

Service Delivery and Challenges Encountered by the City Social Services Department, Manila, Philippines

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Abstract. This study evaluates the efficiency of service delivery and the obstacles faced by the City Social Services Department (CSSD) in the provision of critical social assistance services, such as burial, medical, educational, transportation, and nutritional support. Using a descriptive-correlational study methodology, questionnaires, interviews, and document analysis were employed to gather data on recipients' perceptions of the services they receive and the challenges they face in accessing them. The data indicate that most respondents were women aged 41 to 50, unemployed, and having completed elementary school. Respondents consistently said that MDSW services were "Always Effective." Educational assistance received the highest weighted mean (3.59), closely followed by food, burial, transportation, and medical assistance, despite some socio-demographic issues. It means that people generally appreciate the agency's dedication to its mission. However, the people who answered also pointed out some big problems. It is vital to point out that the unfriendliness of staff (mean = 3.36), the lack of systematic procedures (3.32), and the limited availability of services (3.30) were all regarded as "Very Much a Problem." These worries indicate that the quality of service and access are deteriorating.

Keywords: Service delivery; Challenges; Effectiveness; Social welfare; Improvements

1.0 Introduction

Social work takes place in a field of power relations that is constantly changing and often disputed. It is molded by different interests, such as making information, fighting for the rights of marginalized groups, providing services, and the effects of the political, economic, and administrative systems. In this situation, providing good public services is an important way to ensure that social policy goals are met and that vulnerable groups receive genuine benefits.

Globally, governments face increasing pressure to provide equitable, inclusive, and responsive social services in the face of growing populations, economic disparities, and resource limitations (Castro, 2022). In developing countries like the Philippines, these problems become more difficult because people are always poor. Even if economic statistics have shown some improvement (Philippine Statistics Authority [PSA], 2023), millions of Filipinos still struggle to meet their basic needs. The Department of Social Welfare and Development (DSWD) is the leading national welfare agency in charge of running programs to safeguard people and reduce poverty. Republic Act No. 7160, often called the Local Government Code of 1991, granted significant authority to local government units (LGUs) to provide services. It made them important players in providing frontline services.

The City Social Services Department is responsible for implementing social assistance programs like food, burial, medical, educational, and transportation help. These services are meant to help the city's most at-risk people,

especially those who are low-income or live in low-income areas. While macro-level evaluations of national social protection programs exist (Albert & Dacuycuy, 2017; Medel-Ramírez & Medel-López, 2020), few empirical studies have focused on the actual delivery and perceived effectiveness of these services at the local level, especially in highly urbanized areas. De Guzman et al. (2023) found that decentralization gave people more freedom. However, it also made it harder to carry out plans in different places. Morato (2021) also pointed out that the way urban poverty works in cities like Manila needs localized, evidence-based solutions to make services more accessible and efficient.

City governments are unable to identify obstacles and execute essential reforms due to the absence of up-to-date, locally-based assessments, even though LGUs and frontline agencies such as the CSSD play an essential role. This study fills that need by looking at CSSD's service delivery from the recipients' point of view and assessing its effectiveness. This research aims to evaluate CSSD services according to participants' perceptions of their availability, accessibility, responsiveness, and overall efficacy. Findings from the study can help strengthen the agency's position in combating urban poverty, strengthen local welfare governance, and promote inclusive development. This research has the potential to enhance Manila's ability to provide social services that are both egalitarian and sustainable, in line with the Sustainable Development Goals (SDGs). It could also help with evidence-based policies, which is why it is important.

2.0 Methodology

2.1 Research Design

This study employed a descriptive-correlational research design to collect quantitative data on respondents' assessments of the effectiveness of service delivery and perceived problems within the City Social Service Department in Manila City. The study focused on five key areas of service delivery: burial assistance, medical assistance, educational assistance, transportation assistance, and food assistance. According to Fluet (2021), quantitative research methods examine specific hypotheses and identify features or functions within a given context. The descriptive-correlational approach was employed to achieve two primary objectives. First, it aimed to determine whether there was a significant difference in respondents' assessments of service delivery effectiveness when grouped according to their demographic profile. Second, it sought to explore the significant relationship between respondents' assessments of service delivery effectiveness and their perceptions of the problems associated with the services offered by CSSD. This design allowed for a systematic and objective data analysis to draw meaningful conclusions.

