

FAMILY COUNSELING PROGRAM OF QCSWD IN BARANGAY BATASAN HILLS, QUEZON CITY: A BASIS FOR POLICY IMPROVEMENT

ABSTRACT

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This study assessed the effectiveness of the Family Counseling Program administered by the Quezon City Social Welfare and Development Office (QCSWD), focusing on its role in fostering supportive family environments, particularly for guardians of children in conflict with the law. The evaluation centered on three key areas: the quality of program implementation, engagement with relevant policies, and its influence on behavioral improvement among participants. The demographic profile of respondents—including age, gender, civil status, educational attainment, and length of residency—was analyzed to understand varying perspectives and experiences. The study also identified the primary challenges hindering program effectiveness and proposed targeted policy recommendations to enhance service delivery. A total of 50 respondents participated in the study, comprising 10 Women's Desk police officers and barangay officials, 10 QCSWD staff, and 30 guardians of at-risk youth. The study employed a descriptive research design and quantitative approach to evaluate respondents' perceptions of the Family Counseling Program. Data were gathered using standardized questionnaires, which were personally distributed to selected participants. Prior to data collection, informed consent was obtained to ensure ethical research practices. Respondents completed the survey forms independently, and the researchers systematically collected the accomplished questionnaires for further analysis and interpretation. The findings indicated that the most positively rated aspect of the program's implementation was its capacity to effectively address the emotional, behavioral, and relational challenges faced by families. In terms of policy engagement, the Family Counseling Program was recognized for its significant role in mitigating domestic conflicts and reinforcing familial bonds. Moreover, in the area of behavioral development, the program was most notably effective in enhancing emotional responsiveness and promoting consistent emotional support among family members, thereby contributing to healthier family dynamics. To strengthen the Family Counseling Program, policies should institutionalize peer support and group therapy through regular sessions, parent support circles, and mentorship initiatives. Parental engagement may be improved by implementing mandatory orientations, routine follow-ups, and family-focused educational workshops. Counseling services should adopt individualized intervention plans and provide structured parenting coaching. To boost participation, community awareness campaigns should be launched in collaboration with barangay officials, schools, and local organizations. These campaigns may include seminars, interactive activities, and incentive-based programs to promote the program's benefits. Outreach to underserved families can be enhanced through mobile counseling units, home visits, and flexible scheduling. Lastly, further research is recommended to evaluate the program's long-term effectiveness and ensure responsiveness to the evolving needs of the community.

RECOMMENDED CITATION

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