economic Distress, Well-Being, Social Assistance, Social Insurance, Labor Market Programs, Poverty, Resilience, Coverage, Benefits, Policy Actions, Coverage Expansion, Infrastructure, Self-Reliance, Shock-Responsive Systems.

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I. INTRODUCTION

Social protection is a set of public measures that safeguard individuals and families against economic and social distress, with the aim of ensuring a minimum level of well-being for all. Local government refers to administrative, legislative, and executive bodies elected by the people to oversee and manage affairs within a specific territory. These authorities are vested with the power to make decisions and implement measures that directly affect their communities. One key aspect of local government is its crucial role in promoting efficient service delivery, ensuring that public services such as sanitation, infrastructure, and education are accessible and properly maintained (Thapa, 2020; Adhikari, 2021).

Republic Act No. 7160, or the Local Government Code of 1991, enshrines the principle that local government units

(LGUs) shall enjoy genuine and meaningful local autonomy. This autonomy provides LGUs with the necessary powers, resources, and responsibilities to develop into self-reliant communities and act as effective partners in national development through a system of decentralization where authority is devolved from the national to the local level (RA 7160, Declaration of Policy, § 1[a]).

Furthermore, the Code mandates periodic consultations with LGUs, nongovernmental organizations, people's organizations, and other concerned sectors before implementing any national project or program within their jurisdictions. This requirement promotes participatory governance and respects local agency (RA 7160, Declaration of Policy,

In line with the collaborative and community-centered role, the DILG has urged LGUs to establish post-program

interventions for beneficiaries who have graduated from the Pantawid Pamilyang Pilipino Program (4Ps), thus the concept of Social Protection Ordinance. These measures aim to ensure continued support for low-income Filipino families even after they exit the program. To further strengthen this initiative, the DILG recommends that LGUs enact ordinances aligned with the goals of 4Ps. Such legislation would help ensure that families remain out of poverty beyond the maximum period of the conditional cash grant. The department emphasized that no graduated 4Ps household should fall back into poverty. It called on LGUs and their Sanggunians to recognize the importance of long-term support by passing social protection ordinances. These ordinances would provide essential services not only to former 4Ps beneficiaries but also to current ones, promoting lasting social development and resilience.

A closer look at how this mandate will be complied is a case in point in the municipal context. Poverty and inequality in Naic, Cavite in the Philippines reflect broader regional trends but are also influenced by local dynamics. Cavite's poverty incidence stands at 6.7%, which is lower than the regional average, yet the province has the highest poverty threshold in CALABARZON at ₱17,399 per month for a family of five. This means that although fewer people fall below the poverty line, the cost of living is significantly high, making it harder for low-income families to cope. The municipality's population grew rapidly from 111,454 in 2015 to 160,987 in 2020, driven by industrial growth and the rise of residential developments (Philippine Statistics Authority, 2023).

The government has formulated measures to address the problem of social and economic inequalities in the Municipality of Naic, Cavite. The Department of Social Welfare and Development (DSWD) has and still is the government's arm in addressing the needs of poor and disadvantaged Filipinos which through Pantawid Pamilyang Pilipino Program (4Ps). Former beneficiaries of the 4Ps program are not to be excluded.

By virtue of Executive Order No. 31 on 31st July 2023, the Local Executives of Naic order the creation of a Technical Working Group and delegate a Case Manager who will be in-charge of facilitating access to the after-care services of the graduating and exiting households from available local program and services as well as referring them to Civil Society Organizations and other private entity partners, and monitoring thereof. As lead, DSWD provides direction on social protection through several initiatives such as the development of Social Protection (SP) policies, both at national and regional level. These social protection-related efforts and initiatives are contained in the Social Protection Handbook which serve as reference in Local Planning, Budgeting, Implementing, Monitoring and Evaluation Social Protection Programs. The department likewise stressed the need to conduct capacity building on the use of the handbook. Some LGUs enacted SP-related local ordinances and have integrated their SP Plans to the Executive Legislative Agenda (ELA) and Annual Investment Plan (AIP). Essential to the operationalization of Social Protection is also monitoring its

progress as it contributes to the gains on human capital investments (DSWD, 2023).

Given this context, this study will try to determine the extent of LGU's compliance on DILG's mandate on enacting a social protection ordinance to expand or continue the social assistance to the graduates or exit 4Ps beneficiaries after the 7 years period as explicated in the Joint Memorandum Circular No. 2022 -001. The Joint Memorandum as specifically stated in Section 6.1 mandates the LGUs, to quote: Institutionalize a

comprehensive local Social Protection Ordinance which shall mandate the concerned LGUs' delivery of adequate social protection services. It shall include a clause complementing the Pantawid program and a package of support services to exiting and graduated households as part of the sustainability plan of the LGU with the aim of reducing poverty and vulnerability, improve the well-being and promote the rights of the poor and marginalized, and allocating funds therefor.

Numerous studies, reports, and policies generally dealt with the perennial problems on poverty, and have outlined several measures. But few literatures particularly local studies have described how local laws such as the Social Protection Ordinance have been implemented to include its effectiveness and impact from the point of view of the former beneficiaries of 4Ps particularly in the Municipality of Naic in the Province of Cavite.

This study will assess the implementation, perceived effectiveness and satisfaction with the Social Protection Ordinance among 4P's beneficiaries. Moreso, on how the LGU has successfully complied not only in enacting a local ordinance but also on how this ordinance served as a venue in creating package of support services and how these services were made accessible to the 4P's beneficiaries who graduated or have exited from the program.

II. METHODOLOGY

➤ *Study Design*

This study employed a descriptive-correlational research design. The descriptive component was used to assess the levels of implementation, perceived effectiveness, and satisfaction regarding the Social Protection Ordinance in the Municipality of Naic, Cavite. The correlation component examined the relationships among the level of perceived effectiveness of programs, and level of satisfaction. This design is appropriate for capturing both the current state of implementation and relationships among implementation, effectiveness, and satisfaction.

➤ *Study Setting*

The study was conducted in selected barangays within the Municipality of Naic, Province of Cavite, specifically in Barangay Halang, Ibayo Silangan, Malainen Bago, Sabang, and Timalan Balsahan. These areas were chosen due to their significant number of 4Ps beneficiaries and their relevance to the implementation of the Social Protection Ordinance.

➤ *Unit of Analysis and Sampling*

As of 2023, the Municipality of Naic, Cavite recorded a total population of 219,346. Within this population, a total of 4,925 households were enrolled as beneficiaries of the 4Ps. In the same year, 573 of these households had officially graduated or exited from the program.

To determine the appropriate sample size, the Raosoft sample size calculator was utilized, applying a 95% confidence level and a 5% margin of error. Based on this computation, a sample of 159 respondents will be selected from the 269 graduated households in selected barangays.

Stratified random sampling technique was employed to ensure fair and proportional representation from each barangay where the respondents reside. This approach guarantees that the perspectives gathered accurately reflect the experiences and evaluations of 4Ps graduates across different areas in the municipality.

➤ *Research Instrument*

A researcher-made instrument served as the primary tool for data collection. The structured questionnaire was designed to generate responses aligned with the study's objectives and was composed of four major parts.

