

Knowledge and Practices on Dispute Resolution Among Barangay Officials: A Basis for Training Program

Princepe Erjon Donato¹; Christian Ezperanzate²; Edwin Ramirez, Jr.³;
Bradley James Vicente⁴; Peter Almarez⁵

^{1,2,3,4,5} University of La Salette, Inc., College of Criminology, Santiago City, Philippines

Publication Date: 2026/06/11

Abstract: This study examined the knowledge and practices of barangay officials in dispute resolution, focusing on their application of Alternative Dispute Resolution (ADR) within the Katarungang Pambarangay system in Santiago City. Specifically, it assessed the respondents' demographic profile, level of knowledge, extent of practices, challenges encountered, and perceived training needs, and proposed measures to enhance their competencies. A quantitative descriptive research design was employed, involving 146 randomly selected barangay officials from a population of 232. Data were collected using a validated and reliable survey questionnaire and analyzed through frequency, percentage, and weighted mean. Findings revealed that respondents were generally middle-aged, male, college-educated, and serving as barangay councilors with moderate years of service, but most had not attended formal dispute resolution training. Despite this, they demonstrated a high level of knowledge in ADR principles, including mediation, conciliation, legal procedures, and case documentation. Their practices were also found to be effective, particularly in maintaining neutrality, ensuring proper documentation, and facilitating communication between disputing parties. However, respondents encountered significant challenges such as community interference, time constraints, limited legal resources, and difficulties in handling emotional or uncooperative disputants. Furthermore, a high level of training need was identified in areas such as legal frameworks, mediation skills, communication, and case management. The study concludes that while barangay officials possess strong foundational knowledge and demonstrate effective dispute resolution practices, gaps remain due to operational and capacity-related challenges. Hence, a structured three-day training program is proposed to enhance their competencies and improve the overall effectiveness of community-based dispute resolution. The findings contribute to strengthening grassroots justice systems and promoting peaceful and cohesive communities.

Keywords: *Alternative Dispute Resolution (ADR), Katarungang Pambarangay, Dispute Resolution, Training Needs.*

How to Cite: Princepe Erjon Donato; Christian Ezperanzate; Edwin Ramirez, Jr.; Bradley James Vicente; Peter Almarez (2026) Knowledge and Practices on Dispute Resolution Among Barangay Officials: A Basis for Training Program.

International Journal of Innovative Science and Research Technology, 11(5), 4048-4066.

<https://doi.org/10.38124/ijisrt/26may1919>

I. INTRODUCTION

Peaceful communities are not accidental; they are the result of informed and empowered local leaders who can mediate conflicts before they escalate. The fate of community harmony often rests in the hands of barangay mediators, whose understanding of Alternative Dispute Resolution can prevent disputes from dividing neighbors.

Barangay officials serve as the frontline in resolving community disputes, acting as mediators who prevent conflicts from escalating to the formal justice system. Despite this critical role, many barangay officials lack adequate training in Alternative Dispute Resolution (ADR), which limits their capacity to foster trust and harmony within their communities (Lawyer Philippines, 2023). In an era where

societies increasingly demand timely, accessible, and less adversarial mechanisms for dispute resolution, equipping barangay officials with knowledge and skills in ADR has become an urgent necessity. This study focuses on assessing the knowledge of barangay officials regarding ADR, particularly their understanding of mediation, conciliation, arbitration, and the legal framework provided by the Alternative Dispute Resolution Act of 2004 (RA 9285). These variables are central because they directly affect the efficiency of local dispute resolution and the broader justice system. Insights from this study are significant for the disciplines of criminology and public administration, as they inform strategies to align grassroots governance with national legal objectives (Department of Justice [DOJ], 2024).

Globally, ADR has gained recognition as a faster, less confrontational method of resolving disputes, alleviating court caseloads while preserving social relationships (Bangsamoro Civil Society, 2022). In the Philippine context, the Katarungang Pambarangay system embodies this principle, yet challenges persist due to inconsistent training and uneven awareness among officials (Lawyer Philippines, 2023). In rural areas of Santiago City, anecdotal reports indicate that barangay officials' limited ADR knowledge often results in unresolved conflicts or unnecessary escalation to higher courts, undermining the intent of a swift, cost-effective, and community-based resolution process (Department of the Interior and Local Government [DILG], 2024). Contributing factors include the lack of continuous capacity-building programs (Valera, 2020) and restricted access to updated legal resources (Cruz & Mendoza, 2021). Previous studies further highlight that officials with inadequate ADR understanding struggle to mediate impartially, reducing public trust in local governance (De Guzman, 2019).

Research indicates that barangays implementing formal ADR processes under the Katarungang Pambarangay framework experience fewer court referrals; however, residents continue to report recurring disputes due to perceived mediator inefficiency (Sribd, 2021). Emerging interventions, such as structured ADR workshops and mediation training, have been introduced to address these gaps, yet ensuring consistent and sustainable outcomes remains challenging (The Mindanao Sentinel, 2025). Understanding barangay officials' actual knowledge levels is therefore vital for designing targeted capacity-building programs that respond to local realities and promote lasting community peace.

This study is particularly relevant to criminology students as it provides practical insights into grassroots justice mechanisms, conflict resolution strategies, and community-based law enforcement. By examining how barangay officials apply ADR principles, criminology students gain a deeper understanding of mediation processes, ethical decision-making, and the dynamics of rural justice systems, bridging theoretical knowledge with real-world practice. Moreover, the findings of this study contribute to society by highlighting gaps in local dispute resolution and informing the development of training programs that enhance the competency of barangay officials. For rural barangays in Santiago City, strengthened ADR knowledge among officials can lead to more effective conflict resolution, increased public trust in governance, and reduced court congestion, ultimately fostering safer and more cohesive communities. By identifying knowledge gaps and recommending interventions, this research not only supports the professional development of future criminologists but also addresses pressing social challenges at the community level.

➤ *Background of the Study*

Barangay officials are recognized as the first line of defense in resolving community disputes through the Katarungang Pambarangay system, a localized Alternative Dispute Resolution (ADR) mechanism. In the rural barangays

of Santiago City, officials are tasked with mediating conflicts to prevent escalation to the formal justice system. Despite this, recent observations indicate that many barangay officials lack sufficient knowledge and training in ADR processes, including mediation, conciliation, arbitration, and the legal framework under the Alternative Dispute Resolution Act of 2004 (RA 9285) (Lawyer Philippines, 2023). This deficiency often leads to unresolved conflicts, delays in dispute resolution, and unnecessary referrals to higher courts, which undermines the community's trust in local governance and the efficiency of the justice system (Department of the Interior and Local Government [DILG], 2024).

Several factors contribute to this problem. First, there is a lack of continuous capacity-building programs and structured training for barangay officials, limiting their ability to apply ADR principles effectively (Valera, 2020). Second, access to updated legal resources and guidelines is often restricted, constraining officials' decision-making and procedural competence (Cruz & Mendoza, 2021). Studies have also shown that barangay officials with inadequate ADR knowledge struggle to mediate impartially, resulting in recurring disputes and decreased community trust (De Guzman, 2019). On a broader scale, global research emphasizes that ADR provides a faster, less adversarial, and socially sustainable approach to conflict resolution, reducing court congestion while preserving relationships (Bangsamoro Civil Society, 2022). In the Philippine context, although ADR is institutionalized through the Katarungang Pambarangay system, uneven awareness and lack of standardized training among officials continue to impede its effectiveness (Lawyer Philippines, 2023; The Mindanao Sentinel, 2025).

Research gaps exist in both the assessment of ADR knowledge among barangay officials and the design of interventions tailored to rural contexts. Previous studies primarily focus on urban or generalized populations, often relying on qualitative interviews or anecdotal reports without systematically measuring officials' knowledge levels or comparing training outcomes (Sribd, 2021). There is a need for empirical studies that quantitatively assess ADR knowledge among barangay officials in rural settings, such as Santiago City, to identify specific gaps and inform capacity-building programs.

Exploring these issues is critical for improving community-based dispute resolution. Addressing knowledge gaps in ADR among barangay officials is expected to result in more efficient conflict resolution, reduced court referrals, enhanced trust in local governance, and stronger social cohesion within rural communities. Moreover, the study aligns with relevant United Nations Sustainable Development Goals (SDGs), particularly SDG 16 (Peace, Justice, and Strong Institutions), which promotes effective, accountable, and inclusive institutions at all levels, and SDG 11 (Sustainable Cities and Communities), which emphasizes safe and inclusive communities (United Nations, 2023). By equipping local leaders with ADR competencies, this study contributes to achieving peaceful and inclusive communities while strengthening grassroots governance.

