

The Delivery of Social Services Support for Senior Citizens and Differently Abled at Local Government Unit

Jheroine Daguio Gante
Mallig Plains Colleges, Inc.
jheroinegante30@gmail.com

Date Submitted:

August 28, 2026

Date Accepted:

September 14, 2026

Date Published:

October 17, 2026

DOI:

10.5281/zenodo.23435136

ABSTRACT

Social services play an important role in promoting the welfare, dignity, and quality of life of vulnerable members of the community, particularly senior citizens and differently abled individuals. Ensuring that these services are accessible, responsive, and delivered with quality is essential in addressing the needs of beneficiaries and in strengthening their trust and satisfaction with local government programs. This study assessed the delivery of social services support for senior citizens and differently abled individuals at the Local Government Unit (LGU) of Quezon, Isabela. The study employed a quantitative research method and a descriptive-correlational research design. Data were gathered from 130 respondents, consisting of 100 senior citizens and 30 differently abled individuals, through a structured questionnaire validated by

experts in research. The findings revealed that senior citizens were generally aware of the social services provided by the LGU, while differently abled individuals were also generally aware. Social pension received the highest awareness rating among senior citizens, while medical assistance received the highest rating among differently abled individuals. The social services were generally perceived as accessible, while the quality of services was rated Very Good. Respondents were generally satisfied with the delivered social services. Significant differences in awareness, accessibility, and perceived quality were found according to age, civil status, barangay, and type of disability, while gender showed no significant difference. Significant relationships were also found between awareness and accessibility, awareness and quality, and awareness and satisfaction. The findings highlight the importance of sustained information dissemination, accessible services, and responsive and equitable service delivery for vulnerable sectors of the community.

Keywords: *Social Services, Senior Citizens, Differently Abled Individuals, Awareness, Accessibility, Service Quality, Satisfaction*

INTRODUCTION

The true measure of a community's progress is reflected not only in its economic growth but also in how it cares for its most vulnerable members. Senior citizens and differently abled individuals represent sectors of society that often require special attention, protection, and support to ensure that they can live with dignity, independence, and equal opportunities. As populations continue to age and awareness of disability rights grows, the provision of responsive and accessible social services has become an increasingly important responsibility of local government units (LGUs).

Globally, governments and institutions are challenged to develop inclusive social protection systems that address the diverse needs of vulnerable populations. The growing number of senior citizens and persons with disabilities has intensified the demand for health services, financial assistance, livelihood opportunities, social protection programs, and accessible public services. While policies and programs have been established to address

these needs, the effectiveness of such initiatives depends largely on how well they are delivered and how beneficiaries perceive and access them.

In the Philippines, local government units play a crucial role in implementing social welfare programs designed to support senior citizens and differently abled individuals. These services include medical assistance, financial support, social pension programs, livelihood opportunities, rehabilitation services, and other community-based interventions. However, despite the availability of these programs, disparities often exist in terms of awareness, accessibility, quality of delivery, and beneficiary satisfaction. Some individuals may not be fully informed about available services, while others may encounter barriers that limit their access to government assistance.

Within the Municipality of Quezon, Isabela, the researcher observed that although various social welfare programs are continuously implemented, concerns