Part I focused on determining the level of implementation of the Social Protection Ordinance as perceived by the 4Ps beneficiaries, covering the following dimensions: program awareness, resource allocation, service delivery mechanisms, beneficiary engagement, and monitoring and evaluation. Part II assessed the level of satisfaction of the 4Ps beneficiaries with the implementation of the ordinance, using the following parameters: service quality, accessibility of services, transparency and fairness, responsiveness to needs, and overall experience. Part III measured the perceived effectiveness of the programs and services provided under the ordinance, specifically in the areas of livelihood and employment support, health and wellness initiatives, post-program support, child protection and development, and financial literacy programs.

To ensure the quality of the instrument, it shall undergo content validation by experts in the field of social research and public policy. In addition, a reliability test was conducted through a pilot study involving a small group of similar respondents. The results of the reliability test were measured using Cronbach's Alpha to determine the internal consistency of the questionnaire.

➤ *Data Collection Procedure*

A formal letter was prepared and addressed to the target respondents. This letter clearly stated the purpose and objectives of the study, explaining the importance of their participation. It included a polite request for their consent to schedule an appointment for the interview or questionnaire administration. To encourage honest and open responses, the letter assured respondents that their identities and answers were treated with strict confidentiality and used solely for research purposes. Furthermore, the letter emphasized that

participation was entirely voluntary and that respondents may withdraw at any time without any negative consequences.

The questionnaire was self-administered by the respondents. However, the researcher provided supervision and guidance throughout the process to clarify any questions and ensure accurate completion of the instrument. This approach aimed to maximize the quality and reliability of the data collected while respecting the respondents' time and comfort.

➤ *Ethical Consideration*

This study adhered strictly to ethical standards to protect the rights and welfare of all participants. Prior to data collection, informed consent was obtained from each respondent after they were fully informed about the purpose, objectives, and procedures of the study. Participants were assured that their involvement is voluntary and that they may withdraw at any time without any negative consequences or penalty.

Confidentiality and anonymity of the respondents were maintained throughout the research process. Personal information and responses were kept strictly confidential and used solely for academic purposes. Data were stored securely and accessible only to the researcher to prevent unauthorized access.

Furthermore, the researcher ensured that the questionnaire and interview procedures pose no harm or discomfort to the participants. Respect and sensitivity were observed at all times, particularly when dealing with vulnerable populations such as the 4Ps beneficiaries. The study complied with institutional and legal guidelines on research ethics.

➤ *Data Processing and Analysis*

To analyze and interpret the data collected, this study employed several statistical tools and techniques aligned with its objectives. The mean and weighted mean were computed to determine the average responses regarding the level of implementation, perceived effectiveness, and satisfaction with the Social Protection Ordinance, helping to quantify and categorize these variables. To examine the relationships between key variables, Pearson's Product Moment Correlation coefficient (r) was utilized to test the association between the level of implementation and satisfaction, as well as between perceived effectiveness and satisfaction of the 4Ps beneficiaries. All data analysis was carried out using the Statistical Package for Social Sciences (SPSS) software to ensure precision and reliability of the findings.

III. RESULTS

➤ *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Program Awareness:*

The results in Table 1 show that the level of implementation of the Social Protection Ordinance in terms of program awareness is perceived by 4Ps beneficiaries to be high (overall mean=4.42, SD=0.647). Beneficiaries strongly

agreed that they have participated in meetings or orientations conducted by the local government (M=4.47), and that the LGU has provided clear and comprehensive plans for programs and services intended for them after graduating from the 4Ps program (M=4.49). They also reported being able to inform fellow beneficiaries about these plans (M=4.33).

Additionally, respondents expressed awareness that the local government has allocated assistance for beneficiaries

who need financial support (M=4.45), and that such assistance is limited compared to what they received as active program beneficiaries (M=4.37).

These consistently high ratings indicate that the beneficiaries are well-informed and knowledgeable about the LGU’s programs and services under the Social Protection Ordinance.

Table 1 Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Program Awareness.

Indicators	Mean	SD	Interpretation
1. I have participated in meetings or orientations conducted by the Local Government.	4.47	0.695	High
2. The local government provided me a clear and comprehensive plans for programs and services to help me after graduating from 4Ps.	4.49	0.705	High
3. I was able to inform other beneficiaries on LGUs plans as beneficiaries who have graduated from the program.	4.33	0.820	High
4. I am aware that the Local government has allocated for beneficiaries who need financial assistance.	4.45	0.773	High
5. I am aware that I can only receive limited assistance compared to when I was fully enrolled as active beneficiary.	4.37	0.916	High
Overall Result	4.42	0.647	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Resource Allocation:*

The results in Table 2 reveal that the level of implementation of the Social Protection Ordinance in terms of resource allocation is perceived as high by the 4Ps beneficiaries, with an overall mean of 4.21 (SD=0.718). Beneficiaries strongly agreed that the assistance provided by the Local Government contributed to improvements in their household income (M=4.22), while the training programs offered by the LGU helped them find new or additional sources of income (M=4.42), which is the highest-rated indicator.

Respondents also perceived that the LGU played an important role in creating job opportunities for their families or communities (M=4.29). Access to employment within households also improved, as shown by a mean of 3.97, still interpreted as high despite having the highest variability (SD=1.169).

Lastly, beneficiaries felt that their families are now more financially stable (M=4.15). These findings indicate that the LGU’s resource allocation efforts are effectively supporting the economic well-being of 4Ps households.

Table 2 Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Resource Allocation

Indicators	Mean	SD	Interpretation
1. My household income has increased since I received assistance from the Local Government.	4.22	0.918	High
2. I have found new or additional sources of income as a result of the training provided by the Local Government.	4.42	0.811	High
3. The LGU has contributed to creating job opportunities for my family or community.	4.29	0.795	High
4. I have a family member who has better access to employment.	3.97	1.169	High
5. My family is now more financially stable.	4.15	0.958	High
Overall Result	4.21	0.718	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Service Delivery Mechanisms:*

As presented in Table 3, the level of implementation of the Social Protection Ordinance in terms of service delivery mechanisms is perceived as high by the 4Ps beneficiaries. Respondents reported that their children have better access to education due to the financial benefits provided by the LGU (M=4.15), and they have been able to avail themselves of various government services with the assistance of LGU staff (M=4.29).

Beneficiaries also indicated enhanced knowledge in livelihood (M=4.24) and increased motivation to start or manage small businesses (M=4.36). Moreover, many have begun engaging in new income-generating activities as a result of LGU support (M=4.20). Overall, the composite mean of 4.25 reflects a consistently high level of implementation, suggesting that service delivery mechanisms under the ordinance are effectively contributing to improved well-being and economic empowerment among the beneficiaries.

Table 3 Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Service Delivery Mechanisms.

Indicators	Mean	SD	Interpretation
1. My children have better access to education due to financial benefits from LGU.	4.15	1.015	High
2. I have been able to avail the services from the Local Government because of the assistance from staff.	4.29	0.896	High
3. My knowledge of livelihood has improved.	4.24	0.812	High
4. I am more motivated to start or manage a small business.	4.36	0.901	High
5. I have started new income-generating activities because of the LGU support.	4.20	0.822	High
Overall Result	4.25	0.697	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Beneficiary Engagement:*

The results reveal that the level of implementation of the Social Protection Ordinance in terms of beneficiary engagement is high, as reflected in the overall mean of 4.19 [Table 4]. Beneficiaries reported improved access to programs and services provided by the Local Government (M=4.03), indicating that the ordinance has positively influenced their ability to obtain needed support. They also felt that their ideas and suggestions are considered during meetings (M=4.19), suggesting opportunities for participatory decision-making.