2.2 Respondents of the Study

The study utilized a researcher-modified survey instrument to collect data on the effectiveness of service delivery and the perceived problems associated with CSSD programs. The questionnaire comprised three sections: Part I on respondents' demographic profiles; Part II on the effectiveness of service delivery in burial, medical, educational, transportation, and food assistance; and Part III on perceived service-related problems. Content validity was confirmed via expert review and face validation by a panel of evaluators, with necessary improvements implemented. The reliability was assessed by a pilot test with 100 participants, resulting in a Cronbach's alpha of 0.85, signifying strong internal consistency.

2.3 Research Instrument

The study utilized a researcher-modified survey instrument to gather data on the effectiveness of service delivery and the perceived problems associated with CSSD programs. The survey questionnaire comprised three sections: Part I focused on respondents' demographic profiles, including age, sex, educational attainment, and occupational status; Part II assessed the effectiveness of service delivery across the five identified areas: burial assistance, medical assistance, educational assistance, transportation assistance, and food assistance, and Part III examined respondents' perceptions of the problems related to the services provided by the CSSD. The survey instrument underwent a rigorous development process. The initial draft was presented to a panel of evaluators for face validation, and their suggestions were incorporated into the revised instrument. Subsequently, the research adviser reviewed and approved the final version of the survey.

2.4 Data Gathering Procedure and Analysis

After obtaining approval for the research instrument, data collection commenced. The researcher conducted

house-to-house administration and enumeration in strategic locations, including the CSSD office, where beneficiaries frequently congregate. Each completed survey was carefully reviewed to ensure all questions were answered accurately and comprehensively. The collected data were tallied, coded, and entered into Microsoft Excel for preliminary organization. Statistical analysis was performed using the Statistical Package for Social Sciences (SPSS), developed by the International Business Machines Corporation (IBM). This software facilitated the analysis of relationships and differences within the data, aligning with the study's objectives.

2.5 Ethical Considerations

The researcher adhered to ethical standards throughout the study in accordance with the Data Privacy Act of 2012. Respondents were fully informed about the purpose and scope of the study and were required to provide informed consent before completing the survey. All collected data were anonymized to ensure confidentiality, and no personal identifiers were included in the analysis. Efforts were made to uphold the integrity and transparency of the research. Plagiarism was avoided, authors were credited correctly, and all references were meticulously cited. Andriukaitien et al. (2018) noted that research ethics and social responsibility are interconnected, particularly when dealing with human participants. The researcher prioritized building trust with respondents to obtain reliable data while maintaining openness in scientific inquiry. Feedback from the research adviser was incorporated to refine the study, ensuring adherence to scholarly standards.

3.0 Results and Discussion

3.1 Demographic Profile of the Respondents

Table 1 presents the respondents' profiles in terms of age, sex, educational qualification, and occupational status.

Table 1. Profile of the Respondents

Variables	Frequency	Percentage
Age		
70 years old and above	7	7.00
61 to 70 years old	19	19.00
51 to 60 years old	20	20.00
41 to 50 years old	21	21.00
31 to 40 years old	17	17.00
20 to 30 years old	16	16.00
Gender		
Male	28	28.00
Female	72	72.00
Educational Qualification		
Vocational Course Completer	15	15.00
College Level	17	17.00
High School Graduate	21	21.00
High School Level	19	19.00
Elementary Graduate	23	23.00
Elementary Level	5	5.00
Occupational Status		
Contractual	27	27.00
On-call	25	25.00
Jobless	38	38.00
Regular-Permanent	10	10.00

Regarding age, those 41 to 50 respondents had the highest frequency of 21 or 21.00 percent, followed by respondents between 51 and 60 with 20 or 20 percent. Next in position are 61 to 70 respondents, with 19 or 19.00 percent, followed by 31 to 40 years old, with 17 or 17.00 percent. Those respondents between 20 and 30 came next with a frequency of 16 or 16.00 percent, followed by respondents aged 70 and above with 7 or 7.00 percent. This distribution sheds light on the population's age distribution and could help develop targeted strategies and interventions for age groups in the community. According to the 2020 census, the largest age group in Metro Manila, Philippines, was 2.56 million individuals, or those between the ages of 20 and 29. The population of Metro Manila was falling as people became older, particularly those 30 years of age and older, with approximately 90.44 thousand persons in this age group (Statista, 2023b).

