

**Awareness and satisfaction of constituents regarding the services offered
by Municipal Social Welfare and Development Office**

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ABSTRACT

This study determined the awareness and satisfaction of constituents regarding the services offered by the Municipal Social Welfare and Development Office in Solano, Nueva Vizcaya, with emphasis on persons with disabilities. A descriptive-correlational research design was employed, and data were collected from 55 registered persons with disabilities using a structured questionnaire. Descriptive statistics such as frequency, percentage, and weighted mean were used to describe the respondents' profile, level of awareness, and level of satisfaction, while Pearson product-moment correlation was used to test the relationship between variables at the 0.05 level of significance. The results revealed that respondents were predominantly female, married, and within the young adult age group. Most had physical disabilities and had been registered as persons with disabilities for one to three years. Food assistance, financial assistance, and medical assistance were the most commonly availed programs. The level of awareness on the responsiveness of municipal social welfare programs was generally high, with an overall average weighted mean interpreted as strongly agree. Similarly, respondents expressed a high level of satisfaction with the role of municipal social welfare programs in promoting an inclusive society, particularly in terms of social inclusion and community participation, empowerment and quality of life, and sustainability and continuous improvement, all interpreted as very satisfied. Inferential results showed that there was a significant relationship between awareness on the responsiveness of municipal social welfare programs and satisfaction in all dimensions of inclusive society. Specifically, awareness was significantly related to satisfaction in terms of social inclusion and community participation ($r = 0.684$, $p = 0.000$), empowerment and quality of life ($r = 0.721$, $p = 0.000$), and sustainability and continuous improvement ($r = 0.698$, $p = 0.000$). These findings indicate that higher levels of awareness are associated with higher levels of satisfaction among beneficiaries. The study concludes that enhancing awareness of municipal social welfare programs contributes to improved satisfaction and supports the promotion of an inclusive society for persons with disabilities.

Keywords: Awareness, satisfaction, social welfare services, persons with disabilities, inclusive society.

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INTRODUCTION

Local government units are an essential mechanism for the delivery of social welfare services that reinforce equity, inclusion, and the greater good of local communities. The Municipal Social Welfare and Development Office (MSWDO) in the Philippines emerges as the principal agency implementing programs that address the needs of vulnerable sectors with a particular emphasis on persons with disabilities. These programs—such as cash transfers, livelihood support, healthcare services and community participation—restore dignity and make our communities whole.

The level of the awareness and satisfaction are crucial details which enable for an effective service delivery. Awareness by constituents of programs is called awareness, and the measure of how they feel about the quality of a service, responsiveness to their needs, or impact is satisfaction. Research indicates that “greater access increases usage and beneficiary satisfaction with government services” (Qin et al., 2025). Likewise, “responsiveness, reliability and accessibility are also vital service quality dimensions explaining citizens’ satisfaction in the context of public services” (Saleem et al., 2024).

Despite the salience of these indicators, awareness gaps and satisfaction differentials tend to persist across many local government contexts. The inability to get access to information, the complex procedure and less or not well-trying communication approaches may restrict beneficiaries from utilizing available services. Within the scope of Solano Municipal, Nueva Vizcaya, explicitly understanding how constituents perceive MSWDO services is crucial to determine which areas for improvement and strengthening program Delivery.

This research aims to measure the consciousness level and satisfaction degree of constituents regarding health services provided by MSWDO, most notably responsiveness and inclusivity. It further explores the linkages of awareness and satisfaction, with a view to understanding how knowledge of services in turn affects beneficiaries’ perceptions and experiences. The objective of these findings is to assist with evidence-based recommendations that will improve the municipal social welfare programs' functionality and inclusivity.