Moreover, many beneficiaries shared that they are consulted by LGU staff regarding ways to enhance service delivery (M=4.24), highlighting a collaborative approach between the LGU and the community. Beneficiary families also actively participate in community activities (M=4.27), showing strong civic involvement encouraged by the ordinance. Lastly, respondents observed that other beneficiaries likewise experience improved access to LGU programs and services (M=4.20). Overall, these findings demonstrate effective beneficiary engagement and sustained efforts by the LGU to promote inclusive and participatory governance.

Table 4 Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Beneficiary Engagement.

Indicators	Mean	SD	Interpretation
1. My access to programs and services has improved from the Local Government.	4.03	0.857	High
2. My ideas and suggestions are considered during meetings.	4.19	0.944	High
3. I am consulted by the LGU staff on how to improve their delivery of services.	4.24	0.866	High
4. My family are actively involved voluntarily in the community.	4.27	0.853	High
5. Other beneficiaries now has better access to the LGU programs and services.	4.20	0.999	High
Overall Result	4.19	0.788	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Monitoring and Evaluation:*

The findings on the level of implementation of the Social Protection Ordinance in terms of monitoring and evaluation, as perceived by 4Ps beneficiaries, indicate a consistently high level of effectiveness [Table 5]. Beneficiaries affirmed that LGU staff periodically monitor their family’s conditions, as shown by a mean of 4.12, suggesting regular follow-ups and oversight. They also strongly agreed that the programs and services are specifically tailored to the needs of 4Ps beneficiaries (M=4.30), reflecting good alignment between services and target groups.

Moreover, respondents observed that fellow beneficiaries provide honest responses during monitoring activities (M=4.56), which points to a climate of transparency and accountability. The perception that new community facilities, such as schools and centers, have been developed since the ordinance’s enactment (M=4.16) further supports the ordinance’s positive contribution to community development. Additionally, beneficiaries reported being well informed about the available services (M=4.25), indicating effective communication from the LGU.

The dimension of monitoring and evaluation achieved a high mean rating of 4.28, demonstrating that beneficiaries view the implementation in this area as highly satisfactory and responsive to their needs.

Table 5 Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries in Terms of Monitoring and Evaluation.

Indicators	Mean	SD	Interpretation
1. LGU staff periodically monitors my family’s conditions.	4.12	0.882	High
2. I feel that the programs and services are catered to 4Ps beneficiaries.	4.30	0.807	High
3. I observe that other 4Ps beneficiaries provide honest answers during staff monitoring.	4.56	0.729	High
4. New community facilities (such as schools, centers) have been developed since the social protection ordinance was enacted.	4.16	0.891	High
5. I and other beneficiaries are informed about the services.	4.25	0.899	High
Overall Result	4.28	0.690	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Summary of the Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries:*

The summary of results in Table 6 reveals that the level of implementation of the Social Protection Ordinance as perceived by 4Ps beneficiaries is high across all five factors, with a grand mean of 4.27. Program awareness received the highest mean rating (4.42), indicating that beneficiaries are well-informed about the programs, services, and plans provided by the local government. This is followed by monitoring and evaluation (4.28) and service delivery

mechanisms (4.25), suggesting that beneficiaries recognize the effectiveness of oversight efforts and the efficiency of service provision. Resource allocation (4.21) and beneficiary engagement (4.19) also garnered high ratings, showing that beneficiaries view the distribution of resources and their involvement in program-related activities as positively implemented. Overall, these findings imply that the Social Protection Ordinance is consistently and effectively carried out from the perspective of its intended beneficiaries.

Table 6 Summary of the Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries.

Factors	Overall Mean	Interpretation
1. Program awareness	4.42	High
2. Resource allocation	4.21	High
3. Service delivery mechanisms	4.25	High
4. Beneficiary engagement	4.19	High
5. Monitoring and evaluation	4.28	High
Grand Mean	4.27	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Livelihood and Employment Support:*

As shown in Table 7, the perceived level of effectiveness of the programs and services under the Social Protection

Ordinance, specifically in terms of livelihood and employment support, is moderate, with an overall mean of 2.75 (SD=0.852). The lowest-rated indicator is beneficiaries’ uncertainty about their family’s source of income (M=2.04), suggesting that most respondents do not feel uncertain, which

reflects positively on program effectiveness since this item is reverse-coded.

Other reverse-coded indicators, however, show moderate levels, indicating lingering challenges in employment access. Respondents moderately agreed that the Local Government lacks plans to assist in securing employment (M=3.32) and that they or their families still experience difficulty in securing employment (M=2.90). Similarly, the process of securing employment remains

somewhat difficult (M=2.79), and there is moderate fear of returning to hardship due to limited employment opportunities (M=2.69).

These results suggest that while the programs provide some level of livelihood and employment support, beneficiaries continue to experience employment-related concerns, indicating room for improvement in LGU initiatives.

Table 7 Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Livelihood and Employment Support.

Indicators	Mean	SD	Interpretation
1. I am uncertain about the source of income of my family. (R)	2.04	0.946	Low
2. The Local Government has no plans to assist in securing employment. (R)	3.32	1.270	Moderate
3. I or my family have difficulty securing employment. (R)	2.90	1.319	Moderate
4. The process of securing employment is hard. (R)	2.79	1.238	Moderate
5. I am afraid of going back to hard life because of lack of employment opportunities. (R)	2.69	1.233	Moderate
Overall Result	2.75	0.852	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Health and Wellness Initiatives:*

The findings in Table 8 reveal that the perceived level of effectiveness of the health and wellness initiatives under the Social Protection Ordinance is generally high, with an overall mean of 3.59. Beneficiaries indicated that they are now able to access services from their community health stations (M=3.91) and that the local government ensures they receive timely health assistance (M=3.99). They also noted the availability of municipal facilities that provide free services and medicines (M=3.73), reflecting strong support for basic health needs.

However, some areas still require improvement. Respondents reported moderate difficulty in securing government services due to incomplete facilities (M=2.95), and they also expressed that government or agency surveys have not sufficiently clarified the services available to them as 4Ps graduates (M=3.37).

Despite these concerns, the overall results suggest that the health and wellness programs under the Social Protection Ordinance are effectively contributing to improved access to essential healthcare services among 4Ps beneficiaries. The consistently high mean scores indicate that most respondents are able to avail themselves of health services in their communities.

Table 8 Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Health and Wellness Initiatives.

Indicators	Mean	SD	Interpretation
1. I am now able to avail myself of the services of the health station in our community.	3.91	1.188	High
2. I have experienced difficulty in securing the services of the local government because they do not have complete facility.	2.95	1.269	Moderate
3. There is available facility in the municipality where we can ass for free services and medicines.	3.73	1.144	High
4. The local government sees to it that I receive timely assistance on health care.	3.99	1.029	High
5. Government or agency surveys have not adequately clarified the services I can avail of being a graduate of 4Ps.	3.37	1.349	Moderate
Overall Result	3.59	0.719	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Post-Program Support:*

The findings indicate that the perceived level of effectiveness of the programs and services provided under the Social Protection Ordinance in terms of post-program support is moderate, with an overall mean of 2.84 [Table 9]. Beneficiaries moderately agreed that they have not received sufficient livelihood training to help augment their income (M=3.06) and that they lack access to government technicians or experts who could provide needed guidance (M=3.03). They also expressed moderate unawareness of available government programs intended for 4Ps graduates (M=2.87), suggesting gaps in information dissemination.