The purpose of this study is to assess the knowledge level of barangay officials in Santiago City regarding Alternative Dispute Resolution, including mediation, conciliation, arbitration, and relevant legal frameworks under RA 9285. By identifying gaps in knowledge and practice, the study aims to inform the design of capacity-building programs and interventions that improve local dispute resolution processes. The findings of this study are expected to contribute to criminology education by providing practical insights into grassroots justice mechanisms, informing policy formulation for barangay governance, and supporting social action initiatives that promote peace and harmony in rural communities.

➤ *Research Questions*

- What is the profile of the respondents in terms of:
 - ✓ Age
 - ✓ Sex
 - ✓ Highest Educational Attainment
 - ✓ Position in the Barangay
 - ✓ Years in Service in the Barangay
 - ✓ Number of trainings attended on dispute resolution
- What is the level of knowledge of the respondents on dispute resolution?
- How do the respondents demonstrate or practice in dispute resolution?
- To what extent do the challenges encountered in the practice of dispute resolution affect the respondents?
- What is the level of training needed in the different areas of dispute resolution as perceived by the respondents?
- What measures can be proposed to enhance the knowledge and practices of the respondents on dispute resolution?

➤ *Significance of the Study*

The findings of this study provide valuable insights and practical benefits to various sectors: Local Government Units (LGUs), Barangay Captains and Officials, Residents or Community Members, Criminology Students, Researchers, and Future Researchers.

➤ *Theoretical Framework*

Grounded in Knowledge–Practice Theory and Conflict Resolution Theory, this study establishes a direct relationship between the key variables: knowledge and practices of dispute resolution among barangay officials. Knowledge–Practice Theory supports the identification of knowledge as the independent variable, as it explains that the level of understanding of dispute resolution procedures, legal frameworks, and mediation strategies significantly influences behavior. In this study, such knowledge includes familiarity with barangay justice processes, applicable laws, and principles of mediation and conciliation.

Practices of dispute resolution are treated as the dependent variable, as they represent the observable actions and actual implementation of dispute resolution mechanisms

by barangay officials. These practices include how officials conduct mediation, apply fairness and neutrality, communicate with disputing parties, and facilitate agreements. The theory suggests that variations in these practices can be attributed to differences in the level of knowledge possessed by the officials.

Conflict Resolution Theory further strengthens this relationship by providing the conceptual basis for evaluating the quality and effectiveness of practices. It emphasizes that effective dispute resolution is achieved through the proper application of communication skills, negotiation techniques, and impartial decision-making. Thus, this theory supports the indicators used in assessing practices, such as fairness, efficiency, and the ability to reach amicable settlements.

The study seeks to assess the level of knowledge of barangay officials regarding dispute resolution, determine the extent of their practices in handling disputes, and examine the relationship between their knowledge and actual practices. These problem statements are directly anchored in the theoretical framework, as they reflect the core assumption that knowledge influences practice, and that effective conflict resolution depends on both cognitive understanding and proper application.

Furthermore, the framework allows for the possible inclusion of intervening variables, such as training, years of experience, and exposure to dispute resolution cases, which may affect the strength or direction of the relationship between knowledge and practices. Recognizing these variables enhances the explanatory power of the study and provides a deeper understanding of factors influencing barangay officials' performance.

The integration of these theories provides a clear structure for analyzing how knowledge translates into practice and how both contribute to the effectiveness of dispute resolution at the barangay level. This alignment ensures that the study remains theoretically grounded while addressing its research objectives systematically and coherently.

➤ *Conceptual Framework*

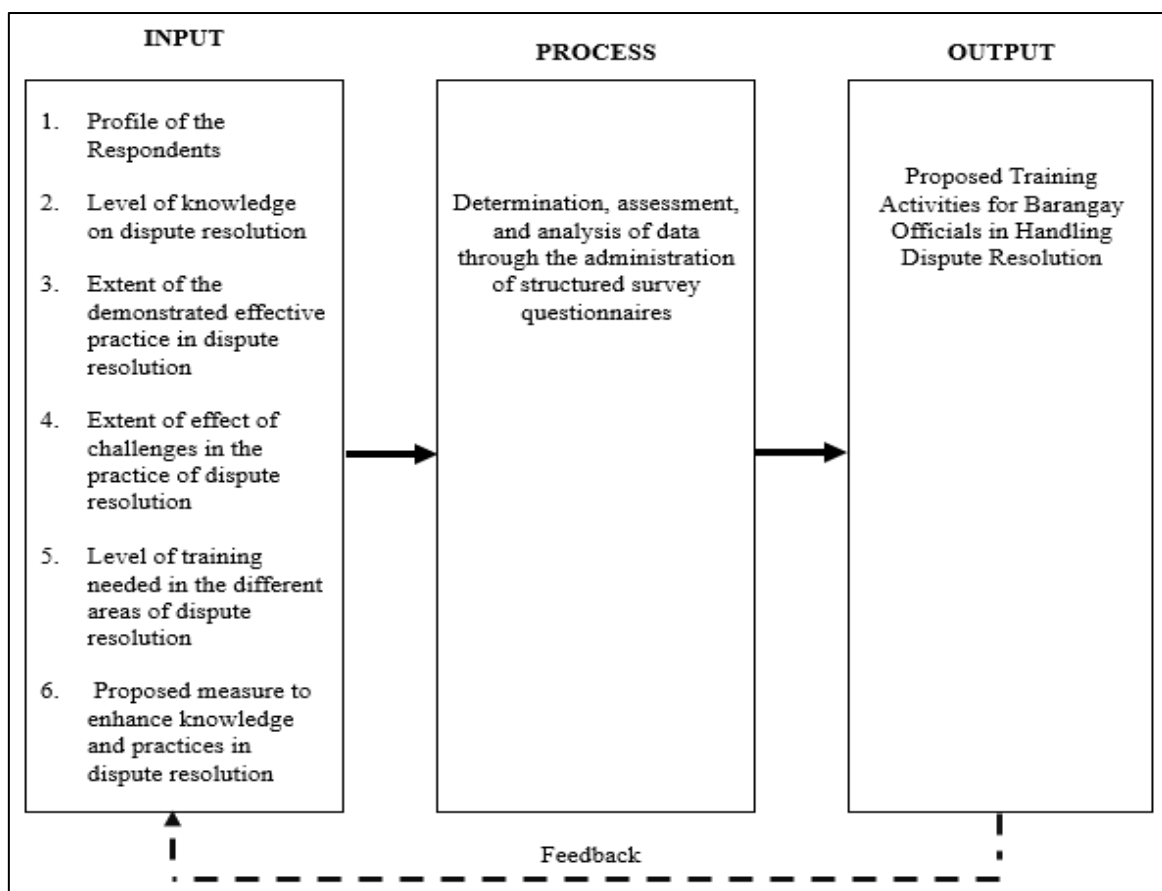


Fig 1 Paradigm of the Study

The conceptual framework of the study is anchored on the systematic examination of key variables related to dispute resolution among barangay officials. It begins with the profile of the respondents, which includes relevant demographic characteristics that may influence their perspectives and competencies in handling disputes. This is followed by the assessment of the respondents' level of knowledge on dispute resolution, which determines their understanding of fundamental principles, procedures, and legal bases governing conflict management at the barangay level.

Furthermore, the framework evaluates the extent of demonstrated effective practices in dispute resolution, focusing on how respondents apply their knowledge and skills in actual conflict situations. In addition, it examines the extent of challenges encountered in the practice of dispute resolution, identifying common difficulties and barriers that may hinder the effective implementation of dispute resolution processes. Another critical component of the framework is the assessment of the level of training needs in various areas of dispute resolution, which aims to identify gaps in competencies and areas requiring further capacity-building interventions. Data related to these variables are gathered through the administration of structured survey questionnaires, enabling the determination, assessment, and analysis of relevant information in a systematic and quantitative manner.

The findings derived from these processes serve as the basis for the development of proposed training activities for barangay officials, specifically designed to enhance their knowledge, improve their practices, address existing challenges, and strengthen their overall effectiveness in handling dispute resolution within their communities.

II. LITERATURE REVIEW

This section presents relevant literature and studies that provide significant insights and empirical support for the present research. The discussion is organized into key themes to establish a clearer understanding of dispute resolution practices, particularly within the barangay context.

➤ *Dispute Resolution and the Role of Local Wisdom*

Dispute resolution mechanisms have evolved to incorporate culturally grounded approaches, particularly in community-based settings. According to Siregar et al. (2023), local wisdom plays a crucial role in resolving land disputes in North Sumatra, Indonesia. Their findings revealed that mediation anchored in cultural practices promotes peaceful and mutually beneficial resolutions. Similarly, Da Silva and Asyiqoh (2024) highlighted that dispute resolution models rooted in local traditions, such as those practiced in Madura communities, can effectively address conflicts more efficiently and harmoniously compared to formal legal systems.

