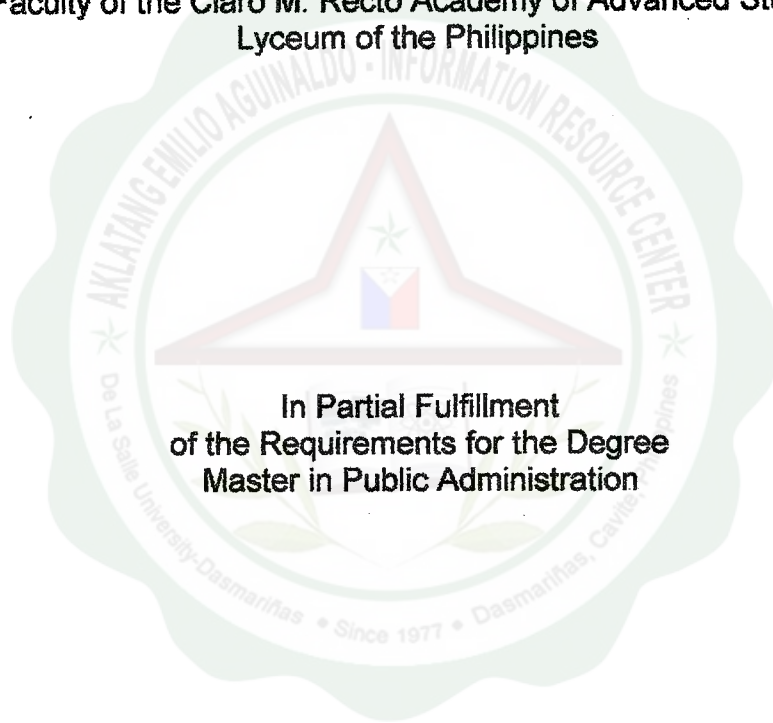


The Delivery of Basic Services of the Department of Social Welfare and
Development (Tagaytay Unit) to the People of Tagaytay City: An Assessment

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ABSTRACT

OBJECTIVES OF THE STUDY:

A. GENERAL

The study aimed to analyze and assess the performance of the Department of Social Welfare and Development Unit in the delivery of basic services to the people of Tagaytay City.

B. SPECIFIC

1. To identify the programs under the Department of Social Welfare and Development delivered to the respondents of the study from 1993-2003.
2. To determine the level of awareness and availment of the people of Tagaytay, of the social welfare services offered to them by DSWD.
 - 2.1 To know how the respondents obtained information regarding the various social welfare services.
 - 2.2 To determine why the respondents failed to avail of the services of the DSWD.
3. To determine the efficiency of the DSWD of Tagaytay in rendering social welfare services to the respondents of the study.
4. To identify the problems encountered by the DSWD (Tagaytay City) in the delivery of basic services.

SCOPE AND DELIMITATION OF THE STUDY

The study focuses on the delivery of social welfare services such as programs for children, youth, women, family and community welfare, which were devolved to the government of the City of Tagaytay.

This study also attempted to make an assessment of the efficiency of the delivery of social welfare services and whether or not the delivery of social welfare services has been affected by politics in the city.

The researcher limited the study from the year 1993-2003, two years after the passage of the Local Government Code of 1991 and the start of the devolution of the DSWD in Tagaytay City.

METHODOLOGY

The researcher used the descriptive survey method in order to gather data and responses from the people of Tagaytay City.

The respondents of the study were residents 18 years old and above, in the three (3) selected barangays of Tagaytay City and the officials and personnel of the Local Government Unit whose task were on social welfare services.

Close-ended type of questions were used as an interview guide in order to determine the efficiency of the Local Government Unit of Tagaytay in rendering social welfare services. There were two sets of questionnaires, one for the 370 respondents in the 3 barangays of Tagaytay (Questionnaire A) and the other set of questionnaire (Questionnaire B) for the 12 official and personnel's of the DSWD Unit.

MAJOR FINDINGS

1. The Department of Social Welfare and Development (DSWD) is an agency mandated to protect and rehabilitate that segment of population, which has the least in life, in terms of physical, mental and social well being. It has always developed programs and services to the needy and disadvantaged clientele at the local level.

During the period under review, there were six programs for social welfare services under the DSWD and these are the following:

- I. Self Employment Assistance
- II. Family and Community Welfare
- III. Women's Welfare
- IV. Child and Youth Welfare
- V. Emergency Assistance Program
- VI. Programs for Disabled Persons and Elderly

2. All the six main programs of the DSWD were implemented by the DSWD Unit in Tagaytay City to its constituents. However, there were sub-programs of the six main programs, which were not implemented, because these were not applicable to the condition of the people in Tagaytay City.