Additionally, respondents perceived the support from the local government as somewhat irregular or inadequate (M=2.81). The lowest-rated indicator was the need for more information on how to avail themselves of programs and services (M=2.42), which still reflects a low level of effectiveness in this area.

The results suggest that while some post-program support mechanisms are in place, beneficiaries experience limitations in training, access to experts, program awareness, and consistency of support, indicating areas that require strengthened implementation and communication.

Table 9 Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Post-Program Support.

Indicators	Mean	SD	Interpretation
1. I have not received sufficient training in livelihood skills to augment our income. (R)	3.06	1.219	Moderate
2. I lack access to government technicians or experts for guidance. (R)	3.03	1.177	Moderate
3. I am not aware of any government programs offering programs and services for 4Ps graduates. (R)	2.87	1.427	Moderate
4. The support provided by the local government is irregular or inadequate. (R)	2.81	1.197	Moderate
5. I need more information on how to avail ourselves of programs and services from the local government. (R)	2.42	1.300	Low
Overall Result	2.84	0.987	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Child Protection and Development:*

The results presented in Table 10 indicate that the perceived level of effectiveness of programs and services under the Social Protection Ordinance in terms of child protection and development is moderate (overall mean=3.23, SD=0.876) as experienced by 4Ps beneficiaries. Respondents generally disagreed with negative statements regarding the lack of assistance, concrete plans, and knowledge about child protection services, with mean scores ranging from 2.97 to 3.17, all interpreted as moderate.

However, the indicator on the consistent implementation of child protection services received a higher mean score of 3.71, indicating that beneficiaries perceive these services as fairly well-executed.

While some aspects of child protection and development services are recognized as effective, the findings indicate that there is still considerable room for improvement, particularly in enhancing beneficiaries' awareness and accessibility of these programs. Many respondents acknowledge the value of existing initiatives, such as educational support, health monitoring, and protective measures, but a notable portion remain either uninformed about specific services or face challenges in accessing them.

Table 10 Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Child Protection and Development.

Indicators	Mean	SD	Interpretation
1. I cannot avail any assistance for my children in need such as medical or education. (R)	3.15	1.192	Moderate
2. There are no concrete plans to assist children in need. (R)	3.17	1.143	Moderate
3. I lack knowledge about available child protection. (R)	3.14	1.104	Moderate
4. The barangay local government is not capable of assisting children in difficult circumstances. (R)	2.97	1.254	Moderate
5. The child protection services are consistently implemented.	3.71	1.350	High
Overall Result	3.23	0.876	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate;
3.50-4.49 High; 4.50-5.00 Very High

➤ *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Financial Literacy Program:*

The perceived level of effectiveness of the programs and services under the Social Protection Ordinance in terms of the financial literacy program is moderate, with an overall mean of 3.01 (SD=1.032). All indicators, which are reverse-coded, reflect areas where beneficiaries perceive gaps in support.

Respondents moderately agreed that there are no plans to teach them how to generate additional sources of income

(M=3.20) and that the Local Government has not sufficiently allocated funds for financial literacy programs (M=2.96). They also reported moderate limitations in resources to meet their family’s financial needs (M=3.00) and noted that some 4Ps graduates have returned to financial insecurity (M=3.01).

Additionally, beneficiaries perceived weak enforcement of the Social Protection Ordinance regarding employment opportunities (M=2.88). These findings indicate that while financial literacy initiatives exist, there is still a need for stronger support and implementation to enhance the financial capabilities and security of 4Ps households.

Table 11 Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries in Terms of Financial Literacy Program.

Indicators	Mean	SD	Interpretation
1. The are no plans to teach us how to generate additional sources of income. (R)	3.20	1.257	Moderate
2. The Local government has not allocated funds for financial literacy programs. (R)	2.96	1.386	Moderate
3. I lack the resources to answer the financial needs of my family. (R)	3.00	1.265	Moderate
4. Some 4Ps graduates have gone back to their lack of financial security. (R)	3.01	1.161	Moderate
5. There is weak enforcement of social protection ordinance on employment opportunities. (R)	2.88	1.169	Moderate
Overall Result	3.01	1.032	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate;
3.50-4.49 High; 4.50-5.00 Very High

➤ *Summary of the Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries:*

The summary of the perceived effectiveness of programs and services provided under the Social Protection Ordinance indicates a generally moderate level of impact, with a grand mean of 3.08. Among the different program areas, health and wellness initiatives were rated the highest,

with a mean of 3.59, reflecting a high level of effectiveness in ensuring beneficiaries’ access to healthcare services. In contrast, livelihood and employment support (M=2.75), post-program support (M=2.84), child protection and development (M=3.23), and financial literacy programs (M=3.01) were all rated as moderately effective. These results suggest that while health-related interventions are perceived as most effective, there is room for improvement in other program areas to enhance overall support and outcomes for 4Ps beneficiaries.

Table 12 Summary of the Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries.

Factors	Overall Mean	Interpretation
1. Livelihood and employment support	2.75	Moderate
2. Health and wellness initiatives	3.59	High
3. Post-program support	2.84	Moderate
4. Child protection and development	3.23	Moderate
5. Financial literacy programs	3.01	Moderate
Grand Mean	3.08	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate;
3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Service Quality:*

The results show that the level of satisfaction of 4Ps beneficiaries with the implementation of the Social Protection Ordinance in terms of service quality is moderate, with an overall mean of 3.18 [Table 13].

Beneficiaries moderately perceived that they received poor services from local government staff (M=3.25) and that there are only a few personnel available to accommodate their inquiries for assistance (M=3.22). They also moderately felt that LGU staff are not sufficiently aware of social protection programs (M=3.03) and that there are inadequate facilities to support their needs (M=3.08).

Table 13 Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Service Quality.

Indicators	Mean	SD	Interpretation
1. I received poor services from the staff of the local government. (R)	3.25	1.288	Moderate
2. There are only few staff or personnel who accommodate our inquiries for assistance. (R)	3.22	1.261	Moderate
3. The Local Government staff are not aware of the social protection. (R)	3.03	1.280	Moderate
4. There are not enough facilities. (R)	3.08	1.164	Moderate
5. I have experienced delay in my request for assistance. (R)	3.31	1.167	Moderate
Overall Result	3.18	1.044	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Accessibility of Services:*

Table 14 shows that the level of satisfaction of 4Ps beneficiaries regarding the implementation of the Social Protection Ordinance in terms of accessibility of services indicate a moderate overall satisfaction, with a mean score of 3.43.

requirements (M=3.30). They also reported a moderate to high concern about offices or staff being unavailable or frequently closed (M=3.65), highlighting occasional challenges in service availability. Beneficiaries noted moderate difficulty in availing programs and services if they were not listed as graduates of 4Ps (M=3.39) and felt that the requirements to access services are moderately easy to comply with (M=3.39).

Respondents moderately agreed that there are insufficient staff capable of assisting clients (M=3.40) and that accessing services is sometimes difficult due to numerous

The moderate rating reflects that while services are generally accessible, there are notable areas where improvements could enhance beneficiary satisfaction.

Table 14 Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Accessibility of Services.