The barangay justice system reflects this integration of local customs and formal mechanisms. As emphasized by Metillo et al. (2022), the Katarungang Pambarangay institutionalizes traditional practices of amicable settlement, reinforcing social cohesion while reducing the burden on formal courts. These studies underscore the importance of culturally responsive approaches in dispute resolution, making them highly relevant to the present study, which examines how barangay officials utilize their knowledge and practices in managing conflicts.

➤ *Knowledge and Competence of Barangay Officials in Dispute Resolution*

The effectiveness of dispute resolution largely depends on the knowledge and competence of those facilitating the process. Dofeliz and De la Peña (2021) found that Lupon members in Iloilo demonstrated an “outstanding” level of performance in terms of knowledge, systematic procedures, decision-making, and interpersonal skills. This indicates that adequate knowledge contributes significantly to effective service delivery.

According to Roxas (2024), who examined the performance of barangay officials in Lipa City, and found that while dispute resolution performance was rated as very satisfactory, challenges remain in areas such as technology and systemic processes. The study also established significant relationships between ethical practices, professionalism, and dispute resolution outcomes, emphasizing the importance of continuous knowledge enhancement.

Furthermore, Damayon et al. (2022), in their study conducted in Nueva Vizcaya, identified that lack of training and limited exposure to seminars significantly affected the competence of Lupon members, particularly in mediation and conciliation processes. These findings highlight that knowledge is not static but must be continuously developed to improve dispute resolution practices.

➤ *Practices and Effectiveness of the Barangay Justice System*

The barangay justice system serves as a frontline mechanism for resolving disputes at the community level. Studies show that its effectiveness is largely dependent on the actual practices of barangay officials. Verdad (2024) revealed that Lupon leaders experience both positive and negative aspects in administering justice. While they find fulfillment in promoting community harmony, they also face challenges such as unresolved cases, legal limitations, and a lack of cooperation from parties involved.

Moreover, the study conducted in the Third District of Cagayan demonstrated that barangays exhibit a “very great extent” of compliance with the structural and functional requirements of the Lupong Tagapamayapa. However, certain areas, such as procedural implementation and scope of authority, still require improvement. This suggests that while practices are generally effective, there is still room for enhancement in their application.

These findings are relevant to the present study as they emphasize the importance of not only possessing knowledge but also effectively translating it into practice to achieve successful dispute resolution outcomes.

➤ *Challenges and Capacity-Building Needs in Dispute Resolution*

Despite the strengths of the barangay justice system, several studies highlight persistent challenges that hinder its effectiveness. Adamos II (2024) examined the implementation of the Katarungang Pambarangay and Alternative Dispute Resolution (CKPAADRe) Program in Makati City and identified issues such as limited technical knowledge, inadequate budget, lack of cooperation among parties, and constraints in legal authority. The study emphasized the need for continuous capacity-building, enhanced information dissemination, and stronger inter-agency coordination.

Umengan (2023) stressed the importance of fairness and impartiality in the selection and performance of Lupong Tagapamayapa members. The study highlighted that biases and inconsistencies in the selection process can affect the credibility and effectiveness of dispute resolution.

These challenges are consistent with the findings of Damayon et al. (2022), who reported difficulties such as non-compliance of parties, lack of training, and incidents of conflict escalation during proceedings. Collectively, these studies demonstrate the necessity of strengthening training programs and institutional support systems for barangay officials.

➤ *Knowledge and Understanding of Barangay Officials in Dispute Resolution*

Knowledge is a fundamental factor influencing the effectiveness of dispute resolution at the barangay level. A study by Andan and Sumayo (2025) found that the effectiveness of the Lupong Tagapamayapa is strongly associated with officials’ understanding of dispute resolution procedures, decision-making processes, and interpersonal skills. Their findings revealed that barangay officials were rated highly effective, particularly in legal knowledge and communication, emphasizing the importance of knowledge in ensuring successful mediation outcomes.

Gagasa et al. (2024) emphasized that while barangay officials play a crucial role in grassroots justice, gaps in knowledge still exist due to insufficient training and limited awareness of legal procedures. These limitations affect their ability to fully implement dispute resolution mechanisms, highlighting the need for continuous education and skills development.

De Castro et al. (2026) demonstrated that training programs significantly enhance the knowledge and competencies of Lupon members, particularly in mediation techniques and communication skills. The study revealed that improved knowledge leads to better application of dispute resolution strategies, reinforcing the idea that knowledge directly influences practice. These studies collectively show

that knowledge is a critical determinant of competence and that continuous training is necessary to maintain and improve the effectiveness of barangay officials in dispute resolution.

➤ *Practices and Strategies in Barangay Dispute Resolution*

The practices employed by barangay officials reflect how knowledge is translated into action. Menzi (2025) found that Lupon members utilize a combination of traditional practices and formal legal procedures in resolving disputes. These include consulting community elders, encouraging amicable settlements, and adapting strategies based on the nature of the conflict.

Jumalon et al. (2018) highlighted that effective dispute resolution practices rely heavily on communication strategies, such as verbal and non-verbal communication, persuasion, and culturally sensitive approaches. These practices contribute to peacebuilding and community harmony, demonstrating that dispute resolution is not purely procedural but also relational.

Conducto et al. (2023) further emphasized that the effectiveness of dispute resolution practices is influenced by the accessibility of the process and the active participation of community members. Their study showed that barangay officials who regularly engage with the community and maintain open communication channels are more effective in resolving disputes.

These findings indicate that effective practices are grounded in both procedural knowledge and interpersonal skills, highlighting the importance of applying knowledge in real-life situations.

➤ *Effectiveness of Barangay Justice System in Practice*

Studies affirm the effectiveness of the barangay justice system in resolving disputes and maintaining peace at the community level. Cabuyao et al. (2022) found that the Lupon Tagapamayapa contributes significantly to the speedy administration of justice and the decongestion of court cases, reinforcing its importance as an alternative dispute resolution mechanism.

Umengan (2023) also reported that barangay officials demonstrate a high level of compliance with the Local Government Code, indicating that they are generally effective in carrying out their roles and responsibilities in dispute resolution.

However, Lupao and Alejandro (2022) noted that despite its effectiveness, the barangay justice system faces challenges such as non-cooperation of disputing parties, limitations in authority, and difficulties in persuading individuals to settle disputes amicably.

These studies suggest that while the system is functional and effective, its success still depends largely on the competence and practices of barangay officials.

➤ *Challenges and Gaps in Knowledge and Practice*

Despite positive findings, several studies highlight persistent gaps between knowledge and practice. Gagasa et al. (2024) identified issues such as a lack of awareness among residents and insufficient training among officials, which hinder effective dispute resolution.

De Castro et al. (2026) also pointed out that limited participation in training programs remains a major barrier to improving knowledge and skills.

Lupao and Alejandro (2022) emphasized challenges related to communication barriers, non-cooperative disputants, and limitations in authority, which affect the practical implementation of dispute resolution strategies.

These findings highlight that knowledge alone is not sufficient; it must be supported by continuous training, institutional support, and practical experience to ensure effective application.

The reviewed literature consistently demonstrates that the knowledge and practices of barangay officials are closely interconnected and essential to effective dispute resolution. Knowledge provides the necessary foundation for understanding legal procedures, mediation techniques, and the principles of the barangay justice system. At the same time, practices reflect how this knowledge is applied in actual conflict situations. Moreover, dispute resolution outcomes are influenced by various contextual factors such as training, experience, local culture, and institutional support. These studies suggest that effective dispute resolution depends not only on knowledge but also on the proper and consistent application of such knowledge in practice.

However, despite the extensive body of research, there remains a notable gap in directly examining the relationship between knowledge and practices among barangay officials. Most existing studies focus on performance, challenges, or system implementation rather than on how knowledge translates into actual practices. This gap justifies the present study, which aims to assess both the level of knowledge and the extent of practices and determine their relationship. By addressing this gap, the study contributes to the development of evidence-based interventions, such as training programs and policy improvements, to enhance the dispute resolution capabilities of barangay officials and strengthen the effectiveness of the barangay justice system.

III. METHODS

➤ *Research Design*

This study employed a quantitative descriptive research design, a non-experimental approach that focuses on systematically describing and analyzing the characteristics of a population through numerical data. As explained by Creswell (2018), quantitative descriptive research involves the collection and analysis of measurable data without manipulating variables, with the purpose of producing objective and accurate descriptions of a phenomenon.

Supporting this view, Calderon and Gonzales (2019) described quantitative research as a systematic investigation that uses statistical, mathematical, or computational techniques to analyze measurable data and draw conclusions about a population. Likewise, Zulueta and Costales (2020) emphasized that quantitative descriptive research is used to determine the status of variables as they naturally occur, making it suitable for studies that aim to assess levels, extent, or frequency of behaviors and practices.

