



## LAGUNA COLLEGE OF BUSINESS AND ARTS

### SCHOOL OF GRADUATE STUDIES

#### IMPLEMENTATION AND QUALITY OF GENDER-RESPONSIVE SERVICES

#### IN THE MUNICIPALITY OF LOS BANOS, LAGUNA

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A Master's Thesis  
Presented to the  
Faculty of the School of Graduate Studies  
Laguna College of Business and Arts



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In Partial Fulfillment  
of the Requirements for the Degree  
MASTER IN MANAGEMENT  
Major in Public Administration

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By

**MARIQUITA G. BARAIRO**

June 2021



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**APPROVAL SHEET**

This thesis hereto entitled:

**IMPLEMENTATION AND QUALITY OF GENDER-RESPONSIVE SERVICES IN THE  
MUNICIPALITY OF LOS BANOS, LAGUNA**

prepared and submitted by MARIQUITA GALANG BARAIRO, in partial fulfillment of the requirements for the degree, Master in Management has been examined and recommended for acceptance and approval for PUBLICATION.

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The LCBA Research Ethics and Integrity Board (LCBA-REIB) has recently reviewed your responses to the conditions placed upon the ethical approval for the project outlined below. Your Research Project is now deemed to meet the requirements stipulated in the LCBA Research Manual and full ethical approval has been granted.

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**Certificate of Quantitative Data Treatment**

This certifies that the Master's thesis entitled, **IMPLEMENTATION AND QUALITY OF GENDER-RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BANOS, LAGUNA** conducted by **MARIQUITA GALANG BARAIRO**, whose research design was quantitative, had been subjected to Quantitative Data Treatment utilizing Statistical Package for Social Sciences (SPSS) at Laguna College of Business and Arts by the undersigned.

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#### ABSTRACT

**Title:** IMPLEMENTATION AND QUALITY OF GENDER-RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BAÑOS, LAGUNA  
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**Keywords:** implementation, quality, gender-responsive services

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This study was conducted to assess the level of implementation and quality of gender-responsive services in the Municipality of Los Baños. Descriptive correlational method and quantitative impact analysis design were utilized as the research design. The researcher used the frequency counts and percentage to describe the profile of respondents while Cronbach's Alpha was used for the reliability test. Mean was used to determine the level of implementation of gender-responsive services in the municipality and the quality of services provided to GAD clients, and other service beneficiaries. Pearson-r correlation-coefficient was utilized to determine if there was any significant relationship between the implementation and quality of gender-responsive services given in the Municipality of Los Baños.

The overall findings of the study revealed that the level of implementation was *highly implemented* with a grand mean rate of 3.37 while the quality of services rendered was *satisfactory* with a grand mean rate of 3.35. It was found out that LGU Los Baños provided information in relation to gender-responsiveness and the LGU had the capacity to deliver and employ gender-responsive services which were manifested in its systematic approach and moving towards advanced stages of being gender-responsive. An action plan was proposed to improve the quality of services given to employees, clients, and other beneficiaries. Moreover, mechanisms and strategies could be adopted to facilitate the localization of GAD mainstreaming.



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### Chapter 1

#### THE PROBLEM AND ITS BACKGROUND

##### Introduction

Women and men have different and specific needs based on their gender. Gender refers to the roles, characteristics, behaviors, attitudes, and values ascribed to women and men in society. Women have historically been and are continually placed at a subordinate position. It is the duty of the state to ensure that no member of the society, especially because of their gender, will be left out particularly in the provision of services and other public goods. On December 11, 1991, the Philippines passed Republic Act (RA) No. 7192 or An Act Promoting the Integration of Women as Full and Equal Partners of Men in Development and Nation-Building, Section 2 (Declaration of Policy) states that “The State recognizes the role of women in nation-building and shall ensure the fundamental equality before the law of women and men. The Philippines also formulated and adopted the Philippine Plan for Gender-Responsive Development, 1995-2025, a perspective plan to achieve gender equality and guide government agencies and non-government entities to address the needs and concerns of women. This was a follow-up plan to the previous Philippine Development Plan for Women 1989-1992.

“Gender equality is more than a goal in itself. It is a precondition for meeting the challenge of reducing poverty, promoting sustainable development and building good governance” – Kofi Annan (former Secretary-General of the United Nations). The Philippines has taken positive steps to achieve gender equality. The 1987 Constitution recognizes women and men’s roles in nation-building and their equity in law. National laws and policies to promote gender equality include the



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Women in Development and Nation Building Act (RA 7192), the Philippine Plan for Gender-Responsive Development, (1995-2025), the Medium-Term Philippine Development Plan (2001-2004), the Framework Plan for Women, and the Anti-Violence Against Women and their Children Act (RA 9262). The General Appropriation Act requires that at least 5% of the total national or local budgets are earmarked for making these laws and policies a reality. Full and effective implementation of these laws is challenging. In order to achieve the common international agenda for gender equality, it is necessary to coordinate participation and efforts of national and local governments, the private sector, civil society, international donors and Filipino women and men. (<https://www.ombudsman.gov.ph/UNDP4/wp-content/uploads/2013/01/UN-Gender-Equity-Manual.pdf>)

The global goal to attain gender equality, including ending all forms of discrimination against women and girls, and ensuring their safety, is central to the achievement of the Sustainable Development Goals. Its attainment means that every person, regardless of sex, is empowered to reach their full potential. This entails having both men and women being given equal opportunities to education, paid employment, and real decision-making power whether in private, or public sectors. It discusses how the country fares in several gender and gender-related indicators that can be used to monitor progress toward gender equality and women's empowerment. It provides an overview of the current situation in areas such as equality of human capabilities, equality of economic opportunity, equality in political voice and leadership, and the safety of women and girls. It identifies priorities for public policy while seeking new directions in a number of transformational issues to attain gender equality and women's empowerment in the country. (Asian Development Bank. 2015. Key Indicators for Asia and the Pacific. (Available at



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<https://www.adb.org/publications/key-indicators-asia-and-pacific-2015>; Hirway, I. 2016. Unpaid Work An Obstacle to Gender Equality and Economic Empowerment including Women's Labour Force Participation. Presentation at UN ESCAP Meeting on Sex disaggregated data for the SDG Indicators in Asia and the Pacific Bangkok, May 25-27 2016).

Another situation that clearly manifests such challenges and contrasts is by looking at the Philippine labor force profile. Based on the significant finding in the April 2020 LFS showed that the total population 15 years old and above was estimated to 73.7 million where in employment rate among men is higher compared to that of women. The Labor Force Participation Rate (LFPR) placed the labor force at 55.7 percent meaning that three in every five of the population with age 15 years and over were either employed or unemployed. Employment rate was recorded at 82.4 percent with a total employed person of 33.8 million. A total of 7.2 million was unemployed resulting to a rate of 17.6 percent and so far the highest record of all because of the pandemic. In the age group of 25 to 34 years old were the highest unemployed record at 31.5 percent followed by 15 to 24 years old at 28.2 percent. Moreover, among the unemployed persons, majority were males with a 67.0 percent while 33.0 percent were females (Philippine Statistics Authority).

The 2020 LFS also revealed that underemployed persons or those working with longer hours were estimated at 6.4 million corresponding to an underemployment rate of 18.9 percent. Persons who worked 40 hours in a week are visibly called underemployed were they accounted to 52.5 percent of the total underemployment. While by comparison, the underemployed who worked more than 40 hours a week made up to 14.2 percent. By sector, underemployed persons who worked in the service sector was 48.8 percent while there were 33.8 percent who worked in the agriculture sector while the remaining 17.4 percent worked in the industry sector.



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In the World Economic Forum's Global Gender Gap 2020, the Philippines has been recognized as one of the world's foremost countries that narrowed the division between sexes and it maintained its status as the best nation in Asia closing the "gender gap". The Philippine Commission on Population (POPCOM) championed the cause of gender and development. POPCOM being the central policy making body implementing the country's population program, revisited its strategies set in six-year Philippine Population Management Program (PPMP) Directional Plan. The assessment covered the respondents' gender relations at the workplace; gender, work, and family responsibilities; job satisfaction; their perceptions about gender-related issues in reproductive health; personal sex attitudes; and general perceptions on gender issues. The project also explored respondents' knowledge and perceptions on population growth and structure; population information generation and use; quality of life; reproductive health; law, ethics, and policy; and men's and women's roles. Having completed the institutional assessment, POPCOM has now implemented the Gender II project designed to strengthen the formulation, coordination, and implementation of gender-aware population and reproductive health policies and programs. Project activities include policy review and framework development, capability building through gender and reproductive health training and information management, and special research projects.

According to Undersecretary Juan Antonio Perez III, MD, MPH said that by nurturing the basic foundation of every family, they become active participants by creating meaningful impact within important sectors of society. He also shared that by the year 2022, POPCOM will fully be a gender responsive organization and by then, adolescents, especially those vulnerable groups have a timely, age- and development-appropriate and gender sensitive sexuality





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information skills and services to help avoid unintended pregnancies and other risky behaviors. However, POPCOM made their personnel more capable in the operationalizing gender-responsive programs, promoting male involvement strategies through its *Kalalakingang Tapat sa Responsibilidad at Obligasyon sa Pamilya*, or KATROPA; Men's Responsibilities in Gender and Development, or MR. GAD as well as other similar efforts reinforcing PPMP implementation.

The Local Government Units (LGU) are duty-bound to implement laws and carry out their mandates according to what the law prescribes. The fundamental law of the land – the 1987 Constitution – says that “the state recognizes the role of women in nation building, and shall ensure the fundamental equality before law of women and men”. Further “the state shall protect working women by providing safe and healthy working conditions, taking into account their material functions, and such facilities and opportunities that will enhance their welfare and enable them to realize their full potential in the service of the nation. The LGUs lay out developmental goals that will make gender equity innate in government programs and policies. These provisions have been made operational through various executive actions and legislation. Republic Act (RA) 7192, directs all government agencies to institute measures that would eliminate gender biases in government policies, programs and projects, and to ensure that women are given means to participate fully in the development and nation building. It also requires the allocation of substantial portion of all Official Development Assistance (ODA) to women and development projects starting with at least 5% in the 1stst year of the implementation of the law, and gradually increasing in subsequent years.

The Philippine Government with the help of the society groups also formulated the plans for Gender Responsive Development (PPGD) (1995-2025), a 30-year perspective plan for



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integrating women in the development process. Adopted through Executive Order No. 273, the PPGD gives substance to RA 7192 and other laws for the advancement of women and gender equality in public service and governance. The Local Government Code, also puts emphasis in the role of women in the community development. It has a provision for women's representation in local policy making in the provincial, city, and municipal councils. Sections 16 and 17 require LGUs to promote general welfare and to provide basic services and facilities for their constituents, including the discharge of devolved responsibilities pursuant to the Code. To make this operational, the Department of the Interior and Local Government (DILG) has joined the National Commission on the role of Filipino women (NCRFW) and the Department of Budget Management (DBM) in insuring a joint Memorandum Circular 2001-01 giving guidelines on how the GAD approach can be incorporated into the local planning and budgeting system through formulating GAD Plans. Recently, a time-slice of the PPGT was devised into a Framework Plan for Women (2001-2004). The plan gives flesh to the policy of women and development and guides Government agencies and Local Government Unit in preparation of their GAD Plans and budgets.

The performance of LGUs is measured in terms of how they practice good governance. Furthermore, LGU cannot achieve good local governance without being transparent, participatory, and equitable and gender responsive. The following are the reasons why gender –responsiveness can contribute to the practice of good local governance. First, gender-responsiveness makes the LGU more effective by enabling it to identify the particular needs of its constituents and address them accordingly; second, being gender responsive makes the LGU more efficient in that it encourages the mobilization and involvement of women in decision-making processes and implementation of LGUs programs and projects and finally, only gender-responsive governance



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will make LGU operations equitable, in that it provides women and men equal opportunity to benefit from the fruits of development in the locality.

However, despite of the existing mandates in the implementation of GAD, there are gender concerns and issues in local governance work which are often overlooked, simply because the officials and leaders think that their work has nothing to do with gender. Often, the argument is that the policies they introduce apply to men and women, and that their work relates to the economic or technical aspects of governance and not to women in particular. On the contrary, every program, activity, or intervention has potential gender concerns and issues. One aspect is that ‘all development work eventually aims at serving the people, both women and men’. It is considered that each activity of a development project or plan can affect women and men differently because the roles in the community differ. Another sphere that is being looked into is on Development interventions that can change gender relations by creating (the same or different) opportunities and conditions for women and men. Lastly, it is widely recognized that projects which ignore 50% of the economically active population will not lead to development, much less equitable development.

A gender-responsive LGU therefore, takes into consideration how its programs, policies and other development initiatives affect both women and men. It consciously generates support and involves women and men in this development process and specifically identifying their roles in these undertakings. This is the essence of being gender-responsive. The integration of gender concerns in developments and creation of a gender-responsive enabling environment has increased at the national level.



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However, many LGUs have yet to fully understand and apply GAD principle at their level. Now, does LGU Los Baños gender-responsiveness consider its remarkable achievements in the delivery of basic services? Therefore, it is then the main purpose of this study to determine the Gender-Responsiveness of the Municipality of Los Baños.

#### **Theoretical/Conceptual Framework**

Gender bias or gender equality compares opportunities and treatment available to both men and women in different ways. It refers to prejudice or discrimination based on gender, as well as conditions that foster stereotypes of gender roles.

There are key issues we see as a society that create or perpetuate this problem. Violence against women, including sexual assault, human trafficking, and domestic violence, is a serious problem globally even with increased efforts to combat it. The objectification of women in pornography, television, movies, and music constitutes a form of discrimination against women. Occupational “sexism” refers to discriminatory actions, practices, or treatment based on a person’s gender that occur in the workplace. This can include fostering a “hostile” workplace where a person feels uncomfortable, demeaned, treated differently or even threatened due to their gender or minority status. Sexist attitudes are often based in beliefs about traditional stereotypes of gender roles and can be entrenched into people’s beliefs and in the workplace. There are many stereotypes that result not only in gender discrimination but also in how both genders “should” behave. This can be problematic for a person in a professional role who is a minority or charting the course for their gender.

Over the years, economic scholars have observed that women from all socioeconomic backgrounds have different workloads at home, more responsibilities for family, child and home



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activities/needs, and often receive lower compensation and rewards for work outside the home. This has changed and improved due to equality laws and efforts by many groups to right this wrong. We all read accounts of education in this country where more attention is given to boys from many teachers and female students may be affected by bias in other subtle ways. Female students have lower expectations for their performance in mathematics and the sciences; boys are more likely to challenge teachers when they disagree or have a differing opinion. Girls generally have higher grades overall but boys outperform girls on standardized tests.

Some examples of these stereotypes include women who may be seen as too “assertive” or “aggressive,” or men who lack physical strength. These types of stereotypes can impede performance, intellectual growth, fulfillment in the workplace, and can have a massive impact on someone’s self-esteem.

There are gender biases in language. We often hear the male gender pronoun used by speakers and in conversation. That can be disturbing to those who feel they are not included. Research reflects that people see men in mental images in the workplace more than women. We have to attempt to switch to nonsexist language and images. Terms infantilizing women (“baby,” “sweetie,” etc.) are very inappropriate for the workplace and cannot be tolerated even if the intent is not negative. It perpetuates women being seen in a “different” way. (Bonnie Michelman CPP, in *Women in the Security Profession*, 2017).

In Western society the constant establishment of instruments for the defense and advancement of gender equality in the face of the corresponding indifference of social and political structures based on gender stereotypes has led to a clear improvement in women’s integrity and autonomy with relation to men. Thus, for example, it might appear that the roles assigned to males



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as provider of the family's economic support and females as careers have been removed from Western society, indicating that classic gender roles are changing.

Beliefs about gender roles and resulting expectations for behavior and preferences may change when people view men and women performing out-of-role activities. From the social role theory, a change in women's and men's stereotypes is expected when a change in social roles occurs. At least partially, most of the studies in this area confirm the postulates of this theory, showing a higher dynamic of the feminine stereotype. This higher change in stereotypes assigned to women is caused by a greater change in women's social roles in comparison with men. However, despite societal shifts, such as a greater percentage of women now participating in the workforce and many wives out-earning husbands, women overall remain the minority in science, technology, engineering, and mathematics disciplines (Su & Rounds, 2015), and this remains so if they are directors of large companies. For instance, reports and studies on attitudes and behavior among Spanish youth indicate a massive trend toward accepting new ideas without this necessarily implying changes in behavior, as though it was a direct consequence. Because of this, often many men who claim to be in favor of the feminist cause "from a gender posture" of abstract egalitarianism did not convert their principles in a coherent manner into attitudes and behavior. In such a manner they share an egalitarian belief in concept or ideas but a traditional sexist one in concrete matters.

Tinsley, Howell, and Amanatullah (2015) offered three reasons why gender roles may evolve slowly to absorb these changes. First, gender roles are socialized at an early age, such that children and young adults typically expect that men will work outside the home and that women will care for the home. Gender roles are so deeply rooted in people's psyche that they may be



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resistant to change. Second, such early socialization means that many assumptions about gender are implicit. As noted, individuals automatically associate men with money and wealth, and estimate higher salaries for men than women. These subconscious connections between men and the earning role should be slower to evolve than those that are consciously articulated. Third, because gender roles are socially constructed, they are tantamount to social norms. Collective constructions of normative behavior are slow to evolve because violation of injunctive norms usually invites social punishment rather than norm evolution.

Between these social changes and real situations of women and men, individual beliefs about gender allow inhibition or promote acceptance of gender role changes. Tinsley et al. (2015) developed the construct of gender determinism (GD), defined as the strength of an individual's belief that gender is a foundational force dictating a person's characteristics. Tinsley et al. (2015) posit that possibly changes at the level of egalitarian policies are not immediately turned into changes in behavior among the sexes precisely as a result of individual differences in gender conception as a static or changing entity. Societal shifts in behavior do not imply that individual members similarly change their beliefs about gender-appropriate roles and even less that they go as far as to change behavior of the sexes. Rather, societal change can beget individual-level heterogeneity in gender beliefs, as well as an expanding gap between preferences and reality about what it means to be a man or a woman. Thus beliefs regarding gender may modulate any change that might occur in social roles and activities performed; people with a determinist belief about gender will make few changes in their daily behavior. On the contrary, people with flexible gender beliefs are more likely to change their behavior regarding gender in the domestic and work fields. Tinsley, Howell, and Amanatullah. (2015) proposed that studying individual variance in the





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malleability of gender as a social category, the GD, as opposed to extant research studying adherence to gender roles based on content, offers clearer insights into how these beliefs in malleability propagate an overall stickiness in people's models of gender-appropriate behavior, despite societal-level changes. Society may have consensual beliefs about gendered activities, yet individuals can differ in their connection to these beliefs, being more or less open to adaptations in social roles.

In contrast to previous research on gender roles, which focuses on role content that is specific duties for men and women, GD tries to measure gender role stability and the implication of this stability for understanding people's preferences and behaviors (Tinsley et al., 2015). The most critical distinction between the GD construct and many of the extant measures in the gender literature is that the latter generally focus on the content of gender roles rather than their strength and stability. GD measures the extent to which one believes that membership in a given gender category dictates characteristics of the individual, and these beliefs should explain individual tolerance for social role changes.

From this approach, it was argued for the importance of studying beliefs about the determinism of gender, reasoning that the more people consciously subscribe to the idea that gender dictates individual characteristics, the more likely they are to (perhaps even subconsciously) conform to and endorse traditional gender roles and thus to prefer and enact traditional gender-appropriate behavior (Tinsley et al., 2015). GD should be regularly incorporated into research on gender and health (Díaz-Morales in *The Psychology of Gender and Health*, 2017).

On a global scale, achieving gender equality also requires eliminating harmful practices against women and girls, including sex trafficking, femicide, wartime sexual violence, gender





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wage gap, and other oppression tactics. United Nations Population Fund (UNPF) stated that, "despite many international agreements affirming their human rights, women are still much more likely than men to be poor and illiterate. They have less access to property ownership, credit, training and employment. They are far less likely than men to be politically active and far more likely to be victims of domestic violence." ["Gender equality". United Nations Population Fund. UNFPA. Archived from the original on 20 May 2019. Retrieved 14 June 2015].

As of 2017, gender equality is the fifth of seventeen sustainable development goals (SDG 5) of the United Nations. Gender inequality is measured annually by the United Nations Development Programme's Human Development Reports.

The Goals begin with Goal 1 – No Poverty, to mark the continuation of the MDGs ambition to eliminate extreme poverty. They end with Goal 17 – Partnerships for the Goals - to emphasize a continued commitment to work together in order to achieve progress for all. The order of the other goals does not signify any priority as all are critical and interdependent. These goals have the power to create a better world by 2030, by ending poverty, fighting inequality and addressing the urgency of climate change. Guided by the goals, it is now up to all of us, governments, businesses, civil society and the general public to work together to build a better future for everyone. The Global Goals is the most ambitious agreement for sustainable development that world leaders has ever made. It integrates all three aspects of sustainable development; social, economic and environmental.

The Global Goals and Agenda 2030 builds on the success of the Millennium Development Goals and aim to go further to end all forms of poverty. The new Goals are unique in that they call



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for action by all countries, poor, rich and middle-income to promote prosperity while protecting the planet.

The 17 SDGs recognize that action in one area will affect outcomes in others, and that development must balance social, economic and environmental sustainability. A system thinking approach is the base for global sustainability ("A Systems Approach to Global Sustainability, Future Earth". Retrieved 2020-09-30). These goals have the power to create a better world in 2030 as it ends poverty, fight inequality, and address the urgency in climate change. Guided by these, it is now up to the government, businesses, civil society and the general public to work together to build a better future for everyone.

The Philippines, together with 192 other UN member states, committed to attaining the Sustainable Development Goals (SDGs) by 2030. The SDGs are a set of 17 goals to pursue a total of 169 targets by 2030 to eliminate poverty, protect the planet, and ensure peace and prosperity for all. Among the 17 global goals is SDG5, a global goal to “achieve gender quality and empower all women and girls”. There are 9 targets and fourteen indicators for SDG5. Each of the SDG5 targets seeks to pursue the main goal of real and sustained gender equality in all aspects of women and girls’ lives. The targets include ending discrimination, eliminating violence against women and girls, eliminating early and forced marriage, ensuring equal participation and opportunities for leadership, and universal access to sexual and reproductive rights.

As increasingly extremist forms of religion directly attack gender equality and reproductive and sexual freedoms, secularity and *laïcité* has gradually gained an aura of either a lost golden age, or a key pathway to overcome the threats of dogmatism. We must be cautious with this schematic division locating religion on the side of gender domination and sexual repression



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and secularity as the realm of gender equality and sexual freedom and nondiscrimination. The historical experience and current realities are much more complex and hazy. Even in a number of countries hailed for respect for secularity, the separation between state and church were not as sharp and clear as suggested. Both in the past and today secular states institutions and norms have curtailed and continue to curtail reproductive and sexual autonomy, either because they remained influenced by religious views, or because they are informed by strictly secular, in fact, scientific rationales of control and discipline. The criminalization of abortion may be impregnated with religious morality, but it has well-served states' natalist objectives. Sodomy laws were much more about the secular morality of the male bourgeois and colonizer and scientific notions of sexual deviance than about sin. The sexual ideologies of communist states where secularity was compulsory were not exactly liberal.

Secularity and secularization are without doubt enabling conditions or prerequisites of religious freedom as well as of moral plurality required for the realization of gender, reproductive, and erotic justice. But secularity should neither be mystified as a silver bullet that will resolve the conflicts and controversies of sexual and reproductive politics today, nor spared from critical assessments. Quite possibly for the foreseeable future reproductive and sexual rights activists and intellectuals will be challenged to reengage with religion without 'returning' there. This implies recognizing religion as a perennial, perhaps, but also changing aspect of political and social reality, not it's 'opposite.' This kind of critical engagement with religions means contesting the injustices perpetrated in their names, while avoiding the demonization of religious communities as a whole – as occurs in the case of Islamophobia – while at the same time opening spaces and establishing



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connection with the voices of plurality and respect to sexual and reproductive freedom that exist in all religious traditions.

Caution is also required in respect to science (and technology) as the main strategic intellectual and pragmatic resource to countervail religious dogmatism. The core tenets of scientific inquiry and the valuing of systematic doubt and empirical evidence are certainly important sources to guide arguments in favor of reproductive and erotic justice in the difficult and complex conversations underway in the most diverse public spheres torn apart today between religious and nonreligious visions on these matters. However, we must remember that dominant scientific conceptions of 'sex,' gender, and reproduction also place these dimensions of human experience squarely in the laws of nature hampering transformed visions that emphasize the contingency and plasticity of these domains, which are critical to the contemporary politics of reproduction and sexuality. The naturalizing imprint of scientific conceptions and discourses is what allows them to be increasingly used by dogmatic religious actors in their political arguments around the right to life or unshakable natural imprint of gender, sexual attraction, and love.

Lastly but not less relevant scientific rationales have been and remain one key source of ideologies of social engineering – and within it of extreme forms of sexual and reproductive disciplining or even triage. The ethical risks and potential human rights violations implied by the uses and abuses of scientific instrumental rationality for societal administration are greater and more palpable today than ever. The future development of sexual and reproductive rights is therefore challenged to increasingly engage with the novel trends and scientific production as to make sure that science and technology will be guided by the ethical premises of freedom of will, expression and consciousness, equality, privacy, and nondiscrimination. (Power, Voice and



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Rights: A Turning Point for Gender Equality Asia and the Pacific. Bangkok: UNDP; and UN Women 2015).

#### **Gender Equality**

Gender equality is a fundamental human right and a necessary foundation for a peaceful, prosperous and sustainable world. However, gender inequality remains one of the most pervasive forms of discrimination in all development settings. While gender inequalities can affect anyone, impeding global progress towards achieving sustainable development, it is women who face the most discrimination (United Nations Development Programme, 2018).

The 2030 Agenda for Sustainable Development envisions a world “of universal respect for human rights and human dignity” in which “every woman and girl enjoys full gender equality and all legal, social and economic barriers to their empowerment have been removed.” Gender equality and the empowerment of women and girls are central to the 2030 Agenda for Sustainable Development and all 17 of the Sustainable Development Goals (SDGs). Gender equality is reflected in 45 targets and 54 gender-specific indicators of the SDGs. Achieving these targets and closing the gender gaps will therefore create a multiplier effect across all of the SDGs and accelerate their achievement (UNDP Gender Equality Strategy 2018-2021).

The UNDP Gender Equality Strategy 2018-2021 has identified four priority areas on strategizing gender equality. These are: (1) removing structural barriers to women’s economic empowerment, including unpaid work, (2) preventing and responding to gender-based violence, (3) promoting women’s participation and leadership in all forms of decision-making, and (4) Strengthening gender-responsive strategies in crisis (conflict and disaster) prevention, preparedness and recovery.



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#### ***SDG 5: Gender Equality***

Sustainable Development Goal 5 (SDG 5 or Global Goal 5) is about Gender Equality and is one of the 17 Sustainable Development Goals established by the United Nations in 2015. The official mission of SDG 5 is to "Achieve gender equality and empower all women and girls" [United Nations (2017) Resolution adopted by the General Assembly on 6 July 2017, Work of the Statistical Commission pertaining to the 2030 Agenda for Sustainable Development (A/RES/71/313)].

Gender inequality is one of the biggest obstacles to sustainable development, economic growth and poverty reduction. Thanks to MDG 3 (Millennium Development Goal 3) on gender equality and women's empowerment, progress in enrolling girls into school and integrating women into the job market has been considerable. MDG 3 gave the issue of gender parity a lot of visibility, but its narrow focus meant that it failed to address important issues such as violence against women, economic disparities and the low participation of women in political decision-making.

Goal 5 advocates equal opportunities for men and women in economic life, the elimination of all forms of violence against women and girls, the elimination of early and forced marriage, and equal participation at all levels.

SDG 5 has nine targets and 14 indicators. Six of the targets are "outcome-oriented": ending all forms of discrimination against all women and girls everywhere; ending violence and exploitation of women and girls; eliminating harmful practices such as child, early and forced marriage and female genital mutilation; increasing value of unpaid care and promoting shared domestic responsibilities; ensuring full participation of women in leadership and decision-making; and ensuring access to universal reproductive rights and health. The three "means of achieving"



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targets are: fostering equal rights to economic resources, property ownership and financial services for women; promoting empowerment of women through technology; and adopting, strengthening policies and enforcing legislation for gender equality ["Goal 5: Gender Equality - SDG Tracker". Our World in Data. Retrieved 2020-08-20].

Even though SDG 5 is a stand-alone goal, other SDGs can only be achieved if the needs of women receive the same attention as the needs of men. The link between SDG 5 and the other SDGs has been extensively analyzed by UN Women's report on gender equality in the 2030 agenda for sustainable development [Turning promises into action: gender equality in the 2030 Agenda for Sustainable Development. UN Women. New York, NY. 21 March 2019. ISBN 978-1-63214-108-8. OCLC 1096436801]. For example, access to decent work and regular income for women directly contributes not only to poverty reduction (SDG 1) but also support better education (SDG 4), zero hunger (SDG 2), good health and wellbeing (SDG 3) outcomes.

#### ***Gender Roles: The Social Role Theory - What causes sex differences and similarities in behavior?***

The claim that equality is the core value of modern moral understanding will be exemplified by changes in the relationship between the generations and the sexes.

*Adult-Child-Relations.* All the items from the list of proverbs that define age-dependent status differences are becoming increasingly outmoded. This is especially true of the conventional greeting ritual that used to oblige boys to bow and girls to curtsy to adults, and of the rule that children are automatically to pick up objects adults dropped. Between 51 and 70 percent of the two older cohorts report having regularly heard these admonitions; in contrast, only between 15





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and 20 percent of the youngest even knew that such rules existed. Altogether, in recent times, children are “put in place” much less frequently than used to be the case.

*Gender-Relations.* Many of the *proverbs* defining gender-specific behavioral standards (e.g., “A lady does not cross her legs”) are hardly known by the younger subjects. Surprisingly, however, it is the oldest cohort who least often has heard some of the items (e.g., “A lady does not smoke/put on makeup in public/girls do not fight”). As can be concluded from subjects’ spontaneous comments, the reason is that in those days such behaviors were so unthinkable that there was no need to forbid them. This suggests the following steps in the socio-historical process of value change: At the outset, specific behavioral patterns are so firmly institutionalized that they are seen as “natural,” and their normative basis remains unnoticed; the first deviations to occur will provoke intense admonitions; finally, the new behavior becomes accepted and is normalized. In the present case, the change led to a relaxation in the enforcement of sex stereotyped behavior.

This trend toward greater acceptance of gender equality is also reflected in responses to the item “working mother.” Again, the two-step coding procedure—by position and argument—was used because contrary evaluations were backed by the same arguments. Thus, the motive “working for money” by some was taken as indicating objectionable materialistic motives, by others as reflecting a praiseworthy readiness to help out in case of need. And reversely, the motive “working for intrinsic reasons” by some was used to condemn (e.g., “This cry for ‘self-realization’ is sheer egotism”) and by others to justify the working mother (e.g., “It is acceptable if she is so highly committed to her work”). First, subjects were classified according to their position.

- *Condemnation:* with or without exception (e.g., “It is wrong. Children need their mother, not a substitute person. [‘Exception?’] Only if they are in financial needs/She’s irresponsible towards





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her children—children have a right to being educated well and cared for. Parents have the responsibility. [‘Exception?’] No, this is absolutely wrong”).

- *Justification*: with or without restriction (e.g., “It’s ok. I would never forbid her to work if she is capable and wants to work. [‘Exception?’] Yes, if the children suffer from it/its ok—men and women have equal rights. It’s good for her personal development to go to work. [‘Exception?’] No”).

Then the arguments were classified into the following categories:

#### *Condemnation*

- because of neglectfulness (e.g., “Children have a right to their mother/the mother is irresponsible/she’s got no right to work”);
- because of negative consequences to the children or to society (e.g., “Children will turn drunkards/become criminals/suffer/need their mother/need security—or: She should not take scarce jobs away in times of unemployment/She causes costs—the state has to subsidize kindergartens”).

#### *Reasons justifying exceptions*

- economic concerns (e.g., “If they are in debts/want to build a house/if the husband is unemployed”);
- mother’s needs (e.g., “If she’s highly committed to her work/if she suffers by staying home all the time”);
- adequate substitute care (e.g., “If children are well cared for/if grandparents are close”).

#### *Justification/acceptance*



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- by reference to women's needs (e.g., "She wants recognition/fulfillment/independence");
- by reference to equal rights (e.g., "Men and women have equal rights/it's a personal decision whether the husband or the wife takes care of the children").

#### *Restrictive conditions*

- Reference to negative consequences (e.g., "Child suffers/is sick/is handicapped/ gets poor grades in school/the family suffers").

Over the generations, there is a shift from condemning working mothers to accepting them. While condemnation is extensively argued for by drawing on deontological arguments, that is, mother's duties or children's rights (oldest: 53%, middle: 38%, youngest: 25%) and/or utilitarian concerns, that is, children's sufferings (oldest: 47%, middle: 25%, youngest: 16%), the counter position often is simply stated implying that the item is treated not as a moral, but a personal issue (e.g., "People are free to decide how they wish to lead their lives/split up household chores/organize family affairs"). Among the young subjects, only a few bring up moral concerns when making a deontological argument for gender equality, or discussing possible restrictive conditions. Harm avoidance is the only justification forwarded for limiting the general principle of noninterference with personal liberties. To conclude: Most of the older subjects believe that caring duties accrue to mothers by virtue of their being women and having children. Many of the younger subjects, in contrast, frame the problem of child-care, not in terms of a scriptive duties, but in terms of good household organization. Given their basic assumption of gender equality and the more abstract principle of harm avoidance, several alternative solutions to the problem of child-care can pass as acceptable (i.e., the father, grandparents, domestics, etc., take care of the children).



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As indicated by the intellectual history presented in the prior section, our biosocial theory consists of a series of interconnected causes of sex differences and similarities. These causes range from more proximal (or immediate), to more distal (or ultimate). In Figure 1, the more distal causes are positioned above the division of labor, which is the outcome of interaction between the physical specialization of the sexes and local conditions. The division of labor yields gender role beliefs, which then facilitate this division through socialization processes. Gender role beliefs act on behavior through a trio of processes involving regulation by hormonal changes, others' expectations, and self-standards. In this section, begin a presentation of a theory with the ultimate determinants of female and male behavior and move to the more proximal determinants. (Alice H. Eagly and Wendy Wood, March 2017)

#### Gender, Sexuality and Expression

LGBTQIA+ stands for lesbian, gay, bisexual, transgender, queer, intersex, and asexual, plus other marginalized groups such as pansexual, heteroflexible, aromantic, etc. The term does not include everyone, but it is a starting point for talking about different types of romantic attraction and gender identities. Just like with differences in race, ethnicity, religion, or cultural background, it's important to remember that just because someone is different than you do not mean they are weird, bad, or wrong. (Trevor Project's 2019 survey: National Survey on LGBTQ Mental Health, Human Rights Campaign 2012 report: "Growing Up LGBT in America," Human Rights Campaign 2018 report: "2018 LGBTQ Youth Report.")

Sexual Orientation. The following terms describe some people's sexual orientations. Someone's sexual orientation refers to the people that they are sexually attracted to. Heterosexual (or straight) refers to a person who is sexually attracted to people of the opposite sex.



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Homosexual (or gay) refers to someone who is sexually attracted to people of the same sex. Lesbian refers specifically to a woman who is sexually attracted to other women. Bisexual refers to a person who is sexually attracted to both men and women. Pansexual refers to a person who is sexually attracted to people of any sex, gender or gender identity. Asexual refers to a person with a lack of sexual or romantic attraction for anyone, or with low interest in sexual activity. Aromantic refer to a person who has no interest in romantic relationships. Questioning is the process of exploring one's own gender identity, gender expression, and/or sexual orientation. Heteroflexibility is a form of a sexual orientation identified by minimal homosexual activity and being predominantly heterosexual (straight). Queer is an umbrella term for sexual and/or gender minorities. Typically, those who identify as queer do not consider themselves heterosexual and/or a part of the gender binary.

Biological sex refers to the anatomy that defines us as male, female or intersex. This includes the internal and external sex organs in addition to chromosomes and hormones as well.

Biological sex is characterized by:

- A person with two XX chromosomes is a biological female.
- A person with XY chromosomes is a biological male.
- Intersex refers to an individual who has a chromosome set different from biological males or females. This individual may develop sex or reproductive organs that are ambiguous or may develop sex characteristics of both males and females.

Gender identity refers to how people see themselves. It is their own internal sense and personal experience of gender. Just because someone is a biological male or female does not mean that they identify with that sex or gender identity. Gender markers are not determined by biological



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sex. They are ideas that we assign to a person based on sex. Here are some important terms to know regarding gender identity: Cisgender refers to a person whose gender identity conforms with the gender that corresponds to their biological sex assigned at birth. Genderqueer/Gender Non-Conforming refers to a person whose gender identity does not strictly conform to conventional gender distinctions but identifies with neither, both, or a combination of genders. Transgender refers to a person whose gender identity does not correspond to their biological sex assigned at birth. Non-binary refers to a spectrum of gender identities that are not exclusively masculine or feminine—identities that are outside the gender binary.

Gender expression, on the other hand, includes all the ways a person communicates their gender based on societal factors such as gender norms and perceptions. Gender expression is a person's outward expression of their gender; like their clothes, haircut, makeup, etc.

To discuss further, on sexual orientation versus behavior—differentiating men and women—it has been shown that identity—the sexual orientation one identifies with—is strongly, but by no means perfectly, associated with whether men and women have had sex with women, men, or both. In this sense, behavior is roughly consistent with sexual orientation. However, the patterns differ between men and women. Women, both lesbian and straight, are more flexible with either their identities or behavior than men. Thus, they are more likely than men to have what could be seen as mismatches between identity and behavior (Eliza Brown and Paula England, 2016).

Gender equality as the goal; gender mainstreaming as the strategy

Gender Mainstreaming: An Overview. Retrieved on June 2019). Gender Mainstreaming or Gender and Development (GAD) mainstreaming is the major global strategy for ensuring that the government pursues gender equality in all aspects of the development process to achieve the vision



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of a gender-responsive society where women and men equally contribute to and benefit from development. Its importance has been extensively discussed since governments committed to this concept in the Beijing Platform for Action during the Fourth United Nations World Conference on Women in 1995. (Philippine Commission on Women, <https://pcw.gov.ph/gender-mainstreaming/>). It endeavors to look more comprehensively at the relationship between men and women in their access to and control over resources, decision making, and benefits and rewards within a particular system—it may be an organization, a government or an entire society (Innes, M. (Ed.). (2000). *Accelerating Change: Resources for Gender Mainstreaming*. Quebec: Canadian International Development Agency). The process of gender mainstreaming necessitates the transformation of institutional structures, culture and practices wherein gender concerns become central instead of remaining as peripheral issues and concerns (A Handbook on the Application of the Enhanced Gender Mainstreaming Evaluation Framework. (2016). Manila: Philippine Commission on Women).

#### **What is the ‘mainstream’?**

The Philippine Commission on Women (PCW) (<https://pcw.gov.ph/gender-mainstreaming/>), has presented the importance of gender and development mainstreaming into nation building by citing studies that emphasize key definitions and elements related thereto. The “mainstream” is an inter-related set of dominant ideas, values, practices, institutions and organizations that determine “who gets what” within a society. The ideas and practices with the mainstream tend to reflect and reinforce each other and thus provide a rationale for any given allocation of societal resources and opportunities:

- women and men have equitable access to resources, including opportunities and rewards. It



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implies equal participation in influencing what is valued in shaping options within society.

- sharing equitably in the benefits of development; and
- offers the opportunity to influence who does what in a society, who owns (and can own) what, who has access to jobs and income, who controls the society's resources and institutions, who makes decisions, who sets priorities.

(A Handbook on the Application of Enhanced Gender Mainstreaming Evaluation Framework. (2016). Manila: Philippine Commission on Women.) And (Gender Mainstreaming: An Overview. Retrieved [here](#) on June 2019.)

#### **Entry Points of Gender Mainstreaming**

GAD mainstreaming requires interventions from different stages of development planning processes, from planning to programming, budgeting, implementation, monitoring and evaluation. There are four critical entry points to GAD mainstreaming, namely: policies, programs and projects, people, and enabling mechanisms. These are not in any order of importance. A government agency has the option on what entry point to use first. They may opt to adopt strategies that characterize more than one entry point (Philippine Commission on Women (PCW) (<https://pcw.gov.ph/gender-mainstreaming/>)). These four entry points are briefly defined below, as follows:

- (1) Policies. This entry point refers to the official statements and pronouncements of support for gender mainstreaming issued by the organization. These may be in the form of department orders, special orders, administrative orders, memoranda, and executive orders that spell out the commitment of an organization to pursue gender mainstreaming. It also includes national and sectoral plans, specific guidelines, manual of implementation and the



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GAD Framework/Strategic Plan. Through these issuances, the organization expresses its recognition and acceptance of gender mainstreaming as a critical and legitimate concern, even in broad or general terms. (A Handbook on the Application of Enhanced Gender Mainstreaming Evaluation Framework. (2016). Manila: Philippine Commission on Women).

- (2) People. This point of entry refers to the relevant stakeholders who assume the task of gender mainstreaming. The following are critical to the success of gender mainstreaming: GAD champions among top management who actively support the gender mainstreaming program; recognition of GAD Focal Point System and staff members as GAD experts; internal and external clients who are able to participate in the planning, implementation, monitoring and evaluation of programs, activities and projects.<sup>7</sup>
- (3) Programs and Projects (PAPs). This entry point refers to the flagship programs or activities and projects that serve as a strategic entry point to gender mainstreaming in an organization. It is the most practical entry point since it involves the actual implementation of the mandate of an organization. PAPs can be review and issuance of revised GAD policies, application of gender analysis tools, and conduct of GAD advocacy and regular updating of GAD mechanisms such as the GAD database.
- (4) Enabling Mechanisms. This point of entry refers to the systems and mechanisms installed in the organization and the funds allocated for GAD activities such as the GAD Focal Point System and Knowledge Management System. The success of any gender mainstreaming efforts depend, to a large extent, on the resources allocated and the mechanisms that are institutionalized to implement it. Enabling mechanisms can be GAD Funds Audit of the



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Commission on Audit, which greatly helped in ensuring the institutional compliance to the minimum 5% utilization of the GAD budgets of government agencies and local government units.

#### **Levels of Gender Mainstreaming**

Conner (2016) stressed that in the course of implementing gender mainstreaming A Handbook on the Application of Enhanced Gender Mainstreaming Evaluation Framework. (2016). Manila: Philippine Commission on Women), stressed, an organization may progress through the following levels:

**Level 1: Foundation Formation.** This is the initial stage, where the level of gender awareness of an organization is heightened through raising people's awareness and generating support for gender mainstreaming. The challenge at the onset of any change effort is getting people to understand, appreciate and imbibe the need for change. This level also sets the tone for appreciating value-added in committing to GAD as one of the priority thrusts of the organization.

**Level 2: Installation of Strategic Mechanisms.** This marks the transition of the organization toward gender mainstreaming. Some of the enabling conditions created and established by top management to support GAD are: (a) putting key people, necessary policies, support structures, systems and mechanisms in place to facilitate and sustain gender mainstreaming, and (b) initial application of GAD concepts and tools.

**Level 3: GAD Application.** This is the period where GAD-related activities are already institutionalized within the organization. Interventions are usually based on a strategic GAD agenda that guides GAD planning and budgeting implementation. The GAD planning and budgeting have become more strategic in terms of applying gender analysis in regular programs



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that result in either increased attribution of the GAD budget and/or more gender responsive programs.

**Level 4: Commitment Enhancement and Institutionalization.** In this level, the organization has already institutionalized gender mainstreaming and is focused on sustaining its efforts. It also challenges other organizations to continuously evaluate and improve their efforts. After all, the long-term goal is to improve the government's ability to respond to gender issues and concerns on a sustained basis.

**Level 5: Replication and Innovation.** When an organization reached this level, it means that GAD has been fully mainstreamed into its mandate and is being recognized by others as a model in gender mainstreaming. The GAD Focal Person System members of the organization do not only serve as internal experts but are also invited by other organizations as GAD technical assistance providers. GAD-related mechanisms established by the organization are also certified as learning hubs by national and/or international organizations.

#### **Conceptual Framework**

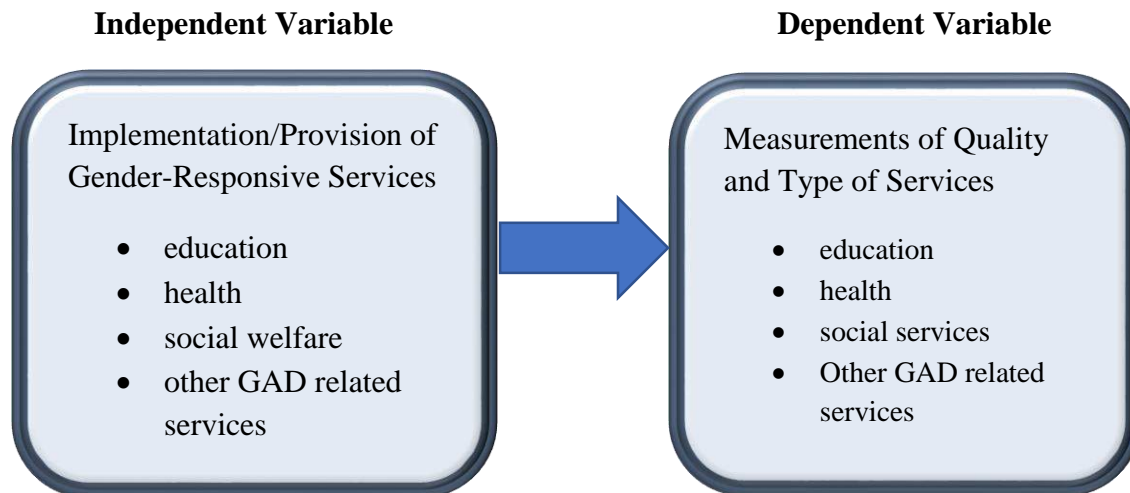
One clear manifestation of gender-responsiveness in an LGU is its delivery of the mandated basic services and facilities to constituents with particular attention on the differential needs of women and men. Employees as the working arm of the local government should be aware of the gender-responsive services of its agency.

This research examines the implementation of Gender-Responsive Services of the Municipality of Los Banos and the quality of services provided to employees of the LGU Los Banos.

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#### Conceptual Paradigm



**Figure 1.** Conceptual research paradigm

As shown in Figure 1, this study adapts the Independent Variable and Dependent Variable paradigm. It has two connected boxes that represent the variables that will be investigated in the study. The independent variable includes the implementation of gender-responsive services in terms of education, health, social service and other GAD related services. The dependent variables will measure the quality of services provided to the employees, clients, and women's group of the Municipality of Los Banos, Laguna.

In context, Figure 1 represents the major concept of the study. The main focus of the study is to determine the implementation and quality of gender-responsive services of the Municipal Government of Los Banos, Laguna to their clients, employees and other service beneficiaries.



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#### Statement of the Problem

This study will determine the implementation and quality of gender-responsive services provided to the clients, employees and other service beneficiaries of the Municipality of Los Banos Local Government Unit (LB-LGU).

Specifically, this study will answer the following questions:

1. What is the level of implementation of gender-responsive services in the Municipality of Los Banos as assessed by its clients, employees and other beneficiaries in terms of:

- 1.1. Education,
- 1.2. Health,
- 1.3. Social welfare, and
- 1.4. Other GAD related services?

2. What is the quality level of gender-responsive services provided by the Municipality of Los Banos to its constituents based on its service provision and implementation as assessed by the clients, employees and other beneficiaries in terms of:

- 2.1. Education,
- 2.2. Health,
- 2.3. Social welfare, and
- 2.4. Other GAD related services?

3. Is there any significant relationship between the level of implementation of Gender-Responsive Services of the municipality and the quality of services provided to the employees, clients and other beneficiaries in the Municipality of Los Banos?



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4. What are the problems and challenges encountered by the Municipality of Los Banos that hamper efficient gender-responsive services?

5. Based on the findings of the study, what interventions or plan of action can be proposed/recommend to improve these services by the LB-LGU?

#### **Hypothesis**

The provided hypothesis was tested for significance.

H<sub>0</sub>: There is no significant relationship between the level of implementation of gender-responsive services of the Municipality of Los Banos LGU to the level of the quality of gender-responsive service provision to its clients, employees and other beneficiaries.

#### **Scope and Delimitations**

The study was conducted at the Local Government of Los Banos, Cor PCAARRD Rd. Barangay Timugan, Los Banos, Laguna with its employees, GAD focal person, women's group, and clients as respondents.

For the clarity of focus, this research undertaking is guided by the following scope and delimitations:

The main objectives of the study are to determine implementation and quality of gender-responsive services provided by the Municipality of Los Banos to their employees, women's group, and clients.

#### **Significance of the Study**

The importance of this study lies on presenting an accurate result that determines the implementation of the Gender-responsive services of the LGU-Los Banos and the quality of services it provides to the municipal employees, clients, and other GAD beneficiaries



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Specifically, this study aims to discover findings that will contribute to:

**Political Leaders.** Through this study, they can create an ordinance and resolutions that will strategize a possible solution that will address the implementation and the quality of gender-responsive services they will provide to the Municipality of Los Banos.

**GAD Focal Person.** Through this study, this person can foresee possible ways in acquiring the programs that will be implemented and the quality of services that needs improvement for the benefit of the clients.

**Department Heads.** Through this study, they can foresee the possible things/ways that they can consider in the protection of their employees in availing the gender-responsive services that the LGU-Los Banos will provide them.

**Women's Group.** Through this study, this group/organization can foresee possible ways in acquiring the programs that will be implemented and the quality of services that the LGU-Los Banos will provide.

**Residents of the Municipality.** Through this study, they can foresee the possible things/ways that they can consider in availing the gender-responsive services that the LGU-Los Banos will provide them.

**Researcher.** This will help her to plan a strategy to develop for the implementation of the gender-responsive services and the quality of services it will provide to the local government employees, clients and other beneficiaries of the Municipality of Los Banos. The findings of the study will give her to improve and proposed an enhancement program in implementing gender-responsive services and the quality of services it will provide to the constituents of the Municipality of Los Banos.

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**Future Researchers.** They can use the results of this study to start up a new research and as a reference to other related studies.

#### **Definition of Terms**

The following terms are defined operationally for the clarity and understanding. Operational definition of terms was used for its detailed explanation of the technical terms and measurements used during data collection.

**Gender and Development.** This refers to the development perspective and process that is participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potentials. It seeks to achieve gender equality as a fundamental value that should be reflected in;

**GAD Focal Person.** He/She is a person who is the centre or main point of interest, and relating to or having a focus on gender mainstreaming.

**GAD Mainstreaming.** This refers to the strategy for making women's as well as men's concerns and experiences an integral dimension of the design, implementation, monitoring, and evaluation of policies, programs and projects in all social, political, civil and economic spheres so that women and men benefit equally. It is the process of assessing the implementation for women and men of any planned action, including legislation, policies or programs in all areas and at all level.

**GAD Related Services.** These are the services provided by the LGU address the specific practical (basic survival needs) and strategic need (needs that when addressed improve the position of women vis-à-vis men in society) of their employees.



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**Gender-Responsive Service.** A gender-responsive approach requires empowering women and ensuring that they know their rights, so that they can avail themselves of the services and recourse they are entitled to. Gender responsive access to basic goods and services aims to ensure that the different needs (both practical and strategic) of women, men, boys and girls are met;

**Implementation.** This refers to the process of putting a decision or plan into effect or the execution of the GAD mainstreaming and GAD related services.

**LGBTQA.** This is a term for Lesbian, Gay, Bisexual, Transgender, Queer, and Asexual.

**Social Service.** This refers to a government services provided for the benefit of the community and employees, such as education, health or medical care, and housing.

**Women's Group.** This is a group of women who meet regularly, usually to have discussions or to organize campaigns.







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#### Chapter 2

#### REVIEW OF RELATED LITERATURE

This chapter took into account the related reading materials from books, journals, internet, and abstracts in which the proponent of the study considered helpful in attaining a comprehensive discussion of the research problem. The review of related literature and studies provided the researcher insights, new knowledge, and new ideas coming from the earlier works which have a significant importance to this present study because the researchers will use to support in the discussion, conclusion, and recommendation.

#### Implementation of Gender-Responsive Services

In the Philippines, the implementation of gender-responsive services is anchored and bounded by policy and guidelines as stipulated in Republic Act 9710, otherwise known as the *Magna Carta of Women*. The said law mandates non-discriminatory and pro-gender equality and equity measures to enable women's participation in the formulation, implementation and evaluation of policies and plan for national, regional and local development.

Relative to RA 9710, a Memorandum Circular No. 2011-01 was released on October 21, 2011, addressing all Government Departments, including their attached agencies, offices and bureaus, State Universities and Colleges (SUCs), Government-Owned and Controlled Corporations (GOCC) and all other government instrumentalities as their guidelines and procedures for the establishment, strengthening and institutionalization of the GAD Focal Point System (GFPS).

In 2017, the Department of Education (DepEd) issued the enclosed Gender-Responsive Basic Education Policy in line with its Gender and Development (GAD) and part of it is the



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mandate stipulated in the 1987 Philippine Constitution, Republic Act (RA) No. 9710 or the Magna Carta of Women (MCW), RA 10533 or the Enhanced Basic Education Act of 2013. Thus, according to Talon Jr., Carreon, and Diragen (2020), the Department of Education commits to integrating the principles of gender equality, gender equity, gender sensitivity, non-discrimination and human rights in the provision and governance of basic education as a response to these demands. Fernandes, Dumas, Jones, Mbarika, Ong'oa (2015) stated that education is an important factor in the development but must be tailored to meet the needs of the students. They stated that to be able to achieve gender equality and empowerment of women, policy-makers and government officials have to create institutions that is "fair to women and men".

To facilitate gender-responsive instruction, curricula and textbooks should be free from gender bias and promote equality in gender relations. How students perceive themselves and how they project their role in society is shaped to some extent by what they experience at school, including by how they are represented in textbooks. School-based comprehensive sexuality education programs equip children and young people with empowering knowledge, skills and attitudes. A review of 22 studies showed that comprehensive sexuality education programs that addressed gender power relations were five times more likely to be effective in reducing rates of sexually transmitted infections and unintended pregnancy than those that did not (Haberland, 2015).

According to Fernandes, et al. (2015), education is an important factor of development but must be tailored to meet the needs of the target group. In DepEd Order No. 32 s. 2017, they issued the enclosed Gender-Responsive Basic Education Policy in line with its Gender and Development (GAD) mandate as stipulated in the 1987 Philippine Constitution, Republic Act (RA) No. 9710 or



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the *Magna Carta of Women* (MCW), RA 10533 or the *Enhanced Basic Education Act of 2013*, and the Philippines' International Human Rights Commitments to the Universal Declaration of Human Rights (UDHR), Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), and the Convention on the Rights of the Child (CRC) among others.

This concept needs to be applied in different context as well as service type itself also has changed results to produce, so this could be a significant factor to study human mind's perceptions due to the change in gender because male and female psychology differs a lot and reactions for the same thing in the same situation is different for different genders. These changes must be done as teachers and students are very important players in the society as they shape up the whole society in the longer run and apply what they learnt and developed in educational settings through service encounters.

In 2009, UNESCO and other UN agencies published the revised International Technical Guidance on Sexual Education to provide an evidence-based, age-appropriate set of topics and learning objectives for comprehensive sexuality education programs for students aged 5 to 18 (UNESCO, 2009). In 2010, the International Planned Parenthood Federation adopted a rights-based approach in its Framework for Comprehensive Sexuality Education, and the WHO Regional Office for Europe produced Standards for Sexuality Education in Europe as a framework for policy-makers and education and health authorities (WHO Regional Office for Europe and BZgA, 2010). Nearly ten years after the original report, UNESCO's revised guidance expands coverage to both school-based and out-of-school programs with a strong focus on human rights, gender equality and skills building. The guidance can act as both an advocacy and accountability tool for program implementers, NGOs, and youth (UNESCO, 2018).



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Back in 2015, the United Nations General Assembly adopted the Sustainable Development Goals (SDG's) aimed "to ensure that all human beings can fulfill their potential in dignity and equality and in a healthy environment". The principle of leaving no one behind is the central tenet of the SDG and the universal health coverage (UHC). The one-size-fits-all approach does not deliver benefits equitably to all population groups as recognized by health programs and may even be exacerbated. Attention to the programs catered to gender, equity, and human rights is crucial for the advancement of health and development. Poverty, gender inequality, lack of information, and low education are results of poor health. Gender inequalities result in lower school enrollment rates for women than men, which results to lower health outcomes. SDG's aim to reduce gender inequality within and among other countries. SDG incorporated a goal that targets gender equality and women empowerment.

Jennifer Pendleton, Laili Irani, Madison Mellish, Rebecca Mbuya-Brown, and Nancy Yinger (September 2015), cited in their article entitled "Promoting Gender Responsive Health Governance, Lessons and Next Steps", that Philippines generally made good progress in women's empowerment nearly universal female education rates, high literacy, active economic and political participation and good progress in key health indicators. With these achievements, the country still struggles in ensuring universal access to reproductive health services.

Pendleton et al, 2015, also said that using contraceptives has increased only marginally from 33.4% in 2003 to 37.6% in 2013 and surprisingly, unintended pregnancies stood high with 2 million and accounted for over half of all pregnancies. According to the Revised Penal Code, Articles 256, 258 and 259, abortion is illegal. Obtaining an abortion in the Philippines often undergoes a lot of process and involves many methods and attempts, in which may have severe



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health consequences. The risks of detrimental effects on maternal, prenatal and infant health increases due to lack of control on pregnancy results in small birth spacing.

In order to address this concern, the Philippines passed the Responsible Parenthood and Reproductive Health Act back in December 2012. This law called for universal and free access to family planning methods and other reproductive health services in public facilities, and the inclusion of the sexual and reproductive health education in school curricular.

The Responsible Parenthood and Reproductive Health Act of 2012 acknowledged that abortion is illegal and is punishable by the law, the Government assured that all women that needed care for post-abortive complications, pregnancy, labor and delivery related issues shall be treated and be seen in a humane, and *non-judgmental* manner in accordance with the law. After the law was passed however, there were oppositions from the church, which led the Supreme Court to put a temporary restraining order on its implementation back in March 2013.

Section 3 of the Responsible Parenthood and Reproductive Health Act states that, *Gender equality and women empowerment are central elements of reproductive health and population and development.*” The Department of Health in collaboration with their partners, following the issuance of the restraining order, continued to advocate gender equality and women’s access to reproductive health services. In 2014, the court upheld the constitutionality of the Responsible Parenthood and Reproductive Health Act (RPRH). However, some of the provisions were removed in full or partially. Despite the limitations of the RPRH Act, the adoption of the law became a milestone towards the path to gender equality.

According to Pendleton et al, 2015, back in 2013 in Zamboanga City, an armed conflict caused the displacement of over 109,000 civilians to evacuation centers, with 70,000 relocated to



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a sports complex. On the second quarter of 2014, the displaced people were gradually transferred to transitional camps which was still used in 2016. Most of the people transferred were unable to conduct their regular activities, due to the social and economic imbalance caused by the displacement. In order to create a range of health-care services to be available to everyone, temporary health workers, medicines and supplies were set up. The temporary health facilities included social hygiene clinics which provided specialized sexual and reproductive health services that focuses on the treatment of STIs, and HIV.

Considering that HIV and STIs were a huge health concern for the public, the City Health Office of Zamboanga along with their partners and advocates requested to intervene to cater to those women and men sex workers who were particularly vulnerable.

Sex workers, regardless of their gender, faced various hindrances that meddled with their access to services. Lack of disseminating of information was one of the challenges. Due to the displacement, sex workers were not aware of the locations of these services. Newer sex workers were not familiar with the services available regarding HIV and STI risks and protective measurements. Another challenge that sex workers face is the societal stigma, discrimination, and gender norms. Sex workers and their clients feared that they would be called out as *disease carriers* or would be left out if they accessed services intended to detect and treat STIs and HIVs. In order to tackle and break down the access barriers, peer educators must reach out to sex workers, build trust, and inform them of services available, and how to access them. Peer educators need to empower and conduct counselling to the sex workers for them to be able to feel entitled to get access to health services.



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President Duterte signed an executive order back in January 9, 2017, calling for universal access to modern family planning methods, and also called for the accelerated implementation of the country's Reproductive Health Law which was passed back in 2012. (Oxfam, 2020) stated that different women groups were calling for the unhampered and continued delivery of the reproductive health services. The RH law was passed by the Supreme Court, but was suddenly suspended due to the fact that various religious groups objected to the said law. According to these various religious groups, the RH Law allegedly violated the rights to religion and free speech. Since the Philippines has an alarming increase of HIV/STI infections, the main rationale of the Health Ministry is the distribution and promotion of condoms, in which the anti-RH advocacies argued would be *immoral*. However, various women groups disagreed, saying that ensuring the unhampered delivery of RH services contributed to the prevention of unwanted or unplanned pregnancies, preventable maternal and infant deaths, and the spread of sexually transmitted infections like HIV and STIs.

In general, knowledge of the public on gender awareness and gender-responsive services is the biggest challenge of the Municipality in delivering and providing gender-responsive services. Most of the society have different perception with different gender orientation, thus, the public have different acceptance on gender-responsive concerns. Location of the participants is also one hindrance in providing gender-responsive service, especially those living in rural areas or hard to reach areas.

Pangilinan (2017) stated that, the issues regarding gender inequality have been addressed. Women in Development (WID) back in 1970's that focused on incorporating women in various aspects of development was revamped back in the 1980's, into what we currently know today,



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which is the Gender and Development (GAD). This reflects an improvement from the way society has viewed women. The GAD acknowledges women's lack of participation in the *productive sector*. GAD focuses on enhancing the role and participation of women by also improving the initiatives or programs that would promote both genders.

The study conducted by Pangilinan (2017, found out that Philippines has made a significant progress in promoting *women's empowerment* and gender equality in the country. A huge step in promoting gender equality in the Philippines was achieved through the passing of RA 9710 or the *Magna Carta of Women* (MCW), a women's rights law.

Gender norms and societal norms shape the expectations of women and men's behavior, their roles and responsibilities in a community or society. By introducing its gender strategy, it committed itself to strengthening gender equality throughout the community, and within the scope of its commissions. This also comprises an obligation to report to the Admin Committee annually regarding the efforts that were made to achieve this goal. Specifically, it strives to take the different life situations, needs and concerns of women and men into consideration in all its projects, and to actively contribute to dismantling the gender-based inequalities and discrimination. This is done by drawing up a solid gender analysis that documents and describes the gender-specific situations, challenges and opportunities that exist in the various sectors and fields of action and translates these into specific activities and interventions; and systematically documenting the positive and negative effects that the activities and interventions have on gender relations and on the different life situations and concerns of women and men by setting up 'an adequate monitoring system'.

Only if gender-relevant aspects are explicitly mentioned in the objectives system and the indicators of the projects (i.e., if they are firmly entrenched in the monitoring system), can we





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ensure that gender equality is adequately taken into account when steering and implementing projects and reporting to our commissioning parties. We can also thereby ensure that our objectives in the field of gender equality can be achieved. These practical guidelines are intended to help all those who work on results-based monitoring (RBM). Its focus is on the specific challenges of integrating the topic of gender equality. Consequently, these guidelines are complementary to LGU's guidelines on designing and using results-based monitoring systems (RBM systems). It is intended for the head of the department, gender focal persons, and staff members responsible for monitor and evaluation, whose task it is to strengthen a gender-sensitive approach in project management and to fulfil policy requirements regarding the integration of cross-cutting issues into RBM-systems.

As cited in Escoben in his study (2015), in Republic Act 9710 - Magna Carta of Women (2009), Section 2, Recognizing that the economic, political, and sociocultural realities affect women's current condition, the State affirms the role of women in nation building and ensures the substantive equality of women and men. It shall promote empowerment of women and pursue equal opportunities for women and men and ensure equal access to resources and to development results and outcome. Further, the State realizes that equality of men and women entails the abolition of the unequal structures and practices that perpetuate discrimination and inequality. To realize this, the State shall endeavor to develop plans, policies, programs, measures, and mechanisms to address discrimination and inequality in the economic, political, social, and cultural life of women and men.

Fritzie Rodriguez (Rappler, 2015) stated that the Philippines has been among the world's most gender-fair countries since 2006, according to the World Economic Forum's Gender Gap



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Report in 2014. The Philippines ranked 9th globally and topped all of Asia in terms of women's participation in economy, education, health, and political empowerment. While in the 2018 World Economic Forum's Global Gender Gap Index, Philippines ranked 8<sup>th</sup> globally which means the outcomes for women equal those for men. The national gender gaps on economic, education, health and political progress in our country because it makes everybody globally aware of their rights that gives equal opportunities for women and men.

Janella Paris (Rappler, December 2019) reported that in the 2020 Gender Gap Report, the Philippines dropped to 16<sup>th</sup> place from 8<sup>th</sup> place last year but remained as the most gender equal country in Asia with a 78% overall gender gap thought 2% down from last year's average of 80%. However, being ranked no. 16 in the world, the Philippines remains no. 1 in Asia in closing the gender gap and it also indicated that the gender gap closed in educational attainment and health. According to PCW Chairperson Dr. Rhodora Bucoy said that she takes the challenge and will further strengthen the drive for gender equality and women's empowerment.

The institutionalization of GAD programs reflects on the priorities of LGU's and their administration. This also shows how the LGU values their communities. According to (Pangilingan, 2017), the process of the implementation of GAD means that the citizens are aware of what they need to do in order to provide quality assistance, by maximizing their resources.

Aside from stronger implementation of laws, penalties, and recovery programs, advocates emphasize the need for better prevention. Both women and men, young and old, must be educated about human rights, women's and gender issues, and the roles they play in ending discrimination.



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#### **Quality of Gender-Responsive Services**

The provisions, policy and guidelines stated in RA 9710 requires all the gender-responsive units, whether public or private, to provide quality service to its clients at all times.

Gender-responsive public services are quality public services that meet women's needs and are of major importance to the achievement of gender equality and to ending violence and harassment against women in the world of work. They require gender-responsive public budgeting to ensure that resources are available to meet women's needs in accessing quality employment and services related to violence against women (UN Women, 2015). Furthermore, access to services that support women's equal participation in employment has been a focus of a number of international campaigns, such as the Public Service International's global campaign for quality public services.

All agencies and LGUs are also mandated by law to allot at least 5% of their total budget for gender and development programs which may include gender-sensitivity training, women's health centers, among others. The United Nations Human Settlements Programme also states that the law in the Philippines stipulates those five (5) percent of the total funds are to be allocated to Gender and Development.

Gender difference at service encounter may lead to different customer service outcomes. As the male-to-male interaction and male-to-female interactions differ because people behave differently when they interact with the same gender and with the opposite gender, in a given particular situation. Social protection systems which address gendered risks over the lifecycle and provide support in situations of poverty, vulnerability or crisis, play a vital role in protecting women and men from poverty and insecurity, helping them to cope with risks, and recover from



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shocks and ultimately change to transform women's outcomes. To design and implement gender-responsive social protection systems, to strengthen the benefits of social protection for women and girls and their communities, and to ensure that no one is left behind. Equitable access to gender-responsive social protection has a significant impact on women's and girls' empowerment and opportunities, with wider positive effects for men and boys, their families and communities. Social protection systems that do not address gender inequalities risk exacerbating the multiple and intersecting forms of discrimination women and girls face. We urgently need to increase our efforts to ensure social protection explicitly promotes gender equality. Failure to do so will hamper progress towards the Sustainable Development Goals – missing this vital opportunity to improve women's and girls' lives.

According to the study of Nalangan (2016), Los Banos Municipal Government's Health, Education, Social Welfare, and other GAD related services has been assessed as to their responsiveness to the needs (practical and strategic) of women employees and clients and their children. Gender-responsive services mean that the services provided by the LGU address the specific practical (basic survival needs) and strategic needs (needs that when addressed improve the position of women vis-à-vis men in society) of their clients. Services that address the practical needs of the clients should lead to the improvement of the living conditions of women and their children and their access to resources and increase in income. Examples are provision of food and shelter, health services, and education. Services that address the strategic needs of women should enable women to be heard and have equal voice in decision-making processes. Examples are services that reduce the incidence of exploitation and violence against women as well as making women economically independent.



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In literature, the effect of gender difference has been studied from different angles. For instance, the effects of gender difference have been studied on the job satisfaction and customer satisfaction from the employee's point of view during a service encounter. Whereas the studies also present effects of gender differences on customer satisfaction, from the customer's point of view during a service encounter.

This study focused to get insights about the effects of differences of gender on customer satisfaction in a service encounter. This exploratory research revealed many comprehensions regarding this phenomenon. Customer satisfaction is a complex task to achieve for any business organization. To attain client satisfaction is one of the biggest and major goals of any business in this world. Because a satisfied person is the one who will remain with the business, and as a result, that business will remain or survive.

Customer satisfaction is the key to creating a long-term relationship with your clients. If you think back to the dating analogy, going through the sales process is just like wooing your prospect to turn them into a customer. But keeping a long-term relationship functioning is hard work. You need to keep delivering value time and time again. You need to keep your customer satisfied. Service encounter interactions create impacts and consequences on both sides of the interactions that are on employees and customers, and this becomes more complex when gender difference plays its role in this process.

Satisfaction requires a moment of truth, an experience whether expectations or satisfactions have been met by the service given. According to Leal, Sagubo, and Brutas (2020), satisfaction is a positive disconfirmed expectation. Satisfaction of customers is an integral part for success of the business. Customer's satisfaction is based on perceived service quality. Service quality is a



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comparison of expectations with performance and is based on perceived service quality. Service quality is a crucial factor for the triumph of the business firm.

The government is heavily reliant in surveys, opinions and perceptions to obtain the best available information about customers' satisfactions. According to Legaspi (2016), satisfaction levels may be a function of the inter-relationship between what the users or citizens expect from services and their perceptions of services delivered. The perceptions of quality become the determinant of their level of satisfaction. If for instance, the level of satisfaction exceeds quality, then perceived quality may become less satisfactory and may give rise to more dissatisfaction. Moreover, if the services user or citizen is asked about a service which he/she does not have any interest in or has little interest in, then the reply may not be an accurate response of his/her satisfaction level on any aspect of the service delivery. As a response, the government must seek ways to improve the services they provide in order to meet the expectations of their constituents. There is a need for the government to revitalize local services, increase administrative performance, and develop competitive, knowledgeable local officials and personnel. Moreover, good governance is another key factor in the delivery of basic services.

The United Nations Joint Global Program on Essential Services for Women and Girls Subject to Violence provides "a coordinated set of essential and quality multi-sectoral services for all women and girls who have experienced gender-based violence" (UNFPA, UN Women, UNODC and WHO, 2015). It outlines service delivery guidelines for the core elements of essential services to be provided by the health and social services sectors, as well as law-enforcement and justice authorities, and identifies guidelines for coordination to ensure the delivery of high-quality services. Closely related to access to services and policies, gender-responsive budgeting is a further



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way by which the allocation of public resources and budgets for gender equality can be assessed, including the prevention of, and response to, violence against women. This, in turn, can reduce costs resulting from absence from work and physical and mental health impacts.

In other studies, gender difference has a significant impact on customer satisfaction, while in some cases, it does not have a significant impact. Whereas, it's also observed that in studies where the overall impact was not significant, still there exists a difference between gender of customers or the staff members' perceptions about the satisfaction or expectation levels with the service quality.

#### **Synthesis**

The implementation and quality of gender-responsive services have been monitored since RA 9710 was signed into law. Government-owned and controlled corporations are mandated to consider the guidelines and policies stipulated on it to protect the rights of every individual, particularly in terms of gender equality and equity. They are expected to ensure that privileges given to women are taken care of, be it in society or in their workplace.

The cited literature and studies in this chapter further established the adherence of every organization to the mandate of RA 9710. The improvement in the way women were treated, all over the country, as a human being is a clear manifestation that the law is implemented as stated. The opportunities provided to women in terms of education, health, social welfare and other GAD-related services have been given much attention nowadays. The roles of woman were extended from the four corners of their home to its participation in various fields such as, politics, sciences and information and communication technology. Women now are of equal footing with men when



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it comes to privileges and opportunities. With the existence of various women's organization, their voices and sentiments can be heard in any platform.

However, despite everything that has been said, it is still a challenge for every local government unit, including the municipality of Los Baños to continuously implement and monitor the quality of gender-responsive services provided to its constituents.

#### **Gaps Bridged by the Study**

The aforementioned authors and published articles highlighted the implementation and quality of gender-responsive services. From the reviewed related literature and studies discussed in this investigation, various gaps were discerned. There was a study conducted on the implementation of gender-responsive services in the Municipality of Los Banos. There was no study yet conducted on assessing the quality level of gender-responsive services given to its constituents. In addition, there was no study conducted on the relationship between the level of implementation and quality of gender-responsive services in the Municipality of Los Banos.

Furthermore, the findings may be used to enhance the level of implementation and the quality of gender-responsive services with a goal of satisfying all municipal constituents by providing them appropriate gender-responsive services they needed.





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#### Chapter 3

#### METHODOLOGY

This chapter presents the descriptions of research methodology including research design, population and sampling, respondents of the study, research locale, data-gathering procedure, ethical considerations, and treatment of quantitative data.

##### **Research Design**

This study used quantitative research design. In particular, the descriptive-correlational research was used. As cited by Frencie B. Cenon (2020), according to Aliaga and Gunderson (2002), quantitative research is explaining phenomena by collecting numerical data that are analyzed using mathematically based methods. Quantitative research methods are those methods in which numbers are used to explain findings (Kowalczyk, 2016). Quantitative research is the process of collecting and analyzing numerical data. It can be used to find patterns and averages, make predictions, test causal relationships, and generalize results to wider populations (Published on June 12, 2020 by Pritha Bhandari, Revised on February 15, 2021).

According to Creswell, John W., author. | Creswell, J. David, author, Fifth edition. | Los Angeles: SAGE, (2018) Quantitative research is an approach for testing objective theories by examining the relationship among variables. These variables, in turn, can be measured, typically on instruments, so that numbered data can be analyzed using statistical procedures. The final written report has a set structure consisting of introduction, literature and theory, methods, results, and discussion. Like qualitative researchers, those who engage in this form of inquiry have assumptions about testing theories deductively, building in protections against bias, controlling for alternative or counterfactual explanations, and being able to generalize and replicate the findings.



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Quantitative approach: Post positivist worldview, experimental design, and pretest and posttest measures of attitudes in this scenario, the researcher tests a theory by specifying narrow hypotheses and the collection of data to support or refute the hypotheses. An experimental design is used in which attitudes are assessed both before and after an experimental treatment. The data are collected on an instrument that measures attitudes, and the information is analyzed using statistical procedures and hypothesis testing.

This design was employed since this research analyzed the implementation of Gender-Responsive Services of the Municipality of Los Baños and result of the survey using statistical tools deals on identifying the implemented gender-responsive services given by the Municipality of Los Baños to its employees, clients and other beneficiaries.

On the other hand, descriptive-correlational research was used for this study to test the relationship between the independent variable and one or more independent variables. This design is appropriate for this study since this it determined the quality of gender-responsive services in terms of education, health, social services and other GAD related services given to the clients, employees and women's group of the Municipality of Los Baños.

#### **Research Locale**

The study was conducted at the vicinity of the municipality of Los Baños, Laguna. It is located on the northern slopes of Mt. Makiling around 13.1 km away from the City of Calamba. Los Baños, which was declared as the Special Science and Nature City of the Philippines back in 2000, is composed of 14 barangays and has an estimated population of 115, 353 according to the 2020 census.



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#### Population and Sampling

In determining the respondents of the study, the researcher used a combination of purposive and convenience sampling technique. A purposive sampling is a non-probability sampling that is selected based on characteristics of a population and the objective of the study. On the other hand, convenience sampling is defined as a method adopted by researchers where they collect market research data from a conveniently available pool of respondents. It is the most commonly used sampling technique as it is incredibly prompt, uncomplicated and economical. In many cases, members are readily approachable to be a part of the sample.

#### Respondents of the Study

The respondents were composed of the GAD Focal Person, employees of the LGU and walk-in clients and beneficiaries of the Municipality of Los Baños. There were 108 respondents who participated in this study. Out of this, 32 (29.63 %) are male and 76 (70.37 %) are female whose age ranges from 19 to 63. The respondents were distributed as 64 employees, 36 walk-in clients, 1 GAD Focal person and 7 members from Women’s group or organization.

**Table A.1**  
**Gender Distribution of Respondents**

Sex	f	%
Male	32	29.63
Female	76	70.37
<b>Total</b>	<b>108</b>	<b>100.00</b>

Most of the respondents are in the age range of 25-30, which is 23 out of 108 (21.30%); 19 (17.59%) of them have their ages from 31-36; 16 (14.81%) are of age 37-42; 15 (13.89%) are of age 49-54; 14 (12.96%) are of age 55 & above; 11 (10.19%) have their age from 19-24; and 10



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(9.26%) are of age 43-48. The youngest participant of this study is 19 years old while the oldest is 63 years old.

**Table A.2**  
**Age Distribution of Respondents**

Age	f	%
19 - 24	11	10.19
25 - 30	23	21.30
31 - 36	19	17.59
37 - 42	16	14.81
43 - 48	10	9.26
49 - 54	15	13.89
55 & above	14	12.96
<b>Total</b>	<b>108</b>	<b>100.00</b>

Respondents come from the different organizations in the municipality of Los Baños who are receiving and participating in the various programs and activities being provided.

**Table A.3**  
**Distribution of Respondents in terms of Organization**

Organization	f	%
LGU	29	26.85
LOBEMCO	5	4.63
MGLB	36	33.33
CLIENT	31	28.71
OTHERS	7	6.48
<b>Total</b>	<b>108</b>	<b>100.00</b>

#### **Instrument**

The researcher utilized a researcher-made survey questionnaire which was divided into three parts. The first part includes the profile of the respondents, such as sex, age and affiliated organization. The second part contained questions that determine the level of implementation of



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gender-responsive services which uses a four-point Likert scale as follows: 4 fully implemented, 3 implemented, 2 moderately implemented and 1 not implemented. The last part of the questionnaire includes items that measures the quality of service provided by the municipality of Los Baños. Likewise, a four-point Likert scale was utilized where 4 is very satisfactory, 3 is satisfactory, 2 is fair and 1 is poor.

The researcher crafted the questions through searching different articles, literature, and studies that explain the importance of Gender-Responsive Services. After reading different literature and studies, the researcher constructed the items for the research instrument.

#### **Validation of the Instrument**

The survey questionnaire was validated and approved by the experts and her adviser for accuracy. The researcher also consulted the GAD Focal Person of the Municipality of Los Baños to check the clarity and validity of the questions. The questionnaire went through several editing during its validation period. When the consequent corrections and suggestions were incorporated, the final draft of the questionnaire was readied, and consequently, was administered to the respondents of the study. Cronbach Alpha analysis was used to determine the reliability and validity of the prepared questionnaire.

#### **Data-Gathering Procedure**

Before gathering the needed data, a letter was sent to the Office of the Mayor of the Municipality of Los Baños, Laguna requesting the Local Chief Executives' authority to allow the researcher to gather the needed data from the respondents. After getting approval from the Local Chief Executive, the researcher had the initial interview in each office. After that, the researcher constructed the survey questionnaire, arrange the schedule to distribute and gather data from the



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respondents. Distributing and collecting the questionnaires from the respondents was personally done by the researcher. After the completion of all the necessary requirements, the researcher solicited assistance from a statistician to correctly organize, analyze, and interpret the data.

#### **Ethical Consideration**

The ethical guidelines as specified in the LCBA Manual was followed by the researcher as those ethical considerations was taken into account all throughout this paper. The researcher gave a letter of request to the Local Chief Executive for permission in conducting the study within the vicinity of the municipality. Upon the approval to conduct the study, the researcher started data gathering and questionnaire was personally distributed and retrieved. The questionnaire was participated voluntarily by the employees, clients, and women's groups of the Municipality of Los Banos. The consent of the respondents was asked by the researcher explaining to them the importance/significance and objectives of the study. The data and information gathered was kept in confidentiality. In addition, the questionnaire was designed to collect only the relevant information for the study and there are no private or personal questions that was asked from the respondents.

#### **Treatment of Quantitative Data**

The following were the statistical tools that was applied to the study using Statistical Package for Social Sciences (SPSS).

1. Frequency counts and percentage was used to describe the profile of respondents.
2. Weighted Mean was used to answer and analyze the level of implementation and quality level of gender-responsive services in the Municipality of Los Baños as



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assessed by its clients, employees and other beneficiaries in terms of education, health, social welfare and other GAD-related services.

3. Pearson-r coefficient of correlation was utilized to test the hypothesis and determine significant relationship between the level of implementation of gender-responsive services of the municipality and the quality of services provided to the employees, clients and women's group in the Municipality of Los Baños.

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#### Chapter 4

#### PRESENTATION, ANALYSIS, AND INTERPRETATION OF DATA

This chapter presents the gathered data in tabular form with corresponding interpretation and analysis. This study aimed to determine the implementation and quality of gender-responsive services provided to the clients, employees and other service beneficiaries of the Municipality of Los Banos Local Government Unit (LGU - LB).

**Problem Number 1. What is the level of implementation of gender-responsive services in the Municipality of Los Banos as assessed by its clients, employees and other beneficiaries in terms of Gender-Responsive Services?**

The tables that follow present the results on the Statement of the Problem provided above.

**Table 1.1**  
**Level of Implementation of Gender-responsive Services in the Municipality of Los Banos in terms of Education**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Free training/seminar workshops	3.27	Fully Implemented
2. Free vocational courses and SPED for children with special needs.	3.21	Implemented
3. Scholarship grants to deserving students.	3.58	Fully Implemented
4. Other means to complete the primary and secondary level of the constituents through the <i>Alternative Learning System (ALS)</i> .	3.39	Fully Implemented
5. Study leave with pay to those employees who are pursuing higher education for career development and professional growth.	2.94	Implemented
<b>Grand Mean</b>	<b>3.28</b>	<b>Fully Implemented</b>

Legend: 3.25 – 4.00 Fully Implemented    2.50 – 3.24 Implemented    1.75 – 2.49 Moderately Implemented  
1.00 – 1.74 Not Implemented

Presented in table 1.1 is the respondents' assessment on the level of implementation of gender-responsive services in terms of education. Among the identified indicators, they believed





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that providing scholarship grants to deserving students is fully implemented as evidenced by the computed mean of 3.58. The completion of primary and secondary education through Alternative Learning System (ALS) and provision for free training/seminar workshop were, likewise, fully implemented with a mean assessment of 3.39, 3.27 and 3.21, respectively. Meanwhile, providing education for children with special needs (SPED) and the granting of study leave to employees who are pursuing higher education for career development were assessed as implemented with mean ratings 3.21 and 2.94, respectively. In general, the gender-responsive services in terms of education is fully implemented with a grand mean of 3.28.

These data implies that the gender-responsive services in the municipality of Los Baños are focused on assisting the youth in terms of education. They wanted to, as much as possible, send them to school through scholarships and financial assistance, and acquire the necessary education to, somehow, uplift their way of living.

According to Fernandes, et al 2015, education is an important factor of development but must be tailored to meet the needs of the target group. In DepEd Order No. 32 s. 2017, they issued the enclosed Gender-Responsive Basic Education Policy in line with its Gender and Development (GAD) mandate as stipulated in the 1987 Philippine Constitution, Republic Act (RA) No. 9710 or the *Magna Carta of Women* (MCW), RA 10533 or the *Enhanced Basic Education Act of 2013*, and the Philippines' International Human Rights Commitments to the Universal Declaration of Human Rights (UDHR), Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW), and the Convention on the Rights of the Child (CRC) among others.

Yet, according to the Global Review on Comprehensive Sexuality Education (CSE), issues of gender and rights are almost consistently absent or inadequately covered through current



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curricula across all regions of the globe.

Delivering high-quality gender-responsive education requires awareness of the gaps and the opportunities in programed implementation.

**Table 1.2**  
**Level of Implementation of Gender-responsive Services in the Municipality of Los Baños in terms of Health**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Free medical check-ups/consultation.	3.49	Fully Implemented
2. Free vaccinations (pneumonia & flu vaccines)	3.58	Fully Implemented
3. Free anti-rabies, anti-tetanus, tuberculosis treatment and family planning methods.	3.35	Fully Implemented
4. Free laboratory tests for contagious diseases for the constituents.	3.06	Implemented
5. Functional birthing home or <i>Paanakang Bayan</i> where pregnant women can access.	3.51	Fully Implemented
<b>Grand Mean</b>	<b>3.40</b>	<b>Fully Implemented</b>

*Legend:* 3.25 – 4.00 Fully Implemented    2.50 – 3.24 Implemented    1.75 – 2.49 Moderately Implemented  
1.00 – 1.74 Not Implemented

The respondents' assessment on the level of implementation of gender-responsive services in terms of health is presented in table 1.2. The provisions of free vaccines (for pneumonia and flu) and functional birthing home (*Paanakang Bayan*), free medical check-ups/consultation and free anti-rabies/tetanus were found to be fully implemented as it obtained the mean assessments of 3.58, 3.51, 3.49 and 3.35 respectively. However, the provision for free laboratory test for contagious diseases was assessed as implemented with mean rating of 3.06. In terms of health, the gender-responsive services are assessed to be fully implemented with a grand mean of 3.40.

The data gathered shows that the municipality of Los Baños is providing and implementing a good health-care program for its constituents. Residents and members of marginalized families may benefit and take advantage of these programs to stay healthy and productive.



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Jennifer Pendleton, Laili Irani, Madison Mellish, Rebecca Mbuya-Brown, and Nancy Yinger (September 2015), cited in their article entitled “Promoting Gender Responsive Health Governance, Lessons and Next Steps”, that Philippines generally made good progress in women’s empowerment nearly universal female education rates, high literacy, active economic and political participation and good progress in key health indicators. With these achievements, the country still struggles ensuring universal access to reproductive health services.

The Department of Health in collaboration with their partners, following the issuance of the restraining order, continued to advocate gender equality and women’s access to reproductive health services. In 2014, the court upheld the constitutionality of the Responsible Parenthood and Reproductive Health Act (RPRH). However, some of the provisions were removed in full or partially. Despite the limitations of the RPRH Act, the adoption of the law became a milestone towards the path to gender equality.

Reflected from table 1.3 is the respondents’ assessment on the level of implementation of gender-responsive services in terms of social welfare. Programs such as, relief operations during calamities and sponsoring marginalized families to have access to the Healthcare Insurance were found to be fully implemented as evidenced by its mean rating of 3.69 and 3.61, respectively. Assessed with mean rating of 3.01 is the LGU’s housing program, counselling programs at 3.10 and mental health consultations at 2.98, all of which were found to be implemented. Generally, the gender-responsive services in terms of social welfare are fully implemented with a grand mean of 3.28.



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**Table 1.3**  
**Level of Implementation of Gender-responsive Services in the Municipality of Los Baños in terms of Social Welfare**

<b>Indicators</b>	<b><math>\bar{X}</math></b>	<b>Verbal Interpretation</b>
The LGU provides;		
1. Housing programs to its constituents.	3.01	Implemented
2. Counselling programs to its constituents (spiritual, emotional, etc.)	3.10	Implemented
3. Relief operations during calamities.	3.69	Fully Implemented
4. Sponsors marginalized families to have access to the Healthcare Insurance Program through <i>Philhealth para sa Masa</i> or now amended as <i>Damayán para sa Kalusugan</i> that is in line with the new provision of the Universal Health care Act.	3.61	Fully Implemented
5. Mental health consultation and provide anti-psychotic medicines to those men and women suffering from mental illness.	2.98	Implemented
<b>Grand Mean</b>	<b>3.28</b>	<b>Fully Implemented</b>
Legend: 3.25 – 4.00 Fully Implemented    2.50 – 3.24 Implemented    1.75 – 2.49 Moderately Implemented 1.00 – 1.74 Not Implemented		

In terms of social welfare, the data revealed that the municipality of Los Baños are responsive to the needs of its constituents. Budgets were allotted for the proper implementation of the programs especially in times of crisis and unexpected circumstances.

Social protection systems which address gendered risks over the lifecycle and provide support in situations of poverty, vulnerability or crisis, play a vital role in protecting women and men from poverty and insecurity, helping them to cope with risks, and recover from shocks and ultimately change to transform women’s outcomes. To design and implement gender-responsive social protection systems, to strengthen the benefits of social protection for women and girls and their communities, and to ensure that no one is left behind. Equitable access to gender-responsive social protection has a significant impact on women’s and girls’ empowerment and opportunities, with wider positive effects for men and boys, their families and communities. Social protection



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systems that do not address gender inequalities risk exacerbating the multiple and intersecting forms of discrimination women and girls face. We urgently need to increase our efforts to ensure social protection explicitly promotes gender equality. Failure to do so will hamper progress towards the Sustainable Development Goals – missing this vital opportunity to improve women’s and girls’ lives

**Table 1.4**  
**Level of Implementation of Gender-responsive Services in the Municipality of Los Banos in terms of Other GAD Related Services**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Quality gender-sensitivity and VAWC training.	3.49	Fully Implemented
2. Awards and citations to outstanding citizens in the community.	3.47	Fully Implemented
3. Assistance to solo parents (consultation, financial assistance, rice subsidy, etc.)	3.57	Fully Implemented
4. Organized advocacy campaigns to promote the active participation of women in all phases of development.	3.53	Fully Implemented
5. Technical assistance of GAD to different barangays to implement GAD-related programs.	3.56	Fully Implemented
<b>Grand Mean</b>	<b>3.52</b>	<b>Fully Implemented</b>

Legend: 3.25 – 4.00 Fully Implemented    2.50 – 3.24 Implemented    1.75 – 2.49 Moderately Implemented  
1.00 – 1.74 Not Implemented

Shown in table 1.4 is the respondents’ assessment on the level of implementation of gender-responsive services in terms of GAD related services. All of the stated indicators were assessed as fully implemented. On top of this is the assistance to solo parents, with a mean rating of 3.57 It was followed closely by the provision of technical assistance to different barangays for proper implementation of GAD-related programs at 3.56 and organized advocacy campaigns to promote active women participation in all phases of development at 3.53. Other programs, such as quality gender-sensitivity and VAWC training and provision for awards and citations to outstanding



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citizens in the community have mean ratings of 3.49 and 3.47, respectively. A grand mean of 3.52 was computed in terms of other GAD related services and interpreted as fully implemented.

These data imply that the municipality of Los Baños adheres to the Republic Act No. 9710 commonly known as the Magna Carta for Women which defines Gender and Development Program (GAD) as the development perspective and process that is participatory and empowering, equitable, sustainable, free from violence, respectful of human rights, supportive of self-determination and actualization of human potentials.

Executive Order (EO) 273, issued on September 9, 1995 and signed by President Fidel V. Ramos, adopted the Philippine Plan for Gender Responsive Development (PPGD) 1995-2025. The PPGD 1995-2025 is a 30-year perspective plan that outlines the policies, strategies, programs and projects that the government must adopt to enable women to participate in and benefit from national development while EO 273 directs all government agencies, departments, bureaus, offices and instrumentalities, including government owned and controlled corporations, at the national level, sub-national and local levels to take appropriate steps to ensure the full implementation of the policies/strategies and programs/projects outlined in the Plan and institutionalize Gender and Development (GAD) efforts in government by incorporating GAD concerns, as spelled out in the Plan, in their planning, programming and budgeting processes.



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**Problem Number 2. What is the quality level of gender-responsive services provided by the Municipality of Los Banos to its constituents based on its service provision and implementation as assessed by the clients, employees and other beneficiaries?**

The tables that follow present the results on the Statement of the Problem provided above.

**Table 2.1**  
**Quality Level of Gender-responsive Services in the Municipality of Los Banos in terms of Education**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Free training/seminar workshops	3.22	Satisfactory
2. Free vocational courses and SPED for children with special needs.	3.23	Satisfactory
3. Scholarship grants to deserving students.	3.59	Very Satisfactory
4. Other means to complete the primary and secondary level of the constituents through the <i>Alternative Learning System (ALS)</i> .	3.35	Very Satisfactory
5. Study leave with pay to those employees who are pursuing higher education for career development and professional growth.	2.93	Satisfactory
<b>Grand Mean</b>	<b>3.26</b>	<b>Very Satisfactory</b>

Legend: 3.25-4.00 Very Satisfactory    2.50-3.24 Satisfactory    1.75-2.49 Fair    1.00-1.74 Poor

Shown in table 2.1 is the respondents' assessment on the quality level of gender-responsive services provided in terms of education. They gave a very satisfactory rating for the provision of scholarship grants to deserving students and other means to complete primary and secondary level through the ALS program with a computed a mean of 3.59 and 3.35 respectively. The provision of free training/seminar and special education were rated satisfactory, with mean of 3.22 and 3.23, respectively. The granting of study leave with pay to employees who are pursuing higher education obtained the lowest mean of 2.93 but is still described as satisfactory. With the grand mean of 3.26, the quality level of service provided in terms of education is very satisfactory.





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These data revealed that the municipality of Los Baños is doing a very satisfactory job in terms of providing quality service to its clients from all walks of life. Furthermore, the data is reflective of clients' satisfaction in terms of how the LGU assists the community in acquiring education in various forms.

In 2017, the Department of Education (DepEd) issued the enclosed Gender-Responsive Basic Education Policy in line with its Gender and Development (GAD) and part of it is the mandate stipulated in the 1987 Philippine Constitution, Republic Act (RA) No. 9710 or the Magna Carta of Women (MCW) RA 10533 or the Enhanced Basic Education Act of 2013. Thus, according to Talon Jr., Carreon, and Diragen (2020), the Department of Education commits to integrating the principles of gender equality, gender equity, gender sensitivity, non-discrimination and human rights in the provision and governance of basic education as a response to these demands. Fernandes, Dumas, Jones, Mbarika, Ong'oa (2015), states that education is an important factor in the development but must be tailored to meet the needs of the students. They stated that to be able to achieve gender equality and empowerment of women, policy – makers and government officials have to create institutions that is “fair to women and men”.

Table 2.2 presents the data for the quality level of gender-responsive services provided in terms of health. Among the stated indicators, the respondents are very satisfied with the health program on free vaccinations (pneumonia and flu) as it obtained the highest mean of 3.52. Also rated as very satisfactory are the programs on free medical check-ups/consultation and the provision of functional birthing home (*paanakang bayan*), both of which obtained a mean of 3.44 and free anti-rabies/tetanus with a rating of 3.42. Meanwhile, the provision for free laboratory test





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for contagious diseases was rated satisfactory with a mean of 3.22. Generally, with the grand mean of 3.41, the clients were very satisfied with the quality of service provided in terms of health.

**Table 2.2**  
**Quality Level of Gender-responsive Services in the Municipality of Los Banos**  
**in terms of Health**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Free medical check-ups/consultation.	3.44	Very Satisfactory
2. Free vaccinations (pneumonia & flu vaccines)	3.52	Very Satisfactory
3. Free anti-rabies, anti-tetanus, tuberculosis treatment and family planning methods.	3.42	Very Satisfactory
4. Free laboratory tests for contagious diseases for the constituents.	3.22	Satisfactory
5. Functional birthing home or <i>Paanakang Bayan</i> where pregnant women can access.	3.44	Very Satisfactory
<b>Grand Mean</b>	<b>3.41</b>	<b>Very Satisfactory</b>

**Legend: 3.25-4.00 Very Satisfactory 2.50-3.24 Satisfactory 1.75-2.49 Fair 1.00-1.74 Poor**

This data implies that the municipality of Los Baños is performing at par to satisfy its constituents. The quality of service provided, in terms of health, pleases the respondents which is reflective of how the LGU treats their clients.

Back in 2015, the United Nations General Assembly adopted the Sustainable Development Goals (SDG's) aimed "to ensure that all human beings can fulfill their potential in dignity and equality and in a healthy environment". The principle of leaving no one behind is the central tenet of the SDG and the universal health coverage (UHC). The one-size-fits-all approach does not deliver benefits equitably to all population groups as recognized by health programs and may even be exacerbated. Attention to the programs catered to gender, equity, and human rights is crucial for the advancement of health and development. Poverty, gender inequality, lack of



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information, and low education are results of poor health. Gender inequalities result in lower school enrollment rates for women than men, which results to lower health outcomes. SDG's aim to reduce gender inequality within and among other countries. SDG incorporated a goal that targets gender equality and women empowerment.

**Table 2.3**  
**Quality Level of Gender-responsive Services in the Municipality of Los Banos**  
**in terms of Social Welfare**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides;		
1. Housing programs to its constituents.	3.09	Satisfactory
2. Counselling programs to its constituents (spiritual, emotional, etc.)	3.05	Satisfactory
3. Relief operations during calamities.	3.68	Very Satisfactory
4. Sponsors marginalized families to have access to the Healthcare Insurance Program through <i>Philhealth para sa Masa</i> or now amended as <i>Damayan para sa Kalusugan</i> that is in line with the new provision of the Universal Health care Act.	3.55	Very Satisfactory
5. Mental health consultation and provide anti-psychotic medicines to those men and women suffering from mental illness.	2.93	Satisfactory
<b>Grand Mean</b>	<b>3.26</b>	<b>Very Satisfactory</b>
Legend: 3.25-4.00 Very Satisfactory    2.50-3.24 Satisfactory    1.75-2.49 Fair    1.00-1.74 Poor		

The respondents' assessment on the quality level of gender-responsive services provided in terms of social welfare can be gleaned from table 2.3. They were very satisfied with the quality of service during the relief operations in time of calamities as it obtained the highest mean rating of 3.68. It was followed by sponsoring the marginalized families to have access to the healthcare insurance program, which was also rated very satisfactory with a mean of 3.55. Other indicators such as, the provision for housing programs, counselling and mental health consultation, were rated satisfactory with mean ratings of 3.09, 3.05 and 2.93, respectively. In general, the quality of service in terms of social welfare can be described as very satisfactory with a grand mean of 3.26.



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The said data exemplifies how the municipality of Los Baños is responding to the needs of its constituents. Providing them quality service even in times where circumstances are uncertain; informing them of various benefits that they may avail for their welfare; and assures that these services is made available to all, regardless of their status in life.

Social protection systems which address gendered risks over the lifecycle and provide support in situations of poverty, vulnerability or crisis, play a vital role in protecting women and men from poverty and insecurity, helping them to cope with risks, and recover from shocks and ultimately change to transform women's outcomes. To design and implement gender-responsive social protection systems, to strengthen the benefits of social protection for women and girls and their communities, and to ensure that no one is left behind. Equitable access to gender-responsive social protection has a significant impact on women's and girls' empowerment and opportunities, with wider positive effects for men and boys, their families and communities. Social protection systems that do not address gender inequalities risk exacerbating the multiple and intersecting forms of discrimination women and girls face. We urgently need to increase our efforts to ensure social protection explicitly promotes gender equality. Failure to do so will hamper progress towards the Sustainable Development Goals – missing this vital opportunity to improve women's and girls' lives.



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**Table 2.4**  
**Quality Level of Gender-responsive Services in the Municipality of Los Banos**  
**in terms of Other GAD-Related Services**

Indicators	$\bar{X}$	Verbal Interpretation
The LGU provides:		
1. Quality gender-sensitivity and VAWC training.	3.44	Very Satisfactory
2. Awards and citations to outstanding citizens in the community.	3.47	Very Satisfactory
3. Assistance to solo parents (consultation, financial assistance, rice subsidy, etc.)	3.42	Very Satisfactory
4. Organized advocacy campaigns to promote the active participation of women in all phases of development.	3.44	Very Satisfactory
5. Technical assistance of GAD to different barangays to implement GAD-related programs.	3.47	Very Satisfactory
<b>Grand Mean</b>	<b>3.45</b>	<b>Very Satisfactory</b>

Legend: 3.25-4.00 Very Satisfactory    2.50-3.24 Satisfactory    1.75-2.49 Fair    1.00-1.74 Poor

Table 2.4 shows the respondents' assessment on the quality of service provided in terms of other GAD-related services. All of the stated indicators were assessed as very satisfactory. From these, they are pleased with the quality of service on programs on awards and citations to outstanding citizens in the community and providing technical assistance to different barangays, both of which obtained the highest mean of 3.47. Programs on women empowerment such as the VAWC training and advocacy campaigns also have the same mean of 3.44. Not so far behind is the program on assisting solo parents with mean rating of 3.42. Clearly, the quality of service provided in terms of GAD-related services is very satisfactory, with a grand mean of 3.45.

These data imply that GAD-related services were catered to the constituents of the Municipality of Los Baños. The activities and related programs were funded as stated in the guidelines of the Gender and Development which pleases its beneficiaries. In addition, necessary assistance was extended to promote women empowerment.



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Republic Act No. 8760 – General Appropriations Act (GAA) On Programs/Projects Related to Gender and Development (GAD) Section 27 states: *“All concerned government entities shall submit their GAD plan to the National Commission on Women for review. They shall likewise submit annual reports to Congress, the Department of Budget and Management (DBM), National Commission on Women (NCW), indicating the accomplishments and amounts utilized to implement programs/projects/activities addressing gender issues and women empowerment. The evaluation of agencies utilization of the GAD budget shall be performance based.”*

Republic Act No. 9710 – An Act Providing for the Magna Carta of Women Section 36 states: Gender Mainstreaming as a Strategy for Implementing the Magna Carta of Women cited, *“All government departments, including their attached agencies, offices, bureaus, state universities and colleges, government owned and controlled corporations, local government units and all other government instrumentalities shall adopt gender mainstreaming as a strategy to promote women’s human rights and eliminate gender discrimination in their systems, structures, policies, programs, processes and procedures.”*

Section 36-B states: Creation and/or Strengthening of the GAD Focal Points (GFP), *“All concerned government agencies and instrumentalities mentioned above shall establish or strengthen their GAD Focal Point System (GFPS) or a similar GAD mechanism to catalyze and accelerate gender mainstreaming within the agency.”*

In addition to Joint Circular 99-4 issued by the National Economic and Development Authority (NEDA), the DBM and NCRFW, additional sets of guidelines, as deemed necessary, shall be formulated, for the implementation of GAD-related programs/projects/activities.



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**Problem Number 3. SOP** Is there any significant relationship between the level of implementation of Gender-Responsive Services of the municipality and the quality of services provided to the employees, clients and other beneficiaries in the Municipality of Los Banos?

Shown in Table 3 is the test of significant relationship between the respondents' assessments on the level of implementation and the quality of service provided to the clients in the municipality of Los Baños in terms of education, health, social welfare and other GAD-related services.

**Table 3**  
**Test of Significant Relationship between Level of Implementation and Quality Level of gender-responsive Services in the Municipality of Los Banos**

Variables	N	Pearson-r value	p-value	Decision	Remarks
Education	108	0.825*	0.000	Reject Ho	Significant
Health	108	0.696*	0.000	Reject Ho	Significant
Social Welfare	108	0.803*	0.000	Reject Ho	Significant
Other GAD-related Services	108	0.813*	0.000	Reject Ho	Significant

*\*Correlation is significant at 0.01 level*

Shown in Table 3 is the test of significant relationship between the respondents' assessments on the level of implementation and the quality of service provided to the clients in the municipality of Los Baños in terms of education, health, social welfare and other GAD-related services.

The test of significant relationship is done using the application of Pearson Product-Moment Coefficient of Correlation (r). The computed r – value of 0.825, 0.696, 0.803 and 0.813 in terms of education, health, social welfare and other GAD-related services, respectively indicates



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a strong relationship between the level of implementation and the quality of service provided as assessed by the respondents. Furthermore, the p value of 0.000 which is less than the significant level of 0.01 signify that there exists a relationship between the stated variables. This result led to the rejection of the stated null hypothesis, that there is no significant relationship between the level of implementation and quality of service provided to the clients of the Municipality of Los Baños.

Furthermore, the computed r – value for each variable implies that the higher the level of implementation of the gender-responsive services, the better the quality of service provided by the municipality of Los Baños.

According to the study of Nalangan (2016), Los Baños Municipal Government’s Health, Education, Social Welfare, and other GAD related services has been assessed as to their responsiveness to the needs (practical and strategic) of women employees and clients and their children. Gender-responsive services mean that the services provided by the LGU address the specific practical (basic survival needs) and strategic needs (needs that when addressed improve the position of women vis-à-vis men in society) of their clients. Services that address the practical needs of the clients should lead to the improvement of the living conditions of women and their children and their access to resources and increase in income. Examples are provision of food and shelter, health services, and education. Services that address the strategic needs of women should enable women to be heard and have equal voice in decision-making processes. Examples are services that reduce the incidence of exploitation and violence against women as well as making women economically independent. As cited in Nalangan (2016), Lee (1999) stated that many women find men’s participation important and their initiatives in addressing women’s reproductive health.





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**Problem Number 4. What are the problems and challenges encountered by the Municipality of Los Banos that hamper efficient gender-responsive services?**

Shown in Table 4 are the problems and challenges encountered by the municipality of Los Banos which hampers efficient gender-responsive services.

**Table 4**  
**Problems and Challenges Encountered by Municipality of Los Banos**

Problems / Challenges	f	Rank
1. Gender inequality	14	1
2. Weak coordination and monitoring mechanisms	9	6
3. Insufficient data and research	13	3.5
4. Limited attention to neglected groups and issues	13	3.5
5. Dearth of evaluations and evidence base to guide programs	13	3.5
6. Limited scope and coverage of services and interventions	13	3.5
7. Fragmentation of efforts to prevent and respond to violence	7	7

Advances in law and policy are limited by a number of critical challenges that perpetuate gaps in implementation, up scaling and accountability, and prevent effective programmatic responses.

The aforementioned data were obtained from the GAD office' file as provided by its focal person. These data came from the consolidated reports (2019) of the barangay and Women's group as required by the office.

Among the identified problems, gender inequality is still on top of the list (ranked 1) as identified by the 14 barangays of the municipality of Los Baños. On the other hand, fragmentation of efforts to prevent and respond to violence, though found at the bottom of the list (ranked 7), still bothered 50% (7 out of 14) of the barangays.





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In general, knowledge of the public on gender awareness and gender-responsive services is the biggest challenge of the Municipality in delivering and providing gender-responsive services. Most of the society have different perception with different gender orientation, thus, the public have different acceptance on gender-responsive concerns. Location of the participants is also one hindrance in providing gender-responsive service, especially those living in rural areas or hard to reach areas.

However, with the on-going pandemic is one of the biggest and toughest problem and challenge that hinders the municipality in providing gender-responsive services. This is because limited movement is being implemented across the nation thus, hampering the municipality in delivering such services. Trainings, projects, programs and seminars were either cancelled or postponed thus, preventing us to provide gender-responsive services.

**Problem Number 5. Based on the findings of the study, what interventions or plan of action can be proposed/recommend to improve these services by the LB-LGU?**

As an output, an action plan is proposed to enhance level of implementation of gender-responsive services in the Municipality of Los Banos.



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**Table 5**  
**Proposed Action Plan**

KEY RESULT AREA/ AREA OF CONCERN	OBJECTIVE	STRATEGIES/ ACTIVITIES	TIME FRAME	PERSONS/ OFFICE INVOLVED	PROPOSED BUDGET	SUCCESS INDICATORS
Expand Economic Opportunities for Women	To improve literacy that will affect women's earnings.	- Provide women, especially those in the marginalized sectors, with better and equal opportunity for work in various fields, such as in high growth industries.	2021 - 2023	The Public Employment Service Office (PESO)/ Municipal Agriculture Office (MAO)	Php 120,000.00	No of women hired in various fields such as in high growth industries; No. of policies reviewed /amended that integrate GAD perspective so it could be beneficial to women.
		- Ensure that trade and labor policies would be more responsive to gender issues for women to enjoy higher incomes and better protection.				
Accelerate Human Capital Development through Investing in Gender Equality and Women Empowerment	To improve the health care program;  Upgrade of health care workers	- Develop a scheme to increase access to and benefit from comprehensive health care insurance system.	2021 - 2023	Municipal Social Welfare and Development Office (MSWDO), and Municipal Health Office (MHO)/Municipal Engineering Office (MEO)	Php 350,000.00	Increase number of client, both men and women consulted in various local health care facility.
		- Install facility for HIV/STIs patient's/Facility enhancement				
Significant Reduction in Gender Based Violence and Enhanced Gender Perspective in Justice, Security and Peace	To enhance data collection and analysis;	- Hire a permanent Psychologist that will help those in distress.	2021 - 2023	The Public Employment Service Office (PESO); Municipal Social Welfare and Development Office (MSWDO); and Gender and Development Office (GADO)	Php 155,000.00	Increased no. of women who availed legal assistance when the need arises; no of women provided with livelihood programs.
		- Ensure that women have better access to justice system for their protection.				
		- Provide livelihood programs for victim-survivors of injustice.				
		- Encourage women to lead and participate in all stages of peace and security processes, especially in conflict areas.				



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Expand Opportunities for Women's Participation, Leadership and Benefit in Disaster Resilience and Humanitarian Action	To developed a gender responsive disaster management;  To prepare women in a humanitarian action/response.	- Improve resilience of women to natural and human-induced risks and disasters.  - Enhance women's perspective, participation and leadership in Disaster Risk Reduction Management (DRRM)	2021 - 2023	Municipal Disaster and Risk Reduction and Management Office (MDRRMO) with the help of the Barangay Disaster Risk Reduction and Management (BDRRM)	Php 220,000.00	Increased in women's capability and skills during and in times of disaster.
Enhance Women's Participation, Leadership and Benefit in Politics and Government Service.	To have equal opportunity in leadership;	- Ensure representation and voice of marginalized groups in governance systems and processes.  - increase representation of women in decision-making in the public service.	2021 - 2023	Gender and Development Office(GADO)	Php 150,000.00	Increased women's representation thru political participation during election.

The LGU - LB identifies strategic and catalytic actions to achieve significant reduction if not elimination of gender inequality in all spheres of life, such that women and men equally participate in, contribute to and enjoy the benefits of inclusive growth, a high-trust and resilient society, and a globally competitive economy. For Sustainable Development carries huge transformative potential. Its vision of putting people, focusing on sustaining peace, putting gender equality at its center and rallying to leave no one behind, holds great promise for the realization of the human rights norms and municipal policy frameworks forming its backbone.



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#### Chapter 5

#### SUMMARY OF FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

This chapter presents the summary of findings, conclusions and recommendations based on the data gathered and presented.

##### Summary of Findings

This study aimed to determine the implementation and quality of gender-responsive services provided to the clients, employees and other service beneficiaries of the Municipality of Los Baños Local Government Unit (LB-LGU). It was participated in by 108 respondents, wherein 76 are female and 32 are male and their ages ranged from 19 – 63. The identified respondents belong to different organizations in the municipality of Los Baños and majority of them are members of MGLB.

Based on the gathered data that were presented, interpreted and analyzed, the following findings are identified.

1. The mean level of implementation of gender-responsive services in the municipality of Los Baños is 3.37 with verbal interpretation of fully implemented.
2. The mean quality level of gender-responsive services in the municipality of Los Baños is 3.35 with verbal interpretation of very satisfactory.
3. There exists a significant relationship between the level of implementation of Gender-Responsive Services of the municipality and the quality of services provided to the employees, clients and women's group in the Municipality of Los Baños, with a computed  $r$  – value of 0.825, 0.696, 0.803 and 0.813 in terms of education, health, social welfare and other GAD-related services, respectively.



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4. The gender-responsive services in the municipality of Los Baños was hampered by various problems and challenges. Among these are the issues on gender inequality, weak coordination and monitoring mechanisms and insufficient data and research.

5. An action plan was proposed since the municipality needs to stretch its capacities and boundaries to schools, institutions, agencies both public and private to be able to provide a wider knowledge on gender awareness and gender responsiveness.

#### Conclusions

Based on the salient findings of this study, the following conclusions were drawn.

1. That the gender-responsive services in the Municipality of Los Baños **fully implemented** program of activities and projects in terms of education, health, social welfare and other GAD-related services. Hence, the constituents of the municipality of Los Baños felt that the gender responsive unit are utilizing the appropriate budget for its intended purpose.

2. The quality of service provided by the municipality of Los Baños in terms of education, health, social welfare and other GAD-related services, was **very satisfactory**. Thus, it may be concluded that the gender responsive unit is capable of providing quality service to its clients regardless of their status in life. Furthermore, a very satisfactory level of quality service is an indication that they are capable of reaching out to various group of individuals within their community.

3. There exists a significant relationship between the level of implementation of Gender-Responsive Services of the municipality and the quality of services provided to the employees, clients and women's group in the Municipality of Los Baños. Thus, the null hypothesis is hereby rejected and the alternative hypothesis is accepted, which implies that, the higher the level of



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implementation of the gender-responsive services the better the quality of services provided by the municipality of Los Baños.

4. The gender-responsive services of the municipality of Los Baños, despite its efforts of providing quality service to its clients and implementing program of activities and projects still faced various problems and challenges that needs to be addressed.

5. The LGU - LB identifies strategic and catalytic actions to achieve significant reduction if not elimination of gender inequality in all spheres of life, such that women and men equally participate in, contribute to and enjoy the benefits of inclusive growth, a high-trust and resilient society, and a globally competitive economy. The proposed action plan is necessary to align the agenda and budget of the gender-responsive services unit of the municipality of Los Baños. Each of the identified plan of action addresses issues and problems encountered by the unit.

#### **Recommendations**

The findings and conclusions derived from this study led the researcher to come up with the following recommendations.

1. The head of the gender-responsive services unit may enhance the level of implementation by conducting various activities such as seminars and trainings to be participated in by members of recognized organization of the municipality of Los Baños.

2. The employees of the gender-responsive services unit may ensure that quality service will be provided to their clients by fostering good human relation skills at all times.

3. The gender-responsive services of the municipality of Los Baños may continue its good practice of implementing program of activities and projects and providing quality service to its



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clients. In addition, they may take proactive measures to ensure safeguarding and address discrimination of its customers at all times.

4. The identified problems and challenges may be address and given attention by allotting funds to somehow alleviate, if not totally eliminate, them.

5. The proposed action plan from this study may be benchmarked by neighboring municipalities to have a better and stronger relationship with its constituents. Likewise, it may serve as a basis for future re-alignment of budget allocation once it is found to be effective.

6. Future research may be conducted by interested offices in the Municipality of Los Banos by looking into other factors that may influence the level of implementation of gender-responsive services.

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# **APPENDICES**

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**APPENDIX A**  
**Letter for Approval of Questionnaire**

April 19, 2021

**HON. ANTONIO L. KALAW**

Municipal Mayor  
Municipality of Los Baños,  
Los Baños, Laguna

Dear Sir,

The undersigned is a student of Master in Management major in Public Administration in Laguna College of Business and Arts. Presently, I am currently conducting a study entitled "Implementation and Quality of Gender Responsive Services in the Municipality of Los Baños, Laguna", in fulfillment with the subject Thesis Writing.

In this regard, may I request your good office to allow me to conduct a survey within the Municipality for my study?

Thank you very much.

Respectfully yours,

A handwritten signature in black ink that reads "Mariquita Galang Barairo".

**MARIQUITA GALANG BARAIRO**  
Student

Noted by:

**RAMIR L. LARINO, PhD.**

Thesis Adviser



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**APPENDIX B**  
**Letter for Validation of Questionnaire**

March 29, 2021

**MARILYN L. BAYSA, PhD**  
Graduate School Professor  
Laguna College of Business and Arts  
Calamba City

Dear Madam:

I am a graduate school student of Laguna College of Business and Arts taking up Master in Management major in Public Administration and currently working on my study entitled **“IMPLEMENTATION AND QUALITY OF GENDER RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BAÑOS, LAGUNA”**. With your expertise, I am humbly asking your permission to validate the attached survey instrument for the study using the attached rating tool.

I am looking forward to hearing that my request would merit your positive response regarding this matter. Thank you very much.

Respectfully yours,

Handwritten signature of Mariquita Galang Barairo in cursive.

**MARIQUITA GALANG BARAIRO**  
*Researcher*

Noted:

Handwritten signature of Dr. Ramir R. Larino in cursive.

**DR. RAMIR R. LARINO**  
*Thesis Adviser*

Handwritten signature of Dr. Ma. Lorena M. Tagala in cursive.

**DR. MA. LORENA M. TAGALA**  
*Dean, School of Graduate Studies*



**LAGUNA COLLEGE OF BUSINESS AND ARTS**  
**SCHOOL OF GRADUATE STUDIES**

March 29, 2021

**EULALIA M. JAVIER, PhD**  
Graduate School Professor  
Laguna College of Business and Arts  
Calamba City

Dear Sir:

I am a graduate school student of Laguna College of Business and Arts taking up Master in Management major in Public Administration and currently working on my study entitled **“IMPLEMENTATION AND QUALITY OF GENDER RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BAÑOS, LAGUNA”**. With your expertise, I am humbly asking your permission to validate the attached survey instrument for the study using the attached rating tool.

I am looking forward to hearing that my request would merit your positive response regarding this matter. Thank you very much.

Respectfully yours,

A handwritten signature in black ink that reads "Mariquita Galang Barairo".

**MARIQUITA GALANG BARAIRO**  
*Researcher*

Noted:

A handwritten signature in black ink that reads "Dr. Ramir R. Larino".

**DR. RAMIR R. LARINO**  
*Thesis Adviser*

A handwritten signature in black ink that reads "Dr. Ma. Lorena M. Tagala".

**DR. MA. LORENA M. TAGALA**  
*Dean, School of Graduate Studies*





**LAGUNA COLLEGE OF BUSINESS AND ARTS**  
**SCHOOL OF GRADUATE STUDIES**

March 29, 2021

**MS. KAREN LAGAT-MERCADO**  
GAD Focal Person  
Municipal Government of Los Baños  
Los Baños, Laguna

Dear Madam:

I am a graduate school student of Laguna College of Business and Arts taking up a Master in Management major in Public Administration and currently working on my study entitled **“IMPLEMENTATION AND QUALITY OF GENDER RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BAÑOS, LAGUNA”**. With your expertise, I am humbly asking your permission to validate the attached survey instrument for the study using the attached rating tool.

I am looking forward to hearing from you. Thank you very much.

Respectfully yours,

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**MARIQUITA GALANG BARAIRO**  
*Researcher*

Noted:

A handwritten signature in black ink that reads "Dr. Ramir R. Larino".

**DR. RAMIR R. LARINO**  
*Thesis Adviser*

A handwritten signature in black ink that reads "Dr. Ma. Lorena M. Tagala".

**DR. MA. LORENA M. TAGALA**  
*Dean, School of Graduate Studies*



**LAGUNA COLLEGE OF BUSINESS AND ARTS**  
**SCHOOL OF GRADUATE STUDIES**

March 29, 2021

**RAMIR R. LARINO, LPT, DPA**  
Graduate School Professor  
Laguna College of Business and Arts  
Calamba City

Dear Sir:

I am a graduate school student of Laguna College of Business and Arts taking up Master in Management major in Public Administration and currently working on my study entitled **"IMPLEMENTATION AND QUALITY OF GENDER RESPONSIVE SERVICES IN THE MUNICIPALITY OF LOS BAÑOS, LAGUNA"**. With your expertise, I am humbly asking your permission to validate the attached survey instrument for the study using the attached rating tool.

I am looking forward to hearing that my request would merit your positive response regarding this matter. Thank you very much.

Respectfully yours,

A handwritten signature in black ink, appearing to read 'Mariquita Galang Barairo'.

**MARIQUITA GALANG BARAIRO**  
Researcher

Noted:

A handwritten signature in black ink, appearing to read 'Ramir R. Larino'.

**DR. RAMIR R. LARINO**  
Thesis Adviser

A handwritten signature in black ink, appearing to read 'Lorena M. Tagala'.

**DR. MA. LORENA M. TAGALA**  
Dean, School of Graduate Studies



**LAGUNA COLLEGE OF BUSINESS AND ARTS**  
**SCHOOL OF GRADUATE STUDIES**

**Appendix C**  
**TEST OF RELIABILITY**

Cronbach  
for Items on

<b>Cronbach's alpha</b>	<b>Internal consistency</b>
$\alpha \geq 0.9$	Excellent
$0.9 > \alpha \geq 0.8$	Good
$0.8 > \alpha \geq 0.7$	Acceptable
$0.7 > \alpha \geq 0.6$	Questionable
$0.6 > \alpha \geq 0.5$	Poor
$0.5 > \alpha$	Unacceptable

Alpha Result

Implementation

**Reliability Statistics**

Cronbach's Alpha	N of Items
.901	20

Cronbach Alpha Result for Items on Quality of Service

**Reliability Statistics**

Cronbach's Alpha	N of Items
.887	20



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**Appendix D**  
**ITEM TOTAL STATISTICS FOR IMPLEMENTATION**

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item- Total Correlation	Cronbach's Alpha if Item Deleted
IH1	69.1000	44.989	.128	.909
IH2	68.9000	46.322	.031	.906
IH3	69.1000	40.989	.581	.894
IH4	69.2000	44.844	.220	.903
IH5	68.9000	42.767	.677	.893
IE1	69.0000	42.889	.562	.895
IE2	69.3000	40.011	.698	.891
IE3	68.8000	43.511	.735	.894
IE4	69.2000	40.178	.669	.892
IE5	69.4000	38.267	.556	.900
IS1	69.3000	43.789	.384	.899
IS2	69.0000	41.778	.747	.891
IS3	68.9000	42.767	.677	.893
IS4	69.0000	43.111	.525	.896
IS5	69.3000	38.233	.920	.883
IO1	68.8000	45.733	.197	.902
IO2	69.1000	40.989	.820	.889
IO3	69.0000	42.222	.456	.898
IO4	69.0000	41.778	.747	.891
IO5	69.0000	41.778	.747	.891



**LAGUNA COLLEGE OF BUSINESS AND ARTS**  
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**Appendix E**  
**ITEM TOTAL STATISTICS FOR QUALITY OF SERVICE**

**Item-Total Statistics**

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
QH1	68.9000	31.433	.685	.876
QH2	68.8000	32.400	.583	.880
QH3	68.8000	33.511	.346	.885
QH4	69.1000	31.656	.581	.879
QH5	68.9000	32.544	.472	.882
QE1	69.0000	32.222	.493	.882
QE2	69.0000	34.444	.110	.893
QE3	68.7000	33.344	.529	.882
QE4	68.9000	31.433	.685	.876
QE5	69.2000	30.400	.380	.894
QS1	69.0000	30.444	.819	.871
QS2	69.1000	29.878	.906	.868
QS3	68.7000	34.900	.101	.890
QS4	69.0000	30.444	.819	.871
QS5	68.8000	32.844	.487	.882
QO1	69.1000	30.989	.701	.875
QO2	69.1000	31.433	.620	.878
QO3	69.2000	31.067	.490	.883
QO4	69.1000	32.767	.387	.885
QO5	69.0000	34.222	.147	.892



# LAGUNA COLLEGE OF BUSINESS AND ARTS

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### APPENDIX F

#### Survey Questionnaire

Dear Respondent:

I am Mariquita Galang Barairo, currently conducting my thesis entitled: **“Implementation and Quality of Gender Responsive Services in the Municipality of Los Banos, Laguna.”** In line with this, I am asking your favor to please answer this survey questionnaire.

Rest assured that your answer will be kept confidential and will merely be used for this study.

Thank you very much and God bless you.

Respectfully yours,

Mariquita G. Barairo

---

#### Part I: Profile of the Respondent

Direction: Please fill out the following data carefully.

Name: (Optional) \_\_\_\_\_

Sex : \_\_\_\_\_

Age: \_\_\_\_\_

Organization: \_\_\_\_\_

#### Part II: Level of Implementation of Gender-Responsive Services of the Municipality of Los Banos.

Direction: Please check (/) the number that corresponds to your response as to how you, as an employee rate the level of implementation of Gender-Responsive Services.

- 4 – Fully Implemented
- 3 - Implemented
- 2 - Moderately Implemented
- 1- Not Implemented

#### 1. HEALTH

THE LGU PROVIDES:		4	3	2	1
1.1.	Free medical check-ups/consultation				
	Libreng konsultasyong medical				



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1.2.	Free vaccines (pneumonia, flu vaccine).  Libreng bakuna (pneumonia, flu vaccine)				
1.3.	Free anti-rabies, anti-tetanus, tuberculosis treatment, and family planning methods.  Libreng turok para sa anti-rabies, anti-tetanus, Tuberculosis na gamutan, at Pagpapalano ng pamilya.				
1.4.	Free laboratory tests for contagious diseases for the constituents.  Libreng Laboratory Test para sa ibang nakakahawang sakit.				
1.5.	Functional birthing home o <i>Paanakang Bayan</i> where all pregnant women can access.  Paanakang Bayan na madaling mapuntahan ng mga manganganak.				

#### 2. EDUCATION

<b>THE LGU PROVIDES:</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
2.1.	Free training/seminar workshops.  Libreng pagsasanay o pantas-aral.				
2.2.	Free vocational courses and SPED for children with special needs.  Libreng bokasyonal na pag-aaral at <i>SPED</i> para sa mga espesyal na bata.				
2.3.	Scholarship grants to deserving scholars.  Iskolaryip para sa mga natatanging estudyante.				
2.4.	Other means to complete the primary and secondary level of the constituents through the Alternative Learning System (ALS).  Tumutulong sa ilang mamayan upang kanilang matapos ang kanilang napatigil na pagaaral sa pamamagitan ng ALS.				



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2.5.	<p>Study leave with pay to those employees who are pursuing the highest education for career development and professional growth.</p> <p>“Study leave with pay” sa mga empleyado na nais palawigin ang kanilang kaalaman at upang paunlarin ang kanilang kaalaman at sarili.</p>				
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### 3. SOCIAL SERVICE

<b>THE LGU PROVIDES:</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
3.1.	<p>Housing programs to its constituents.</p> <p>Programa para sa pabahay para sa mga nasasakupan.</p>				
3.2.	<p>Counselling programs to its constituents (spiritual, emotional, etc.)</p> <p>Tulong para sa mga nasasakupan na nangangailangan ng payo.(spiritual,emotional,etc.)</p>				
3.3.	<p>Relief operations during calamities.</p> <p>Nag bibigay ng ayuda tuwing kalamidad.</p>				
3.4.	<p>Sponsors marginalized families to have access to the Healthcare Insurance Program through <i>Philhealth para sa Masa</i> or now amended as <i>Damayan para sa Kalusugan</i> that is in line with the new provision of the Universal Health Care Act.</p> <p>Libreng Health Insurance System ang Pamahalaang Bayan para sa mga mahihirap na mamamayan sa pamamagitan ng “Philhealth para sa Masa” o “Damayan para sa Kalusugan” na naaayon ngayon sa mga probisyon ng Universal Health Care Act.</p>				
3.5.	<p>Mental Health Consultation and provide Anti-psychotic medicines to those men</p>				





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<p>and women suffering from mental illness. Tulong medical at gamut para sa mga babae at lalaking mamamayan na nakakaranas ng “mental illness”.</p>				
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#### 4. OTHER GAD RELATED SERVICES

4.1.	THE LGU PROVIDES:	4	3	2	1
	<p>Quality Gender-sensitivity and VAWC training Libreng pagsasanay tungkol sa Gender Sensitivity at VAWC para sa mga kababaihan at kalalakihan.</p>				
	<p>Awards and citations to outstanding citizens in the community. (“Natatanging Kababaihan at Kalalakihan ng Bayan ng Los Banos”, etc.)</p> <p>Pagkilala sa mga natatanging kababaihan at kalalakihan. (“Natatanging Kababaihan at Kalalakihan ng Bayan ng Los Banos”, “Natatanging Kawani ng Pamahalaang Bayan ng Los Banos”, etc.)</p>				
	<p>Assistance to solo parents. (consultation, financial assistance, rice subsidy, etc.)</p> <p>Tulong sa mga solo parent ( libreng konsultasyon, tulong pinansiyal, bigas, atbp).</p>				
	<p>Organized advocacy campaigns to promote the active participation of women in all phases of development.</p> <p>Nag-oorganisa ng ibat’t- ibang programa upang palakasin lalo’t higit ang sector ng mga kababaihan upang maging aktibong bahagi ng lipunan</p>				
	<p>Technical assistance on GAD to different barangays to implement GAD-related programs.</p>				



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Tulong sa mga barangay upang makapagpatupad ng mga programang pumapaloob sa Gender and Development.				
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### Part III – Quality Service provided by the Municipal Government of Los Banos.

Direction: Please check (/) the number that corresponds to your response as to how you rate the quality of service provided by the LGU to its employees, clients and women’s group.

- 4 – Very Satisfactory**
- 3 – Satisfactory**
- 2 – Fair**
- 1 – Poor**

#### 1. HEALTH

<b>THE LGU PROVIDES:</b>		4	3	2	1
1.1.	Free medical check-ups/consultation  Libreng konsultasyong medical				
1.2.	Free vaccines (pneumonia, flu vaccine).  Libreng bakuna (pneumonia, flu vaccine)				
1.3.	Free anti-rabies, anti-tetanus, tuberculosis treatment, and family planning methods. Libreng turok para sa anti-rabies, anti-tetanus, Tuberculosis na gamutan, at Pagpapalano ng pamilya.				
1.4.	Free laboratory tests for contagious diseases for the constituents.  Libreng Laboratory Test para sa ibang nakakahawang sakit.				
1.5.	Functional birthing home o <i>Paanakang Bayan</i> where all pregnant women can access.  Paanakang Bayan na madaling mapuntahan ng mga manganganak.				

#### 2. EDUCATION

<b>THE LGU PROVIDES:</b>		4	3	2	1
2.1.	Free training/seminar workshops.				



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	Libreng pagsasanay o pantas-aral.				
2.2.	Free vocational courses and SPED for children with special needs.  Libreng bokasyonal na pag-aaral at <i>SPED</i> para sa mga espesyal na bata.				
2.3.	Scholarship grants to deserving scholars.  Iskolarship para sa mga natatanging estudyante.				
2.4.	Other means to complete the primary and secondary level of the constituents through the Alternative Learning System (ALS).  Tinutulungan ang ilang mamayan upang kanilang matapos ang kanilang napatigil na pagaaral sa pamamagitan ng ALS.				
2.5.	Study leaves with pay to those employees who are pursuing the highest education for career development and professional growth.  “Study leave with pay” sa mga empleyado na nais palawigin ang kanilang kaalaman at upang paunlarin ang kanilang kaalaman at sarili.				

### 3. SOCIAL SERVICE

<b>THE LGU PROVIDES:</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
3.1.	Housing programs to its constituents.  Programa para sa pabahay para sa mga nasasakupan.				
3.2.	Counselling programs to its constituents (spiritual, emotional, etc.)  Tulong sa mga nasasakupan na nangangailangan ng payo.(spiritual,emotional,etc.)				
3.3.	Relief operations during calamities.				



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	Nag bibigay ng ayuda tuwing kalamidad.				
3.4.	<p>Sponsors marginalized families to have access to the Healthcare Insurance Program through <i>Philhealth para sa Masa</i> or now amended as <i>Damayan para sa Kalusugan</i> that is in line with the new provision of the Universal Health Care Act.</p> <p>Libreng Health Insurance System ang Pamahalaang Bayan para sa mga mahihirap na mamamayan sa pamamagitan ng “Philhealth para sa Masa” o “Damayan para sa Kalusugan” na naaayon ngayon sa mga probisyon ng Universal Health Care Act.</p>				
3.5.	<p>Mental Health Consultation and provide Anti-psychotic medicines to those men and women suffering from mental illness.</p> <p>Tulong medical at gamut para sa mga babae at lalaking mamamayan na nakakaranas ng “mental illness”.</p>				

#### 4. OTHER GAD RELATED SERVICES

<b>THE LGU PROVIDES:</b>		<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
4.1.	<p>Quality Gender-sensitivity and VAWC Training</p> <p>Libreng pagsasanay tungkol sa Gender Sensitivity at VAWC ang Pamahalaang Lokal para sa mga kababaihan at kalalakihan.</p>				
4.2.	<p>Awards and citations to outstanding citizens in the community.</p> <p>Pagkilala sa mga natatanging kababaihan at kalalakihan. (“Natatanging Kababaihan at Kalalakihan ng Bayan ng Los Banos”, “Natatanging Kawani ng Pamahalaang Bayan ng Los Banos”, etc.)</p>				
4.3.	<p>Assistance to solo parents.</p> <p>Tulong para sa mga solo parent( libreng</p>				



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	konsultasyon,tulong pinansiyal,				
4.4.	Advocacy campaigns to promote the active participation of women in all phases of development.  Nag-oorganisa ng ibat't- ibang programa upang palakasin lalo't higit ang sector ng mga kababaihan upang maging aktibong bahagi ng lipunan				
4.5.	Technical assistance on GAD to different barangays to implement GAD-related programs.  Nagbibigay ng tulong sa mga barangay upang makapagpatupad ng mga programang pumapaloob sa Gender and Development.				

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**SCHOOL OF GRADUATE STUDIES**

**CURRICULUM VITAE**

**MARIQUITA GALANG BARAIRO**

Pugo St. Rhoda Subdivision  
Anos, Los Baños, Laguna 4030  
Contact No. (049) 536-4365/0906-439-5948  
akit\_barairo71@yahoo.com



**PERSONAL INFORMATION:**

Date of Birth : May 16, 1971  
Place of Birth : Los Baños, Laguna  
Citizenship : Filipino  
Civil Status : Married  
Religion : Roman Catholic  
Sex : Female

**EDUCATIONAL ATTAINMENT:**

**Master in Management Major in Public Administration**

Laguna College of Business and Arts  
Calamba City, Laguna 4027  
2018-2021

**Bachelor of Arts Major in Economics**

Laguna College of Business and Arts  
Calamba City, Laguna 4027  
1987-1990

**Los Baños College of Fisheries**

Malinta, Los Baños, Laguna 4030  
1983-1987

**Bernaldo N. Calara Elementary School**

Anos, Los Baños, Laguna 4030  
1977-1983

**WORK EXPERIENCE:**

**Local Revenue Collection Officer I**



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Municipal Treasurer's Office  
Brgy. Timugan, Los Baños, Laguna  
July 1, 2021 to present

**Local Treasury Operations Assistant**

Municipal Treasurer's Office  
Brgy. Timugan, Los Baños, Laguna  
October 16, 2017 – June 30, 2021

**Revenue Collection Clerk I**

Municipal Treasurer's Office  
Brgy. Timugan, Los Baños, Laguna 4030  
February 2014 – October 15, 2017

**Administrative Aide**

Municipal Treasurer's Office  
Brgy. Timugan, Los Baños, Laguna 4030  
July 04, 2013 – January 2014

**Legislative Staff**

Sangguniang Bayan of Los Baños  
Brgy. Timugan, Los Baños, Laguna 4030  
January 2008 – June 30, 2013

**Statistical Clerk**

International Rice Research Institute (IRRI)  
Los Baños, Laguna 4031  
1990-1991

**TRAININGS AND SEMINARS:**

GSIS and LBP Webinars on Online Payment for Agency Remittances	June 29, 2021
R.A 11313 or the Safe Spaces Act: Bawal Bastos Virtual Seminar	March 29, 2021
Forum on Kwentong Lingkod Bayani Theme: Spirituality in Public Service	February 5, 2021
Executive And Legislative Agenda Formulation Workshop Of Los Baños	October 3, 2019
MEETING AND TRAINING/RE-TRAINING WORKSHOP OF AAO's AND ERF HANDLERS	July 16, 2019
Alaga KA EMPLOYERS 2019	June 25, 2019



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Orientation on the Municipal Government of Los Baños Employee Handbook	April 5,2017
Gender Orientation for Department/Unit/Program Heads of the Municipality of Los Baños	March 9,2017
Training on Effective Mentoring for Building Entrepreneurs through Advisory And Mentoring Services (BEAMS) DTI Laguna and CESO of Canada	September 14,2016
Orientation Workshop on the LGU Public Financial Management Assessment Tool (PFMAT) using 2.6v	July 20,2016

**PROFESSIONAL REFERENCE:**

**Mr. Alexander L. Bejosano**

Municipal Treasurer  
Municipality of Los Baños  
Los Baños, Laguna

**Ms. Maria Luisa G. Diaz**

Asst. Municipal Treasurer  
Municipality of Los Baños  
Los Baños, Laguna

**Ms. Twila T. Torres**

Municipal Planning and Development Officer  
Municipality of Los Baños  
Los Baños, Laguna

**MARIQUITA GALANG BARAIRO, MM**