Indicators	Mean	SD	Interpretation
1. There are no staff capable of assisting clients. (R)	3.40	1.211	Moderate
2. I have difficulty in accessing services due to many requirements. (R)	3.30	1.247	Moderate
3. The office or staff is always closed or not in the office. (R)	3.65	1.352	High
4. I was not able to avail the programs and services because I was not listed as graduate of 4Ps. (R)	3.39	1.283	Moderate
5. Requirements to avail ourselves of the services are easy to comply.	3.39	1.308	Moderate
Overall Result	3.43	1.056	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Transparency and Fairness:*

The results on the level of satisfaction of 4Ps beneficiaries regarding the implementation of the Social Protection Ordinance in terms of transparency and fairness indicate a generally high level of satisfaction, with an overall mean of 3.63 [Table 15].

graduated or exited 4Ps beneficiaries are ensured equal access to assistance (M=4.11), reflecting fairness in resource distribution. They also felt that they received consistent treatment when requesting assistance (M=3.90).

Beneficiaries perceived that the Local Government has allocated funds for programs and services (M=4.04) and that

However, there were moderate concerns regarding financial accountability, as indicated by the perception of unexplained or unaccounted expenditures (M=3.33), and some beneficiaries observed complaints from others about difficulties in accessing assistance (M=2.75).

The findings suggest that beneficiaries are largely satisfied with the transparency and fairness of the ordinance,

though minor issues with accountability and complaints remain.

Table 15 Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Transparency and Fairness.

Indicators	Mean	SD	Interpretation
1. The Local Government has allocated funds for programs and services.	4.04	0.882	High
2. The local government ensures that graduated or exited 4Ps beneficiaries have equal access to assistance.	4.11	0.934	High
3. There are no unexplained or accounted expenditures for programs and services.	3.33	1.159	Moderate
4. I received the same treatment for requesting assistance.	3.90	.978	High
5. I observed there are many complaints from other 4Ps beneficiaries when requesting assistance. (R)	2.75	1.151	Moderate
Overall Result	3.63	0.713	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Responsiveness to Needs:*

The results in Table 16 show that the level of satisfaction of 4Ps beneficiaries with the implementation of the Social Protection Ordinance in terms of responsiveness to needs is moderate (overall mean=2.93, SD=0.718). Beneficiaries agreed that the programs and services generally address their needs, as reflected in a high mean score of 3.96.

However, several indicators received moderate ratings, including the lack of clear plans for social protection

assistance (M=3.02), some beneficiaries being unable to access assistance (M=2.72), and delays in providing support (M=3.03). Notably, the perception that services need improvement to better cater to beneficiaries’ needs received the lowest rating (M=1.94), interpreted as low.

Overall, while some aspects of responsiveness are satisfactory, the findings suggest areas for improvement to ensure timely and equitable delivery of social protection services.

Table 16 Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Responsiveness to Needs.

Indicators	Mean	SD	Interpretation
1. The programs and services are answers to the needs of the 4Ps beneficiaries.	3.96	1.174	High
2. There are no plans for assistance on social protection. (R)	3.02	1.221	Moderate
3. Not all 4Ps beneficiaries were not able to avail themselves of any assistance. (R)	2.72	1.206	Moderate
4. There is always delay in providing assistance. (R)	3.03	1.262	Moderate
5. The services need improvement to cater to the needs of the beneficiaries. (R)	1.94	1.020	Low
Overall Result	2.93	0.718	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Overall Experience:*

As presented in Table 17, the level of satisfaction of 4Ps beneficiaries with the implementation of the Social Protection Ordinance in terms of their overall experience is high, with an overall mean of 3.50 (SD=0.717). Beneficiaries expressed strong satisfaction with the way staff attend to their requests for assistance (M=3.91) and noted that staff are consistently ready to support their needs (M=4.04), both of which are interpreted as high. They also recognized that most programs

and services communicated to them are included in the LGU’s plans (M=3.72).

However, reverse-coded items indicate some challenges: respondents moderately experienced difficulty in requesting assistance due to numerous requirements (M=3.03) and moderately perceived that staff often report a lack of available funds for their needs (M=2.78). Overall, these results suggest that beneficiaries are generally satisfied with the Social Protection Ordinance implementation, though procedural and funding limitations still affect their experience to some extent.

Table 17 Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance in Terms of Overall Experience

Indicators	Mean	SD	Interpretation
1. I am fully satisfied with how the staff entertains our request for assistance.	3.91	1.166	High
2. I have difficulty in requesting assistance due too many requirements. (R)	3.03	1.191	Moderate
3. Staff are always ready to help us in our needs or requests.	4.04	1.147	High
4. The staff always tells us there is no available funds for assistance or needs. (R)	2.78	1.383	Moderate
5. Most of the programs and services we were informed are included in the plans.	3.72	1.105	High
Overall Result	3.50	0.717	High

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Summary of the Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance:*

The summary of the level of satisfaction of 4Ps beneficiaries with the implementation of the Social Protection Ordinance shows that overall satisfaction is moderate, with a grand mean of 3.33. Among the specific factors, beneficiaries rated service quality moderately (M=3.18), reflecting some concerns about staff performance, facilities, and timeliness of assistance. Accessibility of services was also rated moderate (M=3.43), indicating that while services are available, there are still limitations in ease of access.

In contrast, beneficiaries perceived transparency and fairness highly (M=3.63), suggesting that they view the programs as equitable and impartial. The responsiveness to needs factor received a moderate rating (M=2.93), highlighting areas where the Local Government could improve in promptly addressing beneficiary concerns.

Finally, overall experience was rated high (M=3.50), showing that despite some shortcomings, beneficiaries generally have a positive impression of the ordinance. These results suggest that while the Social Protection Ordinance is largely effective, enhancements in service delivery and responsiveness could further improve beneficiary satisfaction.

Table 18 Summary of the Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance.

Factors	Overall Mean	Interpretation
1. Service quality	3.18	Moderate
2. Accessibility of services	3.43	Moderate
3. Transparency and fairness	3.63	High
4. Responsiveness to needs	2.93	Moderate
5. Overall experience	3.50	High
Grand Mean	3.33	Moderate

Scale: 1.00-1.49 Very Low; 1.50-2.49 Low; 2.50-3.49 Moderate; 3.50-4.49 High; 4.50-5.00 Very High

➤ *Relationship Between the Level of Implementation and the Perceived Level of Effectiveness of the Programs and Services Provided of the Social Protection Ordinance:*

The analysis of the relationship between the level of implementation and the perceived effectiveness of the Social Protection Ordinance as experienced by 4Ps beneficiaries reveals varying patterns across program areas. In terms of program awareness, significant positive relationships were observed with health and wellness initiatives (r=0.370, p < 0.001) and post-program support (r=0.165, p=0.04), while other areas such as livelihood and employment support, child protection and development, and financial literacy programs were not significant. Regarding resource allocation, significant relationships were found across several areas, including livelihood and employment support (r=0.161, p=0.044), health and wellness initiatives (r=0.353, p < 0.001), post-program support (r=0.208, p=0.009), and child

protection and development (r=0.180, p=0.025), with financial literacy programs remaining non-significant.

For service delivery mechanisms, significant positive relationships were observed for health and wellness initiatives (r=0.427, p < 0.001) and post-program support (r=0.183, p=0.022), while other program areas showed no significant correlations. Similarly, in beneficiary engagement, significant associations were noted with health and wellness initiatives (r=0.397, p < 0.001), post-program support (r=0.277, p < 0.001), and child protection and development (r=0.206, p=0.01), whereas livelihood and employment support and financial literacy programs were not significant. Lastly, in monitoring and evaluation, health and wellness initiatives (r=0.383, p < 0.001) and child protection and development (r=0.161, p=0.045) were significantly

correlated with perceived effectiveness, while other program areas showed no significant relationship.