3. The program for the emergency assistance was given priority by the officials of the DSWD of Tagaytay because there were many people in Tagaytay who could not afford to sustain their needs. The people asked for financial support, especially for hospital, medical, funeral and traveling expenses for those

who wanted to go back to their provinces. This program was also intended to support the people who were victims of natural disasters.

4. The officials and personnel of the department spread information regarding the programs they were implementing by means of barangay meetings since it is the cheapest way of spreading information. At present, they conduct their meetings on a "purok level" with their purok leaders. There are 213 *puroks* in the City of Tagaytay, five (5) in Barangay Calabuso, (5) Barangay Mag-asawang Ilat, and twelve (12) in Kaybagal Central.

5. The main problem being encountered by the DSWD officials in Tagaytay City in terms of the implementation of their programs were due to insufficient budget or fund for every program, followed by lack of cooperation from some people in the community, and unjust practices in the local government.

CONCLUSIONS

The following conclusions have been arrived from this study:

1. According to the DSWD Unit personnel the main programs of the DSWD were implemented and continued to be implemented in Tagaytay City, except for some sub-programs, which are not applicable to the condition of the people of Tagaytay City. However, the survey showed that most of the respondents are not fully aware of the services rendered by the agency.

2. According to the DSWD Unit personnel the main programs of the DSWD were implemented and continued to be implemented in Tagaytay City,

except for some sub-programs, which are not applicable to the condition of the people of Tagaytay City. The result of the survey showed that most of the respondents are not aware of these programs.

3. There is failure on the part of the City government to solicit people's involvement in the implementation of welfare programs. Most of the people are not aware of the programs the DSWD unit is providing.

4. The number of social workers in Tagaytay City is inadequate compared to national standards. There are only two (2) social workers serving 45,000 inhabitants. There should be at least five (5) social workers rendering social welfare programs to the total population.

5. The DSWD of Tagaytay City needs to concentrate more on information dissemination about the programs they are implementing.

6. The programs of DSWD still need more funds, the commitment of the officials and the cooperation of the people in order to implement these programs efficiently and effectively.

7. Most of the respondents are beneficiaries of the program for the Day Care Center of the Child and Youth Welfare Program, followed by the program on Supplemental Feeding of the Emergency Assistance Program.

RECOMMENDATIONS

Considering the foregoing conclusions, the following recommendations are hereby presented:

1. The Department of Social Welfare and Development must continue its task to provide support and assistance to the needy and disadvantaged through the local government units to ensure efficient and immediate delivery of basic services.

2. The programs of the DSWD must always be for the benefit of those who have less in life and that in the implementation of these programs, participation, commitment, and involvement of the whole community must be fostered and encouraged.

3. The DSWD must continue to monitor the needs of the people, so that they can make necessary adjustments in the programs they are implementing and make this program responsive to the vital needs of the people.

4. The people of Tagaytay should have a broader and deeper knowledge about the relevance of the programs of DSWD and cooperate with the DSWD officials in Tagaytay.

5. There should be more advertisements, through television, radio, newspapers and magazines to increase the awareness of the people and arouse their interest about each program

6. The city government of Tagaytay must include in their priorities the programs of the DSWD. They must allocate more funds for these programs from their annual budget.

7. The City officials of the DSWD in Tagaytay City, together with its members should conduct monthly or quarterly barangay or 'purok' meetings

regarding the various social welfare services, in order for these programs to be known by all the inhabitants / beneficiaries.

8. Social Welfare personnel should be given opportunities for professional development or enrichment. The Barangay Nutrition Scholars (BNS) and the Barangay Health (Worker) should be required to attend seminars to update them on current trends in effective social welfare services delivery.

9. With the LGU allocating more funds for social welfare, more social workers may be hired to meet the national standard. At present there are only two (2) social workers in the DSWD Unit of Tagaytay.

10. Officials should set aside the issue of politics, and the delivery of services should be for all regardless of political affiliation and must assist the DSWD in prioritizing the main programs for implementation.

11. The City government should take immediate steps to get the constituents involved in the planning, implementation and evaluation of social welfare programs. It is easier to solicit support and assistance from the people when they are involved and empowered in the planning and implementation of the various phases of the program.

12. The Department of Education (DepEd) must require every school teacher to inculcate in the minds of the students the importance of their involvement in the delivery of social welfare services and help them appreciate the role of the DSWD in every community. This measure will help in the proper implementation of the program because the people are aware of the programs of the DSWD.

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