

EFFECTIVENESS OF THE VIOLENCE AGAINST WOMEN AND THEIR CHILDREN ASSISTANCE DESK IN BARANGAY SAN ISIDRO, MONTALBAN, RIZAL

ABSTRACT

AUTHORS

Sarah Andrea Acueza
Kristine Aragon
Christine Joy Maneclang
Jennylou Nitor
Cristina Ramos

RESEARCH ADVISER

Gemenelle Agsoy

AFFILIATION

Bestlink College of the
Philippines

DISCIPLINE

Women's And Gender Studies

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This study evaluated the effectiveness of the Violence Against Women and Their Children (VAWC) Assistance Desk in Barangay San Isidro in implementing Republic Act No. 9262. The desk provides support services and awareness activities. The study assessed the program and its personnel as a basis for improving victim support, public awareness, and prevention strategies. The study used a descriptive quantitative design and surveyed 50 respondents who were directly or indirectly involved in VAWC concerns: 10 victims, 30 residents, and 10 personnel. Data were collected using a researcher-made questionnaire and analyzed using frequency, percentage, weighted mean, and the Kruskal–Wallis H test at $p < 0.05$. The VAWC program was operational but required improvement. Respondents, most of whom were young, single, educated women, rated accessibility, awareness, and feedback favorably, particularly the availability of hotlines and visibility of the assistance desk. No significant differences in perceptions were found among respondent groups ($p > 0.05$). Reported challenges included interagency coordination (40%), limited resources (30%), and limited access to justice (30%). The findings indicate that the VAWC Assistance Desk provided accessible services, awareness activities, and feedback mechanisms, with hotlines and clear desk identification identified as strengths. However, victims' comfort in reporting was low, awareness assessment was limited, and implementation of feedback required improvement. Strengthening these areas may improve service quality and public trust.

RECOMMENDED CITATION

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