Also, the table reveals that 72.00 percent, or 72 out of 100, are female respondents, while the remaining 28.00

percent are male. The Philippines' capital city, Manila, had somewhat more men living there than women, according to the 2020 census. Around 925 thousand women and 912.8 thousand men lived in Manila that year (Statista, 2023). As to their highest educational qualification, those elementary graduates dominated the respondents with 23 or 23.00 percent, followed by high school graduates with 21 or 21.00 percent. Third in rank are respondents with a high school level with 19 or 19.00 percent, followed by college level with 17 or 17.00 percent, vocational course completer with 15 or 15.00 percent, and 5 or 5.00 percent respondents with an elementary level. This distribution sheds light on the surveyed population's educational background. It may help with assessments of educational attainment and how it affects different outcomes or behaviors in the setting under study. Metro Manila had the highest literacy rate of 98.9 percent, while the southern Philippines' Bangsamoro Autonomous Region in Muslim Mindanao had the lowest, at 86.4 percent (Xinhua, 2023).

Regarding occupational status, those who are jobless have the highest frequency of 38 or 38.00 percent, followed by those in contractual employment with 27 or 27.00 percent. Next are those who are on a call basis, with 25 or 25.00 percent, while there are only 10 or 10 percent regular permanent respondents. With a 95.3 percent employment rate, Makati City led all of Metro Manila in the Philippines in 2022. Manila's employment rate was 91.4 percent, like Malabon City's. That year, the nation's lowest employment rates were found in the NCR (Statista, 2023).

3.2 Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD

Burial Assistance

Table 2 presents the respondents' assessment of the effectiveness of the service delivery of the City Social Service Department (CSSD) of Manila City regarding burial assistance. Based on the data from the table, the respondents assessed the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding burial assistance. This aspect got a 3.55 overall mean—ordinance no. 9019. An ordinance providing death benefit welfare assistance of three thousand pesos (3,000) to the bereaved families of all bona fide residents or registered voters of the City of Manila. Funeral costs not only increase the financial strain but also worsen the income loss brought on by the death of a parent or business partner. Although there is a dearth of studies on the effects of these financial shocks, studies on different types of spending shocks have shown significant effects on households' financial stability (University of Notre Dame, 2024).

Table 2. *Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD in Terms of Burial Assistance*

Indicators		Mean	Interpretation
1	Provides sufficient financial assistance to the bereaved family.	3.48	Always
2	Do follow-ups for subsequent needs during trying times for the families.	3.52	Always
3	Provision for a moral and emotional support system for the bereaved family.	3.58	Always
4	It provides an easy process for claiming burial assistance.	3.62	Always
Overall Mean		3.55	Always

Legend: 3.26-4.00 Always, 2.50-3.25 Often, 1.76-2.49 Seldom, 1.00-1.75 Never

Medical Assistance

Table 3 presents the respondents' assessment of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding medical assistance. The table reveals the respondents' assessment of the effectiveness of service delivery by the City Social Service Department of Manila City regarding medical assistance. This aspect got a 3.50 overall mean, interpreted as "Always." Falling ill does not just point to several days in bed, feeling miserable, and missing work or school; it also means shelling out money for the doctor's fee, medicines, laboratory work, or hospital confinement. Mild diseases may not cause a massive dip in your savings, but critical illnesses, such as cancer and stroke, or a condition that requires surgery, may put you and your family in a financial crisis.