The combined analysis yielded a significant positive relationship between the level of implementation and the perceived effectiveness of the programs and services

($r=0.225$, $p=0.005$), indicating that higher implementation levels of the Social Protection Ordinance are generally associated with greater perceived effectiveness by 4Ps beneficiaries, particularly in health and wellness initiatives, post-program support, and child protection and development programs.

Table 19 Relationship Between the Level of Implementation and the Perceived Level of Effectiveness of the Programs and Services Provided of the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries.

Implementation of Social Protection Ordinance	Perceived Effectiveness of Social Protection Ordinance	r	p-value	Description
Program awareness	Livelihood and employment support	0.117	0.146	Not significant
	Health and wellness initiatives	.370***	<.001	Significant
	Post-program support	.165*	0.04	Significant
	Child protection and development	0.135	0.093	Not significant
	Financial literacy programs	0.041	0.615	Not significant
Resource allocation	Livelihood and employment support	.161*	0.044	Significant
	Health and wellness initiatives	.353***	<.001	Significant
	Post-program support	.208**	0.009	Significant
	Child protection and development	.180*	0.025	Significant
	Financial literacy programs	0.128	0.11	Not significant
Service delivery mechanisms	Livelihood and employment support	0.024	0.764	Not significant
	Health and wellness initiatives	.427***	<.001	Significant
	Post-program support	.183*	0.022	Significant
	Child protection and development	0.103	0.199	Not significant
	Financial literacy programs	0.018	0.828	Not significant
Beneficiary engagement	Livelihood and employment support	0.063	0.434	Not significant
	Health and wellness initiatives	.397***	<.001	Significant
	Post-program support	.277***	<.001	Significant
	Child protection and development	.206**	0.01	Significant
	Financial literacy programs	0.137	0.089	Not significant
Monitoring and evaluation	Livelihood and employment support	0.004	0.959	Not significant
	Health and wellness initiatives	.383***	<.001	Significant
	Post-program support	0.137	0.087	Not significant
	Child protection and development	.161*	0.045	Significant
	Financial literacy programs	0.019	0.815	Not significant
Overall		.225**	0.005	Significant

*. Correlation is significant at the 0.05 level (2-tailed).

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

***. Correlation at 0.001(2-tailed)

➤ *Relationship Between the Level of Implementation and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries:*

The results in Table 20 indicate that there is a significant positive relationship between the overall level of implementation of the Social Protection Ordinance and the overall satisfaction of 4Ps beneficiaries ($r=0.375$, $p < 0.001$).

When examining the specific factors of implementation, program awareness, resource allocation, service delivery mechanisms, beneficiary engagement, and monitoring and evaluation were all significantly correlated with beneficiaries' perceptions of transparency and fairness, responsiveness to needs, and overall experience, with

correlation coefficients ranging from 0.292 to 0.497 ($p < 0.001$).

In contrast, most factors showed no significant relationship with service quality and accessibility of services, as indicated by non-significant p-values greater than 0.05. These findings suggest that while the implementation of the Social Protection Ordinance strongly influences how beneficiaries perceive fairness, responsiveness, and their overall experience, it has a weaker and non-significant impact on perceived service quality and accessibility. Overall, effective implementation appears to be a key determinant of beneficiary satisfaction in terms of fairness, responsiveness, and holistic experience.

Table 20 Relationship between the Level of Implementation and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries.

Implementation of Social Protection Ordinance	Satisfaction with the Social Protection Ordinance	r	p-value	Description
Program awareness	Service quality	0.115	0.154	Not significant
	Accessibility of services	0.103	0.201	Not significant
	Transparency and fairness	.407***	<.001	Significant
	Responsiveness to needs	.402***	<.001	Significant
	Overall experience	.460***	<.001	Significant
Resource allocation	Service quality	0.156	0.052	Not significant
	Accessibility of services	0.061	0.451	Not significant
	Transparency and fairness	.356***	<.001	Significant
	Responsiveness to needs	.317***	<.001	Significant
	Overall experience	.466***	<.001	Significant
Service delivery mechanisms	Service quality	0.135	0.094	Not significant
	Accessibility of services	0.084	0.298	Not significant
	Transparency and fairness	.436***	<.001	Significant
	Responsiveness to needs	.313***	<.001	Significant
	Overall experience	.488***	<.001	Significant
Beneficiary engagement	Service quality	0.058	0.475	Not significant
	Accessibility of services	0.001	0.995	Not significant
	Transparency and fairness	.359***	<.001	Significant
	Responsiveness to needs	.292***	<.001	Significant
	Overall experience	.466***	<.001	Significant
Monitoring and evaluation	Service quality	0.129	0.109	Not significant
	Accessibility of services	0.153	0.056	Not significant
	Transparency and fairness	.414***	<.001	Significant
	Responsiveness to needs	.357***	<.001	Significant
	Overall experience	.497***	<.001	Significant
Overall		.375***	<.001	Significant

***. Correlation at 0.001(2-tailed)

➤ Relationship between the Perceived Level of Effectiveness of the Programs and Services and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries:

The analysis of the relationship between the perceived level of effectiveness of programs and services and the level of satisfaction with the Social Protection Ordinance among 4Ps beneficiaries revealed significant positive correlations across all program areas. For livelihood and employment support, effectiveness was significantly correlated with service quality (r=.363, p < .001), accessibility (r=.318, p < .001), transparency and fairness (r=.254, p=.001), responsiveness to needs (r=.500, p < .001), and overall experience (r=.409, p < .001).

Similarly, health and wellness initiatives showed strong positive associations with all satisfaction dimensions, with the highest correlation observed for overall experience (r=.613, p < .001). Post-program support was also

significantly related to service quality (r=.562, p < .001), accessibility (r=.447, p < .001), transparency and fairness (r=.256, p=.001), responsiveness (r=.443, p < .001), and overall experience (r=.476, p < .001). Child protection and development programs demonstrated strong correlations with satisfaction, particularly responsiveness to needs (r=.612, p < .001) and overall experience (r=.513, p < .001).

For financial literacy programs, all correlations were significant, though transparency and fairness had the lowest association (r=.162, p=.043), while responsiveness to needs and service quality were strongly correlated (r=.500 and .506, p < .001, respectively). Overall, the combined analysis indicated a strong positive relationship between the perceived effectiveness of all Social Protection Ordinance programs and the beneficiaries' overall satisfaction (r=.690, p < .001), suggesting that improvements in program effectiveness are closely associated with higher satisfaction levels among 4Ps beneficiaries.

Table 21 Relationship between the Perceived level of Effectiveness of the Programs and Services and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries.