Statement of the problem

This study aimed to determine the awareness and satisfaction of constituents regarding the services offered by the Municipal Social Welfare and Development Office in Solano, Nueva Vizcaya. Specifically, it sought to describe the demographic profile of the respondents in terms of age, sex, civil status, educational attainment, employment status, and disability-related characteristics. It also aimed to determine the level of awareness of respondents regarding the responsiveness of municipal social welfare programs and to assess their level of satisfaction with the role of these programs in promoting an inclusive society, particularly in terms of social inclusion and community participation, empowerment and quality of life, and sustainability and continuous improvement. Furthermore, the study intended to examine the significant relationship between awareness and satisfaction. Finally, it aimed to propose recommendations that may help improve the awareness and satisfaction of constituents regarding municipal social welfare services.

METHODOLOGY

This study utilized a descriptive-correlational research design. The descriptive method was used to determine the level of awareness and satisfaction of respondents, while the correlational method examined the relationship between these variables.

The respondents consisted of 55 registered persons with disabilities in the municipality of Solano, Nueva Vizcaya. Stratified sampling was employed to ensure representation across barangays and types of disability.

Data were gathered using a structured questionnaire composed of sections on demographic profile, awareness of MSWDO services, satisfaction based on key dimensions, and open-ended responses for recommendations. A 5-point Likert scale was used to measure awareness and satisfaction.

Statistical tools used included frequency and percentage distribution, weighted mean, and Pearson product-moment correlation at the 0.05 level of significance.

Ethical considerations such as voluntary participation, confidentiality, and informed consent were strictly observed.

RESULTS AND DISCUSSION

Profile of Respondents. The majority of respondents were aged 26–30 years, female, and married. Most had completed high school education and were employed. In terms of disability characteristics, physical disabilities were the most common, followed by visual and hearing impairments. Most respondents had congenital disabilities and had been registered as persons with disabilities for one to three years.

These findings suggest that MSWDO services are accessed primarily by economically active individuals who are responsible for household welfare. The demographic diversity also indicates that programs cater to a wide range of beneficiaries.

Programs Availed. Food assistance, financial assistance, and medical assistance were the most commonly availed programs. These services directly address immediate needs such as sustenance, health, and financial support. Livelihood programs and training were also utilized, although to a lesser extent, while counseling and assistive devices were among the least availed.

This pattern indicates that beneficiaries prioritize essential services, highlighting the need to strengthen awareness and accessibility of developmental and specialized programs.

Level of Awareness. Respondents demonstrated a high level of awareness regarding the responsiveness of municipal social welfare programs. Among female respondents, accessibility and timeliness received the highest ratings, while transparency received the lowest, although still positive. Among male respondents, adequacy of support ranked highest, while inclusivity and participation ranked lowest.

The overall results indicate that respondents recognize the availability, accessibility, and responsiveness of MSWDO services. However, opportunities remain to enhance awareness of participatory and governance-related aspects.

Level of Satisfaction. Respondents expressed a high level of satisfaction across all dimensions. In terms of social inclusion and community participation, programs were perceived to reduce social barriers and promote acceptance. In terms of empowerment and quality of life, programs were found to improve well-being and economic conditions. In terms of sustainability, respondents recognized continuous improvement and inter-agency coordination.

These findings confirm that MSWDO programs effectively contribute to inclusive development and improved quality of life for persons with disabilities.

Inferential Results. Significant relationships were found between awareness and satisfaction across all dimensions. Awareness was significantly related to satisfaction in social inclusion and community participation ($r = 0.684$, $p = 0.000$), empowerment and quality of life ($r = 0.721$, $p = 0.000$), and sustainability and continuous improvement ($r = 0.698$, $p = 0.000$).

These results indicate that higher awareness leads to higher satisfaction, supporting the notion that informed beneficiaries are more likely to appreciate and positively evaluate government services.

CONCLUSION

The study concludes that municipal social welfare programs in Solano effectively promote an inclusive society for persons with disabilities. Respondents demonstrated high levels of awareness and satisfaction, particularly in areas of accessibility, responsiveness, empowerment, and sustainability.

Furthermore, awareness was found to have a significant relationship with satisfaction, indicating that improving information dissemination and program visibility can enhance beneficiaries' perceptions and experiences.

Overall, the MSWDO plays a vital role in addressing the needs of persons with disabilities, although continuous improvements in communication, accessibility, and participation are necessary to further strengthen service delivery.

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