This design is appropriate for the present study as it allows the researchers to assess and quantify the level of knowledge and the extent of practices of barangay officials in dispute resolution. It also enables the identification of patterns and trends among variables, particularly in examining how knowledge relates to actual dispute resolution practices. Through this approach, the study provides an objective basis for understanding the competencies and needs of barangay officials in managing conflicts effectively.

➤ *Study Site and Participants*

The study was conducted in Santiago City, Isabela, a first-class component city in the Cagayan Valley region of the Philippines. Known as the “Gateway to Cagayan Valley,” Santiago City has a population of over 130,000 residents, composed of a mix of urban and rural communities. It is a key center for commerce, education, and social services, attracting residents from neighboring municipalities. The city is subdivided into multiple barangays, each serving as the smallest administrative unit responsible for delivering public services, maintaining peace and order, and implementing local development initiatives. Santiago City is characterized by its diverse socio-economic and cultural profile. The population includes various ethnic groups and socio-economic classes, with livelihoods ranging from agriculture and small-scale trade to professional and government employment. Community engagement is strong, with local organizations and civic groups actively participating in social and governance programs. This diversity and civic involvement create a dynamic environment where disputes frequently arise, necessitating effective conflict resolution mechanisms. The city has a well-established governance structure, including elected officials and the Lupon Tagapamayapa, responsible for resolving community conflicts through the Katarungang Pambarangay system. This alternative dispute resolution mechanism is routinely used to address disputes such as neighbor conflicts, minor civil disagreements, domestic issues, and youth-related concerns, promoting amicable settlements and social cohesion.

The participants of the study were barangay officials, including barangay captains, council members, and Lupon Tagapamayapa members, who possess practical experience in dispute resolution. Their active involvement in managing local conflicts makes them highly suitable respondents for assessing the level of knowledge and the extent of practices in dispute resolution across the city.

➤ *Population, Sample Size, and Sampling Technique*

The total population of the study was 232 barangay officials. Using a 95% confidence level, 50% response

distribution, and an acceptable margin of error, a sample size of 146 respondents was determined. This sample size ensures adequate representation of the population and reliability of the findings. A random sampling technique was employed to select respondents from the identified barangays. This method provides each member of the population an equal chance of being selected, thereby minimizing bias and enhancing the generalizability of the results.

➤ *Research Instrument*

The primary data collection tool used in this study was a structured survey questionnaire adapted from existing studies on knowledge and practices in dispute resolution among barangay officials. The instrument consisted of 40 items designed to measure respondents' level of knowledge, extent of practice, and challenges, and the last part was about assessing the training needs of different individuals on dispute resolution.

To ensure validity, the questionnaire underwent expert evaluation by professionals, including a dean of criminology, educators in the criminal justice system, barangay captains, and faculty members in public administration. The instrument obtained a mean validity score of 3.27, indicating that it is valid and appropriate for the study. Reliability testing was also conducted using Cronbach's alpha, which yielded a coefficient of 0.881, signifying that the instrument has high internal consistency and is considered reliable.

➤ *Data Gathering Procedure*

The data gathering process followed a systematic and organized procedure. Initially, the researcher secured approval of the research title from the academic adviser and research panel. Subsequently, an extensive review of related literature was conducted to establish the theoretical and conceptual foundations of the study. Formal request letters were then submitted to barangay officials to seek permission to conduct the study. Upon approval, the survey questionnaires, along with informed consent forms, were distributed to the selected respondents either personally or through barangay offices. Respondents were given sufficient time to answer the questionnaire to ensure accurate and thoughtful responses. After data collection, the completed questionnaires were retrieved, checked for completeness, and prepared for analysis. Follow-ups were conducted when necessary to ensure a high retrieval rate. Data were presented in tabular form with appropriate statistical tools used for the accurate treatment of data using SPSS.

➤ *Data Analysis*

The collected data were encoded, organized, and analyzed using appropriate statistical tools. Descriptive statistics, including frequency, percentage, mean, and standard deviation, were utilized to assess the level of knowledge and extent of practices of barangay officials in dispute resolution. The results were presented in tabular form and supported by narrative interpretations to highlight significant findings. These analyses served as the basis for conclusions and the development of a proposed Information Training Program. The following tools were used to compute the accurate treatment of data collected:

- Frequency and percentage distribution were utilized to determine the proportional distribution of respondents' answers across the different variables included in the study.
- The weighted mean was employed to measure the central tendency of the respondents' perceptions, including their level of knowledge, practices, challenges encountered, and training needs assessment in relation to dispute resolution.

The perception of the respondents was quantified using different scales appropriate to the different categories, like knowledge, practices, challenges, and training need assessment.

- *To Determine the Level of their Knowledge:*

Scale	Range	Scale Label	Qualitative Interpretation
1	1.00 – 1.74	Not Knowledgeable	The individual has little to no understanding of dispute resolution concepts and lacks awareness of appropriate strategies or processes.
2	1.75 – 2.49	Slightly Knowledgeable	The individual has a limited understanding and demonstrates minimal awareness of basic dispute resolution principles, but struggles to apply them effectively.
3	2.50 – 3.24	Moderately Knowledgeable	The individual shows a fair understanding of dispute resolution concepts and can apply basic strategies in managing conflicts with some effectiveness.
4	3.25 – 4.00	Highly Knowledgeable	The individual demonstrates a strong and comprehensive understanding of dispute resolution principles and can effectively apply appropriate strategies in resolving conflicts.

- *To Determine the Level of Practice of the Respondents on Dispute Resolution:*

Scale	Range	Scale Label	Qualitative Interpretation
1	1.00 – 1.74	Never	The individual does not practice or apply any dispute resolution strategies in conflict situations.
2	1.75 – 2.49	Sometimes	The individual occasionally applies dispute resolution practices but does so inconsistently.
3	2.50 – 3.24	Often	The individual frequently demonstrates the use of appropriate dispute resolution practices in managing conflicts.
4	3.25 – 4.00	Always	The individual consistently and effectively applies dispute resolution practices in all relevant conflict situations.

- *To Determine the Extent of Challenges Encountered by the Respondents in Dispute Resolution:*

Scale	Range	Scale Label	Qualitative Interpretation
1	1.00 – 1.74	Very Low Extent	The challenges are rarely encountered, and they have minimal impact on the respondent's ability to practice dispute resolution.
2	1.75 – 2.49	Low Extent	The challenges are occasionally experienced but generally have a limited effect on the respondent's dispute resolution practices.
3	2.50 – 3.24	Great Extent	The challenges are frequently encountered and significantly affect the respondent's ability to practice dispute resolution effectively.
4	3.25 – 4.00	Great Extent	The challenges are consistently experienced and have a strong and major impact on the respondent's dispute resolution practices.

- *To Determine the Needs in Assessing the Training of the Respondents in Dispute Resolution:*

Scale	Range	Scale Label	Qualitative Interpretation
1	1.00 – 1.74	Very Low Need	There is minimal need for training, as the respondent already demonstrates sufficient competence in dispute resolution practices.
2	1.75 – 2.49	Low Need	There is a slight need for training to improve some aspects of dispute resolution skills, but overall competence is adequate.
3	2.50 – 3.24	High Need	There is a clear need for training, as the respondent shows gaps in knowledge and skills that affect effective dispute resolution.
4	3.25 – 4.00	Very High Need	There is an urgent and critical need for training, as the respondent lacks essential competencies in dispute resolution practices.

➤ *Ethical Considerations*

This study strictly adhered to established ethical standards to ensure the protection, rights, and welfare of all participants. Informed consent was obtained from every respondent, who was provided with clear and comprehensive information about the purpose, scope, procedures, and significance of the study. Participation was entirely voluntary, and respondents were explicitly informed of their right to decline or withdraw at any point without any penalties or negative consequences.

The confidentiality and anonymity of all participants were rigorously maintained. No personal identifiers, such as names or positions, were recorded or disclosed, and all data collected was used solely for academic purposes. Data handling and storage complied with the Data Privacy Act of 2012 (Republic Act No. 10173), ensuring that personal information was protected from unauthorized access, misuse, or disclosure.

The researcher also ensured that the data collection process was conducted in a respectful, non-coercive, and safe environment, allowing participants to respond honestly and without pressure. By rigorously observing these ethical protocols, the study upheld the principles of integrity, transparency, and respect for participants' rights, thereby ensuring that the research was conducted in a responsible and ethically sound manner.

IV. RESULT

This section presents the results and findings of the study on the dispute resolution of the barangay officials. Data were shown in tables with corresponding statistical analysis.