Perceived Effectiveness of Social Protection Ordinance	Satisfaction with the Social Protection Ordinance	r	p-value	Description
Livelihood and employment support	Service quality	.363***	<.001	Significant
	Accessibility of services	.318***	<.001	Significant

	Transparency and fairness	.254**	0.001	Significant
	Responsiveness to needs	.500***	<.001	Significant
	Overall experience	.409***	<.001	Significant
Health and wellness initiatives	Service quality	.386***	<.001	Significant
	Accessibility of services	.364***	<.001	Significant
	Transparency and fairness	.502***	<.001	Significant
	Responsiveness to needs	.523***	<.001	Significant
	Overall experience	.613***	<.001	Significant
Post-program support	Service quality	.562***	<.001	Significant
	Accessibility of services	.447***	<.001	Significant
	Transparency and fairness	.256**	0.001	Significant
	Responsiveness to needs	.443***	<.001	Significant
	Overall experience	.476***	<.001	Significant
Child protection and development	Service quality	.552***	<.001	Significant
	Accessibility of services	.542***	<.001	Significant
	Transparency and fairness	.264***	<.001	Significant
	Responsiveness to needs	.612***	<.001	Significant
	Overall experience	.513***	<.001	Significant
Financial literacy programs	Service quality	.506***	<.001	Significant
	Accessibility of services	.490***	<.001	Significant
	Transparency and fairness	.162*	0.043	Significant
	Responsiveness to needs	.500***	<.001	Significant
	Overall experience	.387***	<.001	Significant
Overall		.690***	<.001	Significant

*. Correlation is significant at the 0.05 level (2-tailed).

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

***. Correlation at 0.001(2-tailed)

IV. DISCUSSION

The extent of inventory system implementation in terms of system functionality indicates that respondents generally perceive the system as effective in meeting the functional requirements of the LGU. This supports the study of Ugbebor et al., (2024) who consistently notes that high system functionality is a key indicator of a well-implemented inventory system, as functional systems enhance performance, reduce manual workload, and support daily operations more efficiently

While in data accuracy, it corroborates the study of Hamdat et al., (2024) that it is widely recognized as a critical component of effective inventory management systems because accurate information ensures operational efficiency, reliable reporting, and informed decision-making. Likewise, Mokogwu et al., (2024) concluded that, computerized information systems significantly improve data accuracy by automating data entry and processing, which minimizes human errors commonly associated with manual handling of inventory records.

The result clearly supports the idea of Ameh et al., (2024) that system integration strengthens workflow efficiency. They highlight that when systems communicate with one another, processes become more streamlined, and delays caused by fragmented platforms are significantly reduced. Moreover, integrated systems eliminate the need for repetitive data entry and manual reconciliation of records,

leading to faster task completion and smoother workflow transitions between units (Eze et al., 2024).

Results on technical challenges suggests that respondents generally perceive the system as unstable and unfunctional, experiencing interruptions during use. This finding aligns with Gumilao (2024), who emphasize that modern inventory systems are increasingly designed with improved reliability and error-reduction mechanisms, allowing users to perform tasks efficiently without frequent system breakdowns. This is supported by Gupta (2025), who note that system integration remains one of the most common technical difficulties in public sector information systems due to varying platforms, legacy systems, and inconsistent data structures between departments. These integration gaps often lead to duplicated tasks, slower processing, and coordination challenges across units.

The findings under organizational challenges supported by Musheke and Phiri, (2021) who argues that effective communication across organizational units strengthens information flow and minimizes discrepancies in shared data systems. Similarly, Zorlu and Korkmaz, (2021) emphasize that coordination among departments reduces record inconsistencies and supports more synchronized operational processes within information systems. These studies highlight that communication is a foundational organizational factor that significantly enhances the successful implementation of inventory systems.

Human resource challenges, emphasize that adequate training enhances user competency, reduces errors, and improves system utilization. Mohd et al., (2018) highlight that training increases perceived ease of use, leading to better user adoption. While, turnover disrupts institutional memory and reduces continuity in system operations. Shenoy, (2016) also emphasize that stable staffing improves long-term system performance because experienced employees retain critical knowledge needed for consistent inventory processes.

The level of organizational effectiveness under service delivery state that high-quality public service delivery is achieved when organizations consistently meet standards, ensure fairness, and incorporate stakeholder feedback into improvement processes. Aligns with Cruz (2024), who emphasize that responsive government institutions build public trust by prioritizing community concerns and adapting services to meet emerging needs.

The highest-rated indicator under Resource Management is the PGO using financial resources effectively and responsibly. This suggests that respondents perceive financial management as a strong point in the organization. This is supported by Yasin and Mokhtar (2022), who emphasize that prudent and accountable use of financial resources enhances transparency, supports operational goals, and ensures that funds are allocated efficiently to meet organizational objectives.

PGO operates with honesty and integrity, suggesting that respondents strongly perceive ethical conduct within the organization. This aligns with Karsono (2023), who emphasizes that organizational transparency is closely linked to integrity, as honest practices build public trust and enhance accountability in governance.

Technology is used effectively to enhance daily operations, that respondents perceive technology as a key enabler of efficient workflows. This is supported by Kawiana (2023), who argue that effective use of information and communication technologies streamlines processes, reduces manual errors, and improves overall organizational performance. Jerab and Mabrouk, (2023) highlight that operational bottleneck can persist even in well-structured organizations, often due to process complexity, resource constraints, or transitional challenges in adapting systems.

The increase in the implementation of inventory system relate to increase in organizational effectiveness, improvements in system implementation may enhance overall organizational performance. This finding is consistent with Nisrina et al., (2024), who emphasize that well-implemented information systems improve efficiency, coordination, and decision-making, which in turn strengthen organizational effectiveness.

System Functionality is moderately correlated to service delivery, results align with Sang (2025), who note that systems with robust functionality directly support service quality, accountability, and operational efficiency, although

their impact on resource management may be less pronounced.

Data Accuracy is weakly correlated to service delivery, this reflects Hamdat et al., 2024, who observed that while accurate data is essential for informed decision-making, its effect alone may not strongly drive broader organizational outcomes without complementary system features.

System integration is weakly correlated to service delivery. According to Ikwuanusi et al., (2024), integrated systems enhance interdepartmental coordination and accountability, thereby boosting transparency and overall effectiveness, whereas their direct influence on operational outputs like service delivery may be more limited.

Challenges in the implementation of inventory system is weakly related with organizational effectiveness, this means that the increase in the challenges in the implementation of inventory system relate to the increase in organizational effectiveness. This aligns with Tusriyanto et al., (2023), who notes that implementation challenges, such as technical or human resource issues, may slow processes but can also drive organizations to adapt and improve systems, slightly enhancing performance.

Technological challenges are weakly correlated to service delivery, this indicates that resolving technical issues may directly influence accountability and overall efficiency. This is supported by Renaldo et al., (2022), who argue that addressing technical difficulties improves system reliability and strengthens organizational outcomes.

Organizational challenges are correlated to service delivery, reflecting Gutterman (2023), who highlight those strong internal policies and coordination can buffer the negative impact of organizational constraints on overall performance.

Human resource challenges are negligibly correlated to service delivery, this suggests that while staffing and training issues exist, their influence is less pronounced. Mizrak and Caylan, (2023) emphasize that effective training and support can mitigate human resource constraints, limiting their effect on organizational effectiveness.

Factors of implementation of inventory system, system functionality significantly predict organizational effectiveness. This finding is consistent with Hamdat et al. (2024), who highlight those well-functioning systems enable efficient workflows, informed decision-making, and higher service quality. Likewise, Seun et al., (2023) emphasizes that accurate data is crucial for effective management and strategic planning, as it ensures reliability in reporting and reduces errors. A large portion of organizational effectiveness indicating that over half of organizational performance can be attributed to system-related factors, supporting the notion that technology adoption and proper system design are key drivers of public sector efficiency (Rekunen et al., 2025).