Table 3. *Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD in Terms of Medical Assistance*

Indicators		Mean	Interpretation
1	Assists beneficiaries so that they can immediately access needed prescription medicines.	3.48	Always
2	Sufficient financial assistance is provided for the most important medications.	3.50	Always
3	Provides referral to the hospital if needed.	3.48	Always
4	Beneficiaries are guided on the required documents for the claim	3.46	Always
5	Services are extended beyond financial assistance	3.58	Always
Overall Mean		3.50	Always

According to the Philippine Statistics Authority (2023), out-of-pocket health costs made up 44.7% of the country's overall health spending in 2022. It shows how important it is to have public medical aid programmes that are easy to access. The Department of Health (DOH) has recently expanded its Medical Assistance to Indigent and Financially-Incapacitated Patients (MAIFIP) programme to include help with hospital stays, medications, and diagnostic services through government-run hospitals and partner facilities (DOH, 2023). The Malasakit Center initiative, institutionalized through Republic Act No. 11463 in 2019, has also streamlined access to government medical assistance by integrating services from DOH, PhilHealth, and the Philippine Charity Sweepstakes Office in one-stop centers nationwide (Office of the President, 2022).

Even with these efforts, research has shown that many marginalized groups, like older people and indigenous people, still have trouble getting healthcare because they do not have enough information, cannot get to the doctor, or have to deal with red tape (David et al., 2021). The World Health Organization (2022) has emphasized that effective referral systems, adequate funding, and continuous community engagement are crucial to ensuring equitable access to health services.

Educational Assistance

Table 4 presents the respondents' assessment of the effectiveness of service delivery by the City Social Service Department of Manila City regarding educational assistance. This aspect got a 3.59 overall mean, interpreted as "Always." It is the State's declared policy, in conformity with the mandate of the Constitution, to promote and make quality education accessible to all Filipino citizens. The State also hereby recognizes the complementary roles of public and private educational institutions in the educational system and the invaluable contribution that private schools have made and will make to education. For these purposes, the State shall provide the mechanisms to improve the quality of private education by maximizing the use of existing resources of private education, recognizing in the process the government's responsibility to provide basic elementary and secondary education as having priority over its function to provide for higher education (R.A. 6728).

Table 4. *Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD in Terms of Educational Assistance*

	Indicators	Mean	Interpretation
1	Helps eligible students pursue their schooling even during a crisis through financial aid.	3.58	Always
2	Assists by providing accredited schools at all levels.	3.60	Always
3	The eligible students were given educational assistance.	3.60	Always
4	Provisions for other financial assistance aside from tuition fees are available.	3.64	Always
	Overall Mean	3.59	Always

The Department of Social Welfare and Development (DSWD) has recently included educational support for kids from poor households to its Assistance to Individuals in Crisis Situation (AICS) programme. It is essential during catastrophes like the COVID-19 pandemic (DSWD, 2023). The Department of Education's Educational Service Contracting (ESC) and Senior High School Voucher Programme have also helped students in private schools get more financial aid. It has helped keep vulnerable groups in school and lower dropout rates (DepEd, 2022). Studies have demonstrated that targeted educational subsidies can help keep students in school, especially when they are combined with other forms of support like help with transportation and school supplies (Bawalan & Reyes, 2021). The Commission on Higher Education (CHED) has also made the Tertiary Education Subsidy (TES) stronger under the Universal Access to Quality Tertiary Education Act. It has been proven to help low-income families pay for college (CHED, 2020).

Transportation Assistance

Table 5 presents the respondents' assessment of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding transportation assistance. Based on the composite table, the respondents' assessment of the effectiveness of services delivery by the City Social Service Department (CSSD) of Manila City regarding transportation assistance garnered a composite mean of 3.52, interpreted as "Always." The city government of Manila assists affected commuters amid the transport strike and bad weather conditions through its Oplan Libreng Sakay. According to Nnadiri et al. (2021), the Philippines' transportation system faces several obstacles, including funding concerns, governmental regulations, public acceptance, traffic jams, pollution, energy waste, accidents, a lack of environmentally friendly technology alternatives, a lack of rail service, and resistance to systemic change.