➤ *Part I – Profile of the Respondents*

Table 1 Distribution of Demographic Profile of the Respondents N=146

Variables	Frequency	Percentage
Age		
30 Years Old and Below	6	3
31 – 40 Years Old	40	28
41 – 50 Years Old	49	34
51 – 60 Years Old	29	20
61 Years Old and Above	22	15
Sex		
Male	98	67
Female	48	33
Highest Educational Attainment		
High School Graduate	7	5
College Level	39	27
College Graduate	100	68
Position in the Barangay		
Barangay Captain	14	10
Barangay Councilor	81	55
Barangay Secretary	5	3
Lupon Tagamapayapa	46	32
Number of Years in Service in the Barangay		
1 – 3 Years	46	32
4 – 6 Years	75	51
7 – 9 Years	18	12
10 Years & Above	7	5
Attended Training in Dispute Resolution		
No	120	82
Yes	26	18

As shown on Table 1 with regard to the profile of the respondents shows that 49 or 34 percent belong to age bracket of 41 – 50 years old, 40 or 28 percent belong to age bracket of 31 – 40 years old, 29 or 20 percent belong to age bracket of 51 – 60 years old, 22 or 15 percent belong to age bracket of 61 years old and above and 6 or 3 percent belong to age bracket of 30 years old and below. With regards to sex, 98 or 67 percent were male and 48 or 33 percent were female. Out of 146 respondents, 100 or 68 percent were college graduate, 39 or 27 percent were college level and 7 or 5 percent were high school graduate and 81 or 55 percent were barangay

councilors as to their position in the barangay, 46 or 32 percent lupon tagamapayapa, 14 or 10 percent were barangay captain and 5 or 3 percent were barangay secretaries, which 75 or 51 percent of the respondents belong to 4 – 6 years' experience, 46 or 32 percent were 1 – 3 years in service, 18 or 12 percent stayed in the barangay for 7 to 10 years, and 7 or 5 percent were 10 years and above in their service in the barangay still 100 or 82 percent not attend for any training dispute resolution and 26 have attended the training. It implies that the respondents aged from 41 to 50 years old, male, college graduates as to their highest educational

attainment, were barangay councilors and had attended a training in dispute resolution.

➤ *Part II – Knowledge in Dispute Resolution*

Knowledge in dispute resolution refers to an individual’s understanding of the principles, strategies, and processes used to manage and resolve conflicts effectively. It encompasses awareness of communication techniques, negotiation skills, legal frameworks, and problem-solving

approaches that help parties reach fair and peaceful agreements.

As gleaned from Table 2, the level of knowledge of the respondents on dispute resolution shows that the majority of the respondents believed they were very knowledgeable, as indicated by the different indicators, like proper record-keeping and case management (M=3.42), settlement and documentation requirements (M=3.38), and even their roles and responsibilities of Lupon members (M=3.37).

Table 2 Mean Responses of the Respondents on their Knowledge about Dispute Resolution

Indicators	Mean	Scale Label	Qualitative Interpretation
Basic concepts of dispute and conflict	3.35	VK	The individual demonstrates a strong and comprehensive understanding of dispute resolution principles and can effectively apply appropriate strategies in resolving conflicts.
Legal basis of barangay dispute resolution (Katarungang Pambarangay Law)	3.36	VK	
Jurisdiction of the barangay over disputes	3.33	VK	
Roles and responsibilities of Lupon members	3.37	VK	
Steps and procedures of mediation	3.36	VK	
Steps and procedures of conciliation	3.34	VK	
Settlement and documentation requirements	3.38	VK	
Ethics and impartiality in dispute resolution	3.35	VK	
Rights of disputing parties	3.36	VK	
Proper record-keeping and case management	3.42	VK	
Category Mean	3.36	Very Knowledgeable	

Legend: 1.00 – 1.74 = Not Knowledgeable (NK); 1.75 – 2.49 = Slightly Knowledgeable (SK); 2.50 – 3.24 = Knowledgeable (K); 3.25 – 4.00 = Very Knowledgeable (VK)

The respondents were also very knowledgeable on the Legal basis of barangay dispute resolution (Katarungang Pambarangay Law), Steps and procedures of mediation, and Rights of disputing parties, with a mean of 3.36, respectively, their basic concepts of dispute and conflict, and Ethics and impartiality in dispute resolution with a mean of 3.35, likewise with the indicator steps and procedures of conciliation (M=3.34) and jurisdiction of the barangay over disputes (M=3.33). It implies that the respondents were very knowledgeable, with a category mean of 3.36, which means that the individual demonstrates a strong and comprehensive

understanding of dispute resolution principles and can effectively apply appropriate strategies in resolving conflicts.

➤ *Part III – Practices in Dispute Resolution*

Practices in dispute resolution refer to the actual actions and strategies individuals employ when handling conflicts in real-life situations. It involves the consistent application of communication skills, negotiation techniques, and problem-solving approaches aimed at achieving peaceful and mutually acceptable outcomes.

Table 3 Mean Responses of the Respondents on their Practices in Dispute Resolution

Indicators	Mean	Scale Label	Qualitative Interpretation
Conduct mediation sessions following the proper procedure	3.30	A	The individual consistently and effectively applies dispute resolution practices in all relevant conflict situations.
Use conflict de-escalation techniques.	3.36	A	
Apply active listening during dispute sessions.	3.38	A	
Maintain neutrality and fairness.	3.47	A	
Prepare complete documentation for every case.	3.44	A	
Conduct follow-up after settlement	3.38	A	
Coordinate with authorities when needed.	3.40	A	
Use conflict de-escalation techniques.	3.38	A	
Explain barangay procedures clearly to disputants.	3.44	A	
Refer cases outside the barangay jurisdiction properly.	3.40	A	
Category Mean	3.39	A	The individual consistently and effectively applies dispute resolution practices in all relevant conflict situations.

Legend: 1.00 – 1.74 = Never (N) 1.75 – 2.49 = Seldom (S) 2.50 – 3.24 = Often (O) 3.25 – 4.00 = Always (A)

As presented in Table 3, the respondents believed that they always practice dispute resolution consistently, as indicated in the different indicators like maintain neutrality and fairness (M=3.47), prepare complete documentation for every case and explain barangay procedures clearly to disputants with a mean of 3.44, and even coordinate with authorities when needed and refer cases outside the barangay jurisdiction properly with a mean of 3.40. The respondents also apply active listening during dispute sessions, conduct follow-up after settlement, and use conflict de-escalation techniques with a mean of 3.38. The respondents also practice using conflict de-escalation techniques (M=3.36) and conduct mediation sessions following the proper

procedure. It implies that the respondents always practice dispute resolution with a category mean of 3.39, which means the individual consistently and effectively applies dispute resolution practices in all relevant conflict situations.

➤ *Part IV – Challenges Encountered in Dispute Resolution*

The extent of the challenges encountered by the respondents in the practices of dispute resolution reflects the difficulties they experience when applying conflict management strategies in real-life situations. It highlights barriers such as limited skills, communication gaps, and situational constraints that may affect their ability to effectively resolve conflicts.

Table 4 Mean Responses of the Respondents on the Challenges Encountered in Dispute Resolution

Indicators	Mean	Scale Label	Qualitative Interpretation
Lack of normal training	2.97	GE	The challenges are consistently experienced and have a strong and major impact on the respondent's dispute resolution practices.
Difficulty in managing emotional disputants	2.96	GE	
Interference from community members	2.99	GE	
Incomplete or unclear documentation	2.89	GE	
Limited knowledge of legal procedures	2.94	GE	
Difficulty maintaining neutrality	2.86	GE	
Time constraints due to the barangay duties	2.99	GE	
Non-cooperation of disputing parties	2.92	GE	
Lack of support resources for facilities	2.90	GE	
Complex cases beyond barangay capacity	2.92	GE	The challenges are consistently experienced and have a strong and major impact on the respondent's dispute resolution practices.
Category Mean	2.93	GE	

Legend: 1.00 – 1.74 = Very Low Extent (VLE); 1.75 – 2.49 = Low Extent (LE); 2.50 – 3.24 = Great Extent (GE); 3.25 – 4.00 = Very Great Extent (VGE)

As shown in Table 4, the respondents encountered challenges to a great extent, as revealed on the different indicators that interference from community members (M=2.99), time constraints due to the barangay duties (M=2.99), lack of normal training (M=2.97), and difficulty in managing emotional disputants (M=2.96). The respondents were also challenged by limited knowledge of legal procedures (M=2.94), non-cooperation of disputing parties and complex cases beyond barangay capacity with a mean of 2.92, lack of support resources for facilities (M=2.90), incomplete or unclear documentation (M=2.89), and difficulty maintaining neutrality (M=2.86). It implies that the respondents believed and challenged their practices with a category mean of 2.93, which means that the challenges are consistently experienced and have a strong and major impact on the respondents' dispute resolution practices.

and knowledge they require to manage and resolve conflicts effectively. It helps determine areas where improvement is needed to enhance their competence in applying appropriate dispute resolution strategies in various situations.