Organizational challenges significantly predict organizational effectiveness. This finding aligns with Nisrina et al., (2024), who highlight that resolving organizational difficulties enhances system reliability, workflow efficiency, and decision-making capabilities.

A considerable portion of organizational effectiveness explained of by the presented domains of challenges in implementation of inventory system, demonstrating that while other challenges exist, technical factors have the strongest impact. This confirms that challenges in implementation collectively affect organizational performance, reinforcing the importance of technical support, system stability, and infrastructure in ensuring effective PGO operations (Syarifuddin and Ajmal, 2024).

V. CONCLUSIONS

➤ Conclusion

- *Level of Implementation of the Social Protection Ordinance as Perceived by 4Ps Beneficiaries:*

The results indicate that the implementation of the Social Protection Ordinance is perceived positively by 4Ps beneficiaries across all assessed areas. Beneficiaries appear to be well-informed about the programs and services available to them, reflecting strong program awareness. The effectiveness of monitoring and evaluation processes, as well as the mechanisms used to deliver services, is also recognized, suggesting that the local government maintains oversight and ensures that services are provided efficiently.

Additionally, beneficiaries perceive that resources are appropriately allocated and that their engagement in program activities is encouraged and valued. Collectively, these findings suggest that the Social Protection Ordinance is being implemented in a manner that meets the expectations of its beneficiaries, fostering awareness, accountability, and active participation in program-related initiatives.

- *Perceived Level of Effectiveness of the Programs and Services Provided Under the Social Protection Ordinance as Experienced by the 4Ps Beneficiaries:*

The results show that the programs and services under the Social Protection Ordinance are perceived as moderately effective overall. Health and wellness initiatives stand out as the most effective, indicating that beneficiaries highly value the access and support provided in this area. On the other hand, livelihood and employment support, post-program support, child protection and development, and financial literacy programs were perceived as moderately effective, highlighting areas where the implementation could be strengthened. This suggests that while the Ordinance has made positive contributions, particularly in promoting health and wellness, there remains a need to enhance support in other program areas to better address the economic, developmental, and financial needs of 4Ps beneficiaries and improve their overall well-being.

- *Level of Satisfaction of 4Ps Beneficiaries with the Implementation of the Social Protection Ordinance:*

The results indicate that 4Ps beneficiaries generally have a moderate level of satisfaction with the implementation of the Social Protection Ordinance. Service quality was perceived as moderate, suggesting that there are still concerns regarding staff performance, adequacy of facilities, and the timeliness of assistance provided. Accessibility of services was also rated moderately, pointing to some challenges in the ease with which beneficiaries can avail themselves of the programs.

On the other hand, beneficiaries viewed transparency and fairness highly, reflecting a strong perception that the programs are implemented equitably and without bias. Responsiveness to beneficiaries' needs received a moderate rating, indicating that the Local Government could further improve in promptly addressing concerns and feedback. Despite these areas for improvement, the overall experience was rated positively, showing that beneficiaries generally hold a favorable impression of the Social Protection Ordinance. These findings suggest that while the ordinance effectively supports its intended outcomes, focusing on enhancing service delivery, accessibility, and responsiveness could further strengthen beneficiary satisfaction.

- *Relationship between the Level of Implementation and the Perceived Level of Effectiveness of the Programs and Services Provided of the Social Protection Ordinance:*

The results indicate that the level of implementation of the Social Protection Ordinance is generally associated with how beneficiaries perceive the effectiveness of its programs and services, though the strength of this relationship varies across program areas. Program awareness appears to have a positive influence on health and wellness initiatives and post-program support, suggesting that when beneficiaries are more informed about the programs, they are better able to benefit from these services. In terms of resource allocation, effective distribution of resources contributes positively to livelihood and employment support, health and wellness initiatives, post-program support, and child protection and development, highlighting the importance of sufficient and well-targeted resources in enhancing program outcomes.

Service delivery mechanisms show a strong link with health and wellness initiatives and post-program support, indicating that the efficiency and quality of service provision directly affect how beneficiaries perceive program effectiveness. Beneficiary engagement also plays a critical role, particularly in health and wellness initiatives, post-program support, and child protection and development, emphasizing that active participation and consultation of beneficiaries can strengthen program impact. Monitoring and evaluation, meanwhile, demonstrate significant associations with health and wellness initiatives and child protection and development, suggesting that ongoing assessment and feedback mechanisms help improve program effectiveness.

The findings suggest that higher levels of implementation of the Social Protection Ordinance correspond with greater perceived effectiveness, particularly

in areas that address health, post-program support, and child protection. This highlights the importance of a well-implemented, participatory, and resource-supported approach to ensure that programs and services meet the needs of 4Ps beneficiaries effectively.

- *Relationship between the Level of Implementation and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries:*

The results suggest that the overall implementation of the Social Protection Ordinance is closely linked to the satisfaction of 4Ps beneficiaries. Beneficiaries perceive that program awareness, resource allocation, service delivery mechanisms, beneficiary engagement, and monitoring and evaluation contribute positively to their sense of transparency, fairness, responsiveness, and overall experience with the programs and services.

However, these implementation factors appear to have less influence on how beneficiaries view service quality and accessibility. This indicates that while effective implementation enhances fairness, responsiveness, and the overall experience, there may still be challenges in ensuring that services are easily accessible and consistently meet quality expectations. Overall, the findings highlight the importance of well-executed program implementation in shaping beneficiary satisfaction.

- *Relationship between the Perceived Level of Effectiveness of the Programs and Services and the Level of Satisfaction with the Social Protection Ordinance of the 4Ps Beneficiaries:*

The analysis of the relationship between the perceived effectiveness of programs and services and the level of satisfaction with the Social Protection Ordinance shows a clear positive association across all program areas. Beneficiaries who perceived the programs as more effective generally reported higher satisfaction with various aspects of the services, including service quality, accessibility, transparency, responsiveness, and their overall experience. Health and wellness initiatives were particularly influential in shaping satisfaction, followed by post-program support, child protection and development, and financial literacy programs.

Even areas with comparatively lower perceived effectiveness still contributed positively to satisfaction, highlighting that improvements in program delivery, responsiveness, and fairness are likely to further enhance beneficiaries' overall experience. These findings suggest that the effectiveness of Social Protection Ordinance programs plays a crucial role in driving beneficiary satisfaction, emphasizing the importance of continuous program enhancement to meet the needs and expectations of 4Ps households.

RECOMMENDATION

Based on the conclusions drawn from the perceptions and experiences of 4Ps beneficiaries, the following are hereby recommended.

- LGU and program implementers are recommended to continue strengthening program awareness, ensuring clear communication, effective resource use, accessible service processes, and consistent engagement with 4Ps beneficiaries.
- Implementing agencies and partner offices may further enhance livelihood support, health services, post-program assistance, child-focused initiatives, and financial literacy programs to sustain and increase their positive impact.
- Service providers and frontline workers can improve service quality, accessibility, fairness, and responsiveness by actively collecting and addressing beneficiary feedback.
- Program managers and LGU leaders may refine implementation strategies to boost beneficiary satisfaction, recognizing the strong connection between efficient delivery and positive perceptions.
- Oversight bodies and implementing agencies are recommended to ensure consistent and well-coordinated execution of all program components to maintain and reinforce beneficiaries' perceptions of program effectiveness.
- All stakeholders involved in program delivery are advised to prioritize interventions that enhance both the real and perceived effectiveness of services, as this directly contributes to higher satisfaction among beneficiaries.

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