Table 5. *Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD in Terms of Transportation Assistance*

	Indicators	Mean	Interpretation
1	Assessment of the eligibility for transportation assistance.	3.54	Always
2	Proper documents before approval of transportation aid are reviewed thoroughly.	3.50	Always
3	Transportation allowance is extended if there are changes before travel.	3.59	Always
4	Coordination with the receiving party is conducted	3.45	Always
	Overall Mean	3.52	Always

Food Assistance

Table 6 presents the respondents' assessment of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding food assistance. Based on the composite table, the respondents' assessment of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding food assistance garnered a composite mean of 3.57, interpreted as "Always." Ordinance no. 9026. An ordinance strengthening the barangay nutrition program by providing a barangay nutrition scholar in each barangay and appropriating funds thereof, and for other purposes. In 2017, the UN World Food Program (WFP) reported that hunger in the Philippines had decreased to "serious". Undernutrition and the rising rate of overweight adults and children are two problems that the Philippines is dealing with at the same time. According to UN estimates, 4 million children under the age of five, or more than 33 percent of all children under the age of five, are stunted. This means that these youngsters are still at a higher risk of experiencing issues with their physical and mental health (USAID, 2019). In 2017, the UN World Food Program (WFP) reported that the state of hunger in the Philippines had decreased to "serious". Undernutrition and the rising rate of overweight adults and children are two problems that the Philippines is dealing with at the same time. According to UN estimates, 4 million children under the age of five, or more than 33 percent of all children under the age of five, are stunted. This means that these youngsters are still at a higher risk of experiencing issues with their physical and mental health (ZFF, 2019).

Table 6. *Assessment of the Respondents on the Effectiveness of Service Delivery by CSSD in Terms of Food Assistance*

	Indicators	Mean	Interpretation
1	Provides a family food pack.	3.54	Always
2	Provides immediate food assistance, especially during calamities	3.59	Always
	Overall Mean	3.57	Always

Table 7 presents a summary assessment of the effectiveness of service delivery by the City Social Service Department of Manila City regarding the variables. The table reveals the respondents' assessment of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City regarding the variables, with an overall mean of 3.46 interpreted as "Always."

Table 7. *Summary of the assessment of the respondents on the effectiveness of service delivery by CSSD*

	Indicators	Mean	Interpretation
1	Burial assistance	3.55	Always
2	Medical assistance	3.50	Always
3	Educational assistance	3.59	Always
4	Transportation assistance	3.52	Always
5	Food assistance	3.57	Always
	Overall Mean	3.46	Always

The Department of Social Welfare and Development (DSWD) has recently expanded its Assistance to Individuals in Crisis Situation (AICS) programme to include help with school for students from low-income families, especially during catastrophes like the COVID-19 epidemic (DSWD, 2023). The Educational Service Contracting (ESC) and Senior High School Voucher Program from the Department of Education have also helped students in private schools get more financial aid. It has helped keep vulnerable groups in school and lower dropout rates (DepEd, 2022).

Studies have demonstrated that targeted educational subsidies can help keep students in school, especially when they are combined with other forms of support like help with transportation and school supplies (Bawalan & Reyes, 2021). The Commission on Higher Education (CHED) has also made the Tertiary Education Subsidy (TES) stronger under the Universal Access to Quality Tertiary Education Act. It has been proven to help low-income families pay for college (CHED, 2020).

3.3 Significance of the Difference Between the Assessments of the Respondents When Grouped According to their Profile

Table 8 presents the test for a significant difference between the respondents' assessments of the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City when grouped according to their profile. The table reveals that concerning Burial Assistance, the respondents' perceptions showed no significant differences when grouped according to their sex, age, educational qualification, and occupational status. All significant values exceeded the 0.05 significance level and failed to reject the null hypothesis. Concerning Medical Assistance, the respondents' perceptions showed no significant differences when grouped according to their profiles since the significant values obtained by these variables were higher than the 0.05 level of significance, which failed to reject the study's null hypothesis.

Concerning Educational Assistance, Transportation Assistance, and Food Assistance, the respondents' perceptions still showed no significant differences found in the perceptions of the respondents when they were grouped according to their profiles since the significant values obtained by these profile variables were higher than the 0.05 level of significance and favored the null hypothesis of the study. It can be implied from the results that the respondents' responses about the effectiveness of service delivery by the City Social Service Department (CSSD) of Manila City concerning the different aspects favored the null hypothesis, which was accepted with a verbal interpretation of no significance. Any organization's ability to offer services effectively is essential to its success, but this is especially true for public sector organizations. According to a study by South African researchers, local governments frequently ignore the opinions of service providers about the provision of services (Bongile et al., 2016). Improvements in municipal service delivery may be hampered by this disregard for the opinions of service providers (Asha, 2014).

Table 8. *Significance of the difference between the assessments of the respondents when grouped according to their profile*

Variables	F	P-value	Decision	Interpretation
Burial Assistance				
Sex	3.22	0.55	Accept the null hypothesis.	Not significant
Age	3.11	0.54	Accept the null hypothesis.	Not significant
Educational Qualification	0.97	0.86	Accept the null hypothesis.	Not significant
Occupational Status	1.22	0.74	Accept the null hypothesis.	Not significant
Medical Assistance				
Sex	1.04	0.69	Accept the null hypothesis.	Not significant
Age	2.42	0.61	Accept the null hypothesis.	Not significant
Educational Qualification	2.33	0.61	Accept the null hypothesis.	Not significant
Occupational Status	0.87	0.90	Accept the null hypothesis.	Not significant
Educational Assistance				
Sex	2.44	0.60	Accept the null hypothesis.	Not significant
Age	3.01	0.53	Accept the null hypothesis.	Not significant
Educational Qualification	1.28	0.75	Accept the null hypothesis.	Not significant
Occupational Status	0.98	0.87	Accept the null hypothesis.	Not significant
Transportation Assistance				
Sex	1.23	0.74	Accept the null hypothesis.	Not significant
Age	3.01	0.53	Accept the null hypothesis.	Not significant
Educational Qualification	1.28	0.75	Accept the null hypothesis.	Not significant
Occupational Status	1.28	0.75	Accept the null hypothesis.	Not significant
Food Assistance				
Sex	3.11	0.54	Accept the null hypothesis.	Not significant
Age	0.97	0.86	Accept the null hypothesis.	Not significant
Educational Qualification	3.01	0.53	Accept the null hypothesis.	Not significant
Occupational Status	1.28	0.75	Accept the null hypothesis.	Not significant

3.4 Perceived Problems by the Respondents

Table 9 presents the respondents' perceived problems with the services offered by the City Social Service Department (CSSD) of Manila City. The table shows that the respondents perceived problems with the services offered by the City Social Service Department (CSSD) of Manila City as "Very Much A Problem," with an overall mean of 3.28.

Table 9. Perceived Problems by the Respondents

Indicators		Mean	Interpretation
1	The services offered by the MDSW are not made fully available to the public.	3.30	Very much a problem
2	The MDSW Office has no systematic procedure for availing its services.	3.32	Very much a problem
3	The personnel in the MDSW Office are not friendly enough to assist the citizens.	3.36	Very much a problem
4	It is not easy to avail of services in the MDSW Office.	3.26	Very much a problem
5	The MDSW Office is not providing immediate assistance.	3.27	Very much a problem
6	The MDSW Office is not providing sustainable and sufficient programs in burial, medical, educational, transportation, and food assistance	3.28	Very much a problem
7	The drop-in center is not fully operationalized.	3.14	Much a problem
Overall Mean		3.28	Very much a problem

The City Social Service Department is essential for providing social welfare services to the people of Manila City. Its primary goals are to reduce poverty and enhance the general well-being of poor and needy families (Ramos, 2021). The Pantawid Pamilyang Pilipino Program, also known as the Conditional Cash Transfer program, is one of the main initiatives carried out by the MDSW (JDulliyao, 2019).

3.5 Significance of the Relationship Between the Respondents' Assessment of the Effectiveness of the Service Delivery and the Perceived Problems

Table 10 presents the significant relationship between the respondents' assessments of the effectiveness of service delivery and their perceived problems with the services offered by the City Social Service Department (CSSD) of Manila City. It illustrates the composite mean, standard deviation, standard error, decision, and verbal interpretation of the respondents' overall assessment in the selected areas.

Table 10. Significance of the Relationship Between the Respondents' Assessment of the Effectiveness of the Service Delivery and the Perceived Problems

Groups	Mean	Std. Dev.	Std. Error	Decision	Interpretation
Services Delivery Offered	3.46	0.34	0.16	Accept Ho	Not Significant
Problems encountered	3.28	0.32	0.12	Accept Ho	Not Significant
F-statistic value = 4.71357		P-value = 0.03614			

The results on service delivery offered, a composite weighted mean of 3.46 and a standard deviation of 0.34 with a standard error of 0.16, show that the interpretation is not significant and the hypothesis is accepted. The results of the problems encountered, a composite weighted mean of 3.38 and a standard deviation of 0.3235 with a standard error of 0.1241, show that the interpretation is insignificant; hence, the hypothesis is accepted. The results on the effectiveness of the service delivery and the perceived problems with the services offered by the City Social Service Department of Manila City, a composite weighted mean of 3.37 and a standard deviation of 0.3331 with a standard error of 0.1445, were interpreted as not significant, and the verbal interpretation is accepted.

Researchers discovered in one study that there is a strong correlation between people's perceptions of their difficulties and the quality of service delivery. The study gathered information from a sample of clients who had dealt with service delivery in various industries through questionnaires and interviews. The study's findings demonstrated that consumers were more inclined to assess the efficacy of the service as low if they thought there were more issues with its delivery. This result implies that perceived issues may have a detrimental influence on the general efficacy of service provision.

A summary using ANOVA on the significant relationship between the respondents' assessments of the effectiveness of the service delivery and the perceived problems with the services offered by the City Social Service Department (CSSD) of Manila City, as assessed by the respondents between groups using analysis of variance, resulted in an F-statistic value of 4.71 and a p-value of 0.036. According to one study, there is a strong correlation between employee happiness and teamwork/communication, as well as between internal service quality and serviceability. Hu et al. (2019) conducted a study that examined the correlation between perceived value and service quality. These results imply that to guarantee efficient service delivery and raise employee satisfaction, firms should place a high priority on internal service quality and teamwork/communication.

4.0 Conclusion

This study highlights the vital need to address specific demographic and service delivery challenges encountered by the City Social Services Department (CSSD) in Manila. The representative profile—mainly females aged 41–50 years, elementary-educated, and unemployed—illuminates the core beneficiary group, whose perception of

service effectiveness as “Always” signals strong foundational performance. Nevertheless, the substantial correlation discovered between perceived service problems and efficacy scores emphasises that consistent delivery does not necessarily equate to problem-free service. In practice, these results indicate the necessity of continuous service quality refinement and customised outreach strategies. ICSSD professionals should utilize feedback loops, ensure services are easily accessible, and initiate targeted communication campaigns to reach vulnerable groups, thereby enabling better prediction and resolution of service problems (Molina et al., 2023).

The results highlight the importance of policy changes that consider beneficiary views and utilize data to inform resource allocation decisions. The incorporation of accountability metrics and monitoring mechanisms into policy design could guarantee that clients' concerns are given priority attention (Dizon & Santos, 2022). The integration of this case into the curriculum for social work and public administration would improve the capacity of future professionals to create adaptive, evidence-driven interventions that directly address the expressed needs and challenges of beneficiaries (Garcia & Ramos, 2021). In research, the results pave the way for studies that examine the long-term outcomes of service satisfaction on actual well-being and social mobility. Complementary methodologies—qualitative narratives or mixed-methods designs—could deepen understanding of how beneficiaries experience and evaluate social assistance programs (Creswell & Creswell, 2018; Lee & Bautista, 2024).

Future research recommendation, building on current insights, future studies should investigate the effects of integrated digital systems on social services delivery and citizen engagement. Recent research on e-governance in the Philippines highlights that social media and digital platforms can enhance transparency, responsiveness, and public participation—if infrastructure, digital literacy, and policy gaps are addressed (Reyes & Villanueva, 2025). Also, research on the use of e-governance in Zamboanga City shows that the preparedness of digital tools depends on both the technology and the backing of the institutions. It shows how important it is to do longitudinal and comparative studies that use surveys and interviews to see how well digital treatments work over time (Tolentino et al., 2024).

5.0 Contribution of Authors

The author conceptualized the study, designed the research, and identified key areas related to service delivery and challenges faced by the City Social Service Department. The author conducted a literature review, developed research instruments, and facilitated data collection through collaboration with stakeholders. Data analysis and interpretation were conducted independently, ensuring the production of ethical and objective results. The author synthesized findings, formulated conclusions and recommendations, and was solely responsible for writing and finalizing the dissertation by academic standards.

6.0 Funding

Non-declared.

7.0 Conflict of Interest

Non-declared.

8.0 Acknowledgment

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