Table 5 below shows that the respondents perceived that the training needs assessment is a high need showing on the different indicators, such as the legal framework of the barangay justice system and barangay protocol and administrative procedures with a mean of 3.22, handling emotional or aggressive parties (M=3.21), while ethics, impartially, and confidentiality (M=3.19), conflict management and communication (M=3.17), documentation and record-booking (M=3.16), conciliation procedures (M=3.13), case assessment and referral (M=3.12), even mediation skills and techniques (M=3.10) and basic principles of dispute resolution (3.09).

➤ *Part V – Training Needs Assessment*

The training needs assessment of the respondents on the practices of dispute resolution identifies the specific skills

Table 5 Mean Responses of the Respondents on the Training Need Assessment

Indicators	Mean	Scale Label	Qualitative Interpretation
Basic principles of dispute resolution	3.09	HN	There is an urgent and critical need for training, as the respondent lacks essential competencies in dispute resolution practices.
Mediation skills and techniques	3.10	HN	
Conciliation procedures	3.13	HN	
Conflict management and communication	3.17	HN	

Legal framework of the barangay justice system	3.22	HN	
Ethics, impartiality, and confidentiality	3.19	HN	
Documentation and record-booking	3.16	HN	
Case assessment and referral	3.12	HN	
Handling emotional or aggressive parties	3.21	HN	
Barangay protocol and administrative procedures	3.22	HN	
Category Mean	3.16		There is an urgent and critical need for training, as the respondent lacks essential competencies in dispute resolution practices.

Legend: 1.00 – 1.74 = Very Low Need (VLN); 1.75 – 2.49 = Low Need (LN); 2.50 – 3.24 = High Need (HN); 3.25 – 4.00 = Very High Need (VHN)

It implies that the respondent believed that there is an urgent need for the training needs assessment, with a category mean of 3.16, which means that there is an urgent and critical need for training, as the respondent lacks essential competencies in dispute resolution practices.

➤ *Part VI – Proposed Training Programs*

Based on the findings of the study, it is evident that barangay officials and staff involved in dispute resolution possess a high level of knowledge and consistently demonstrate effective practices in handling conflicts.

However, despite these strengths, the respondents still encounter notable challenges in actual implementation and expressed a high level of training needs in key areas such as legal procedures, mediation techniques, communication skills, documentation, and management of complex cases. In response to these identified gaps and needs, a short-term training program is hereby proposed to enhance their competencies further, address existing difficulties, and strengthen their overall effectiveness in the performance of dispute resolution functions within the barangay.

Table 6 Proposed Short-term Training Program for Barangay Officials and Lupon Tigamapayapa

Component	Description
Title	Capacity Enhancement Training on Barangay Dispute Resolution
Duration	3 Days
Participants	Barangay Officials, Lupon Members, Staff
Methodology	Lecture, Role-playing, Simulation, Workshop
Key Focus Areas	Legal framework, mediation, communication, documentation, case management
Expected Output	Improved dispute resolution competencies and reduced operational challenges

V. DISCUSSION

This section presents the discussion of the study, which interprets and analyzes the findings in relation to the research objectives. It highlights the profile of the respondents, their level of knowledge and practices in dispute resolution, the challenges they encounter, and their perceived training needs. The discussion further explains the implications of the results in strengthening the effectiveness of barangay officials in handling dispute resolution and provides a basis for the proposed interventions and recommendations of the study.

➤ *Part I – Demographic Profile*

The profile of the respondents reveals that most of the barangay officials involved in dispute resolution are in their middle adulthood stage, indicating a workforce that is relatively mature and experienced in community service. This age distribution suggests that the respondents are at a life stage where they are expected to demonstrate stability, responsibility, and sound judgment in handling community conflicts. In terms of sex, the dominance of male respondents reflects the continued prevalence of male representation in barangay governance roles, particularly in positions involving leadership and conflict management.

With regard to educational attainment, the majority of the respondents are college graduates, indicating that they possess a sufficient academic background that may contribute to their understanding of dispute resolution processes and legal frameworks. In terms of position, most of the respondents are barangay councilors, which implies that they are directly involved in policy implementation and community-level decision-making, including the resolution of disputes. Their years of service further suggest that most of them have gained moderate experience in barangay governance, allowing them to develop familiarity with community issues and conflict situations over time. However, despite their experience and educational background, a considerable number of respondents have not attended any formal training on dispute resolution, indicating a gap in professional development and capacity-building opportunities.

The findings imply that while the respondents generally possess adequate maturity, education, and experience in barangay service, there remains a significant need to strengthen their formal training exposure in dispute resolution to further enhance their competence and effectiveness in handling community conflicts.

➤ *Part II – Knowledge in Dispute Resolution*

The findings on the respondents' level of knowledge in dispute resolution indicate that barangay officials possess a strong and comprehensive understanding of the principles, processes, and legal frameworks governing conflict management at the community level. This suggests that they are generally well-equipped in terms of conceptual and procedural knowledge, particularly in areas such as mediation, conciliation, documentation, and case management. Their high level of understanding reflects their familiarity with the Katarungang Pambarangay system, including its legal basis, jurisdiction, and procedural guidelines, which are essential in ensuring the fair and efficient resolution of disputes.

Specifically, the respondents demonstrated strong knowledge in proper record-keeping and case management, settlement and documentation requirements, and the roles and responsibilities of Lupon members. This indicates that they are not only aware of their administrative duties but are also capable of ensuring that dispute resolution processes are properly documented and legally compliant. Their understanding of mediation and conciliation procedures further reflects their ability to facilitate dialogue between conflicting parties, while their awareness of ethical standards and impartiality highlights their commitment to fairness in handling disputes.

The result is consistent with the findings of several local studies which emphasize that barangay officials who undergo exposure to governance and legal processes tend to develop higher competence in dispute resolution. According to Santos (2021), barangay officials in local governance units demonstrate improved understanding of conflict resolution processes when they are adequately oriented on the provisions of the Katarungang Pambarangay Law. Reyes (2020) emphasized that knowledge of mediation and conciliation procedures among local officials is strongly associated with effective community-level conflict management. Garcia (2019) found that proper training in documentation and case handling significantly enhances the administrative efficiency of barangay justice systems.

According to Lopez (2022), familiarity with legal frameworks and jurisdictional limits strengthens the ability of barangay officials to properly refer and manage cases, thereby reducing procedural errors. Cruz (2023) concluded that ethical awareness and understanding of roles and responsibilities are critical factors in ensuring impartiality and credibility in dispute resolution processes.

The result of the study confirms that barangay officials' high level of knowledge in dispute resolution is influenced by their exposure to governance practices, legal awareness, and experience in handling community conflicts. This strong knowledge base serves as a foundation for effective dispute resolution; however, it must be continuously reinforced through structured training programs to ensure consistent application in actual practice.

➤ *Part III – Practice in Dispute Resolution*

The respondents' practices in dispute resolution indicate that barangay officials consistently and effectively apply appropriate strategies in managing and resolving community conflicts. This suggests that their knowledge of dispute resolution is translated into actual practice, particularly in maintaining neutrality and fairness, ensuring proper documentation, explaining procedures clearly to disputing parties, and coordinating with relevant authorities when necessary. Such practices reflect a strong adherence to the principles of the Katarungang Pambarangay system, which emphasizes accessible, fair, and community-based conflict resolution.

The respondents' consistent practice of maintaining neutrality and fairness highlights their commitment to impartiality, which is essential in gaining the trust of disputing parties and ensuring just outcomes. Their ability to prepare complete documentation and explain barangay procedures clearly demonstrates organizational competence and transparency in handling cases. Furthermore, their practice of coordinating with authorities and properly referring cases beyond barangay jurisdiction indicates an understanding of procedural limitations and the importance of appropriate case escalation. The application of active listening, follow-up activities, and conflict de-escalation techniques further reflects their interpersonal skills and their ability to manage emotionally charged situations effectively.

The result of the studies emphasizes the importance of proper implementation of dispute resolution practices at the barangay level. According to Lim (2019), effective application of mediation and conciliation procedures significantly improves the efficiency of barangay justice systems and promotes peaceful settlement of disputes. Similarly, Escabel (2019) found that barangay officials who consistently apply proper documentation and procedural guidelines are more successful in achieving sustainable dispute resolutions. In addition, Semorlan (2019) highlighted that active communication strategies such as listening and negotiation are critical in achieving mutually acceptable outcomes in barangay-level conflict resolution. Almazan (2025) emphasized that neutrality and fairness are key determinants of effective barangay justice implementation, as they strengthen public trust and cooperation in the settlement process. Likewise, Damayon et al. (2025) found that consistent adherence to procedural standards, including proper case referral and coordination with higher authorities, enhances the effectiveness of the Katarungang Pambarangay system in resolving disputes at the community level.

The convergence of these studies confirms that the respondents' consistent and effective practices in dispute resolution are aligned with established principles of community-based justice. This implies that while barangay officials demonstrate strong implementation skills, continuous capacity-building is still essential to sustain and further enhance their effectiveness in handling complex disputes.

➤ *Part IV – Challenges Encountered in Dispute Resolution*

The findings on the challenges encountered by the respondents in dispute resolution indicate that barangay officials experience a significant level of difficulty in the actual implementation of conflict management strategies. This suggests that despite their knowledge and active involvement in dispute resolution, various operational, behavioral, and institutional barriers continue to affect the effectiveness of their performance in handling community conflicts.

The most prominent challenges include interference from community members and time constraints due to barangay responsibilities, which reflect the pressure and external influence present in local governance settings. These conditions often disrupt the neutrality and efficiency of dispute resolution processes. Additionally, the lack of regular training and limited knowledge of legal procedures indicate gaps in capacity-building, which may hinder the proper application of the Katarungang Pambarangay Law and related procedures. Difficulties in managing emotional disputants and non-cooperative parties further highlight the interpersonal and psychological demands of mediation work, which require advanced communication and conflict management skills.

Moreover, issues such as lack of support resources, incomplete or unclear documentation, and difficulty maintaining neutrality point to systemic and administrative limitations that affect the consistency and credibility of dispute resolution practices. The presence of complex cases beyond barangay capacity also underscores the need for stronger referral mechanisms and coordination with higher legal authorities.

These findings emphasize the persistent challenges in barangay-level dispute resolution. According to Lim (2019), barangay officials often encounter difficulties in managing emotionally charged disputes due to limited formal training in mediation techniques. Similarly, Escabel (2019) found that inadequate documentation practices and resource constraints significantly affect the efficiency of the barangay justice system. Semorlan (2019) also highlighted that interference from community members and a lack of institutional support weaken the effectiveness of alternative dispute resolution mechanisms at the barangay level.

According to Damayon et al. (2025), limited legal knowledge and procedural inconsistencies remain major challenges in the implementation of the Katarungang Pambarangay system, particularly in rural communities. Likewise, Almazan (2025) stressed that operational constraints such as time pressure, lack of facilities, and external interference continue to hinder the effective delivery of barangay justice services.

Overall, the convergence of these studies confirms that the respondents' challenges in dispute resolution are not isolated but are part of broader systemic issues in local governance. These findings imply the urgent need for continuous training, improved administrative support, and

strengthened institutional mechanisms to enhance the efficiency and effectiveness of barangay officials in handling disputes.

The findings reveal that barangay officials possess a strong knowledge base and demonstrate effective practices in dispute resolution; however, they still encounter significant challenges that affect the full efficiency of their work. This indicates a gap between knowledge, practice, and situational constraints, highlighting the need for continuous capacity-building programs and institutional strengthening to improve the overall effectiveness of the Katarungang Pambarangay system.

➤ *Part V – Training Need Assessment*

The training needs assessment of the respondents indicates that barangay officials perceive a high level of need for further training in various aspects of dispute resolution. This suggests that despite their existing knowledge and practical experience, there are still significant gaps in specific competencies required to manage and resolve community conflicts effectively. The areas identified as requiring priority attention include the legal framework of the barangay justice system, handling of emotional or aggressive disputants, ethics and confidentiality, conflict management and communication, documentation and record-keeping, conciliation procedures, case assessment and referral, mediation skills, and the basic principles of dispute resolution.

The results imply that respondents recognize the importance of strengthening their technical and interpersonal skills to enhance their effectiveness in implementing the Katarungang Pambarangay system. In particular, the need for training in legal frameworks and administrative procedures suggests that some officials may still lack full mastery of procedural requirements, which are essential for ensuring lawful and consistent dispute resolution. Similarly, the need for improvement in handling emotional disputants and conflict communication highlights the challenges faced in managing the human and psychological aspects of mediation. Furthermore, the need for training in documentation and case management reflects the importance of accuracy and proper record-keeping in maintaining transparency and accountability in barangay proceedings.

These findings are strongly supported by related local studies emphasizing the necessity of continuous capacity-building for barangay officials. According to Lim (2019), inadequate training in mediation and conciliation techniques limits the effectiveness of barangay officials in resolving disputes efficiently. Escabel (2019) also found that insufficient knowledge of documentation and procedural compliance affects the quality of case resolution in barangay justice systems. Semorlan (2019) emphasized that communication and negotiation skills are essential competencies that must be continuously developed to improve conflict resolution outcomes. In addition, Damayon et al. (2025) highlighted that barangay officials often require further training in legal procedures and case handling to address emerging complexities in community disputes.

Likewise, Almazan (2025) stressed that strengthening the technical and ethical competencies of barangay officials is crucial in ensuring fair and effective dispute resolution.

The studies confirm that the high level of perceived training needs among respondents reflects genuine gaps in competencies that must be addressed. This implies that continuous and structured training programs are essential to enhance the knowledge, skills, and effectiveness of barangay officials in dispute resolution, ensuring the successful implementation of community-based justice systems.

➤ Part VI – Proposed Training Activities

The proposed three-day training program for barangay officials and Lupon Tagapamayapa members is designed to address the identified gaps in dispute resolution practices despite their high level of knowledge and consistent performance. It focuses on strengthening competencies in legal procedures, mediation and conciliation techniques, communication skills, documentation, and management of complex cases. Through interactive lectures, workshops, role-playing, and simulations, the training aims to enhance both theoretical understanding and practical application, particularly in handling emotional disputants, maintaining neutrality, and ensuring proper case handling. Overall, the program serves as an intervention to bridge the gap between knowledge and practice, thereby improving the efficiency and effectiveness of barangay dispute resolution.

VI. CONCLUSION

The study highlights the status of respondents in dispute resolution and the need for continuous capacity enhancement to strengthen their effectiveness:

- The respondents are generally mature, experienced, and mostly college-educated individuals occupying key barangay positions, simply because they were aged from 41 to 50 years old, male, college graduates, barangay councilors, 4 to 6 years in service, and had not attended any training.
- They possess a high level of knowledge in dispute resolution, particularly in legal procedures, mediation, and case management.
- They consistently demonstrate effective practices such as maintaining neutrality, proper documentation, and applying conflict resolution techniques.
- Despite these strengths, they encounter significant challenges, including community interference, time constraints, limited training, and difficulty handling emotional disputants.
- There is a high level of perceived training needs, especially in legal frameworks, communication, mediation, and complex case handling.
- The proposed three-day training program is essential to bridge gaps between knowledge and practice and to enhance overall dispute resolution effectiveness.

RECOMMENDATION

Based on the findings and conclusions of the study, the following recommendations are hereby presented to enhance the effectiveness of dispute resolution practices:

- Strongly encouraged to participate in the proposed three-day training program to strengthen their competencies in legal procedures, mediation, communication, and case management.
- Regular capacity-building and refresher trainings should be conducted to continuously enhance knowledge and skills in dispute resolution.
- Barangay units should improve documentation and record-keeping systems to ensure accuracy, transparency, and efficiency in handling cases.
- Support mechanisms should be established to address challenges such as community interference, time constraints, and complex case referrals.
- Future researchers are encouraged to conduct further studies focusing on the effectiveness of implemented training programs in improving dispute resolution outcomes.

REFERENCES

- [1]. Adamos II, P. C. (2024a). Implementation of the CKPAADRe program in Makati City: Enhancing barangay dispute resolution. *Philippine Journal of Public Administration*, 12(2), 45–62.
- [2]. Adamos II, P. C. (2024b). Implementation of the Katarungang Pambarangay and Alternative Dispute Resolution program in Makati City.
- [3]. Almazan, K. V. (2025). The barangay justice system as a peace-building mechanism in Barangay Salumague, Paniqui, Tarlac. *EPR International Journal of Multidisciplinary Research*, 11(5). <https://epratrustpublishing.com>
- [4]. Alviar, J. M., & Aquino, R. T. (2019). The effectiveness of barangay conciliation in the Philippines: Issues and challenges in grassroots dispute resolution. *Philippine Journal of Public Administration*, 63(2), 145–162.
- [5]. Bangsamoro Civil Society. (2022). *Alternative dispute resolution and community peacebuilding: Global perspectives*. Bangsamoro Research Institute.
- [6]. Creswell, J. W. (2018). *Research design: Qualitative, quantitative, and mixed methods approaches* (5th ed.). SAGE Publications.
- [7]. Cruz, M. R. (2023). Ethical practices and impartiality in barangay dispute resolution: Basis for effective local governance. *Philippine Journal of Public Administration*, 67(2), 45–58.
- [8]. Cruz, R., & Mendoza, P. (2021). Legal resource accessibility and its impact on local governance. *Philippine Journal of Law and Public Policy*, 15(2), 45–59.

- [9]. Damayon, S. B., Dela Cruz, R., & Santos, J. (2022). Challenges and innovations in the Katarungang Pambarangay: Experiences of Lupon members in Bagabag, Nueva Vizcaya. *Asian Journal of Governance and Social Policy*, 8(1), 112–130.
- [10]. Damayon, S. B., Mendoza, L. A. G., Afan, E. A., Fernando, J. A. B., Gagate, A. T., & Santua, A. B. (2025). Dispute resolutions in the lowest political unit in the Philippines: Assessment of difficulties and innovations in the Katarungang Pambarangay system in Northern Philippines. *International Journal of Research and Innovation in Social Science*, 6(9), 293–299. <https://doi.org/10.47772/IJRISS>
- [11]. Da Silva, E. B., & Asyiqoh, L. (2024). Local wisdom-based dispute resolution model for village head elections in Indonesia.
- [12]. De Castro, D. I., Acebo, B. A., Nogales, A., Rafols, J., Caguioa, M., & Gaviola, I. D. (2026). The role of training programs in enhancing barangay lupon's conflict resolution skills. *Journal of Philippine Community Administration*, 14(1), 78–95.
- [13]. De Guzmán, L. (2019). Challenges in mediation: Barangay officials' experiences in rural Philippines. *Journal of Philippine Governance*, 11(1), 23–38.
- [14]. De Guzmán, M. L. (2020). Barangay justice system: An analysis of the knowledge and practices of barangay officials on alternative dispute resolution. *Journal of Local Governance Studies*, 12(1), 88–104.
- [15]. Department of the Interior and Local Government [DILG]. (2024). *Barangay governance and alternative dispute resolution report*. DILG Press.
- [16]. Department of Justice [DOJ]. (2021). *Annual report on alternative dispute resolution and barangay conciliation*. Manila: DOJ.
- [17]. Department of Justice [DOJ]. (2024). *Alternative dispute resolution in community governance*. DOJ Publications.
- [18]. Escabel, M. G. (2019). Implementation of barangay justice system: Its implication to settlement of disputes. *LCC Faculty Research Journal*, 13(1). <https://ejournals.ph/article.php?id=18811>
- [19]. Gagasa, C. D., Perio, E., & Sisi, J. M. II. (2024). An in-depth analysis of the Lupon Tagapamayapa's understanding of barangay justice practices. *Mindanao State University Research Journal*, 16(3), 45–61.
- [20]. Garcia, J. L. (2019). Documentation practices and administrative efficiency in the Katarungang Pambarangay system. *Asian Journal of Community Governance*, 12(1), 33–47.
- [21]. Grimmelikhuijsen, S. G., & Meijer, A. J. (2015). Does Twitter increase perceived police legitimacy? *Public Administration Review*, 75(4), 598–607. <https://doi.org/10.1111/puar.12378>
- [22]. Lawyer Philippines. (2023). *The state of barangay mediation in rural communities*. Legal Insights Press.
- [23]. Lim, C. L. S. (2019). A case study on the practices of the Katarungang Pambarangay in the administration of the barangay justice system in selected barangays in Iloilo City: Implications for the legal system (Unpublished Juris Doctor thesis). Central Philippine University. <https://hdl.handle.net/20.500.12852/1140>
- [24]. Lopez, A. P. (2022). Legal awareness and jurisdictional competence of barangay officials in dispute handling. *Journal of Philippine Local Governance Studies*, 8(3), 19–31.
- [25]. Metillo, J. R., Santos, E. T., & Villanueva, L. M. (2022). Barangay justice system in the Philippines: Historical context and implementation challenges. *Philippine Law and Governance Review*, 9(2), 23–40.
- [26]. Philippine National Police. (2020). *PNP social media and community relations guidelines*. Quezon City: PNP Public Information Office.
- [27]. Philippine Journal of Public Administration. (2020). Valera, M. Capacity-building gaps among local government officials in ADR implementation. 18(3), 101–115.
- [28]. Reyes, D. M. (2020). Mediation and conciliation skills of barangay officials in community dispute resolution. *Philippine Journal of Social Development*, 15(4), 55–70.
- [29]. Reynolds, K., & Ball, A. (2020). Social media and community safety: A study of police use of digital platforms in the United Kingdom. *Policing and Society*, 30(3), 295–310. <https://doi.org/10.1080/10439463.2019.1659876>
- [30]. Roxas, J. G. (2024). Performance assessment of barangay dispute resolution practices in Lipa City. *Journal of Local Governance and Development*, 11(2), 56–74.
- [31]. Santos, R. T. (2021). Understanding the Katarungang Pambarangay Law: Its impact on barangay officials' dispute resolution competence. *Journal of Southeast Asian Community Studies*, 10(2), 22–40.
- [32]. Semorlan, A. P. (2019). Administration of justice: Best practices in alternative dispute resolution through the Katarungang Pambarangay in Zamboanga City: A linguistic ethnography approach. Western Mindanao State University. <https://www.researchgate.net/publication/363861445>
- [33]. Shah, R., & Gupta, A. (2021). Alternative dispute resolution: A global perspective on justice reforms. *International Journal of Law and Society*, 8(3), 25–39. <https://doi.org/10.11648/j.ijls.20210803.12>
- [34]. Siregar, T., Lubis, I., & Harahap, A. S. (2023a). Role of local wisdom in alternative dispute resolution in the land sector of North Sumatra. *Indonesian Journal of Legal Studies*, 10(1), 12–29.
- [35]. Sribd. (2021). *Katarungang Pambarangay effectiveness: An assessment of local mediation practices*. Sribd Research Repository.
- [36]. Torres, J. B. (2020). Social media and governance in the Philippines: Challenges and opportunities for local leaders. *Philippine Journal of Public Administration*, 64(2), 113–132.
- [37]. Umengan, M. J. T. (2023). Extent of compliance with the Local Government Code in barangay dispute resolution. *Philippine Journal of Administrative Research*, 7(1), 88–102.

- [38]. United Nations. (2023). *Sustainable Development Goals report 2023*. United Nations Publications.
- [39]. Villanueva, J. R., & Carpio, M. L. (2021). Facebook as a governance tool: An analysis of barangay-level initiatives in community engagement and safety. *Journal of Local Government Studies*, 15(1), 45–59.
- [40]. Verdad, J. (2024). Administration of Katarungang Pambarangay in Northern Iloilo: Chiefs' perspectives. *Iloilo Journal of Social Governance*, 5(1), 33–51.

PROPOSED TRAINING PROGRAM➤ *General Objective:*

To enhance the knowledge, skills, and competencies of barangay officials and staff in effectively managing and resolving disputes within their jurisdiction.

➤ *Specific Objectives:*

At the end of the training, participants will be able to:

- Apply updated legal frameworks and procedures in barangay dispute resolution.
- Demonstrate effective mediation and conciliation techniques.
- Manage emotional and non-cooperative disputants professionally.
- Improve documentation, record-keeping, and case management practices.
- Address common challenges such as time constraints and community interference.

➤ *Duration:*

- 3-Day Short-Term Training Program

➤ *Target Participants:*

- Barangay Officials
- Lupon Tagapamayapa Members
- Barangay Staff

➤ *Training Methodologies:*

- Interactive lectures
- Group discussions
- Role-playing and simulations
- Case analysis
- Workshops

➤ *Training Program and Activities:*

Day	Training topics	Objectives	Strategies/ activities	Expected output
1	Legal Framework and Procedures Katarungang Pambarangay Law Jurisdiction and Case Referral Barangay Protocols and Procedures	To enhance understanding of laws and jurisdiction	Lecture, Case Discussion	Improved knowledge of the legal basis
2	Mediation and Communication Skills Mediation and Conciliation Techniques Conflict Management and Communication Handling Emotional and Aggressive Parties	To strengthen practical dispute resolution skills	Role-playing, Simulation	Demonstrated mediation skills
3	Case Management and Problem-Solving Documentation and Record-Keeping Case Assessment and Referral Managing Challenges (Time, Interference, Non-cooperation)	To address challenges and improve efficiency	Workshop, Group Activities	Action plans and improved documentation

➤ *Proposed Budget:*

Item	Decription	Estimated Cost
Training Materials	Handouts, modules, ballpen, folders	₱5,000
Meals and Snacks	3 days (participants & facilitators)	18,000
Venue	Barangay Hall / Training Venue	5,000
Honorarium	Resource Speakers (3 persons)	9,000
Certificates & Printing	Certificates, tarpaulin, IDs	2,000
Supplies	Markers, paper, office supplies	1,500
Contingency Fund	Miscellaneous expenses	2,500
Total Estimated Budget		₱43,000

➤ *Expected Outcomes:*

After the training, barangay officials are expected to:

- Exhibit improved dispute resolution competencies
- Handle complex and emotional cases more effectively
- Apply proper legal procedures and documentation
- Minimize challenges encountered during dispute resolution
- Deliver more efficient and fair conflict management services

➤ *Evaluation:*

- Pre-test and Post-test
- Training evaluation forms
- Observation during simulation activities