

EVALUATING THE PERFORMANCE OF BARANGAY DESK OFFICE IN NOVALICHES PROPER, QUEZON CITY

ABSTRACT

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The Barangay Desk Office plays a vital role in grassroots governance in the Philippines as the primary point for residents to report incidents, seek assistance, and resolve disputes. In Barangay Novaliches Proper, Quezon City, its effectiveness influences public trust, reporting behavior, and cooperation with authorities. This study assessed the performance of the Barangay Desk Office in terms of community distrust, fear of retaliation, and responsiveness, and examined whether significant differences exist between the perceptions of residents and barangay personnel. A descriptive research design was used involving eighty (80) respondents, consisting of sixty (60) residents and twenty (20) barangay personnel selected through convenience sampling. Data were gathered using a structured questionnaire covering demographic profile and performance indicators. Statistical tools such as frequency, percentage, weighted mean, ranking, and the Mann–Whitney U Test were applied to analyze the data and determine significant differences between groups. Most respondents were aged 45 and above, mostly female, long-term residents of over eleven years, and high school graduates. Overall, respondents disagreed with statements indicating community distrust toward the Barangay Desk Office but agreed that fear of retaliation and issues with responsiveness existed. The Mann–Whitney U Test showed significant differences between residents and barangay personnel across all variables, resulting in the rejection of the null hypothesis. The most common concerns were perceived unprofessional behavior or bias of desk officers and delays in handling complaints. The results show that although strong distrust was not evident, concerns about professional conduct, responsiveness, and fear of reprisal need attention. Differences in perception reveal gaps in expectations and communication between residents and personnel. An action plan emphasizing ethics training, standard procedures, better coordination, and clear case-handling guidelines is recommended to improve accountability, efficiency, and community trust.

RECOMMENDED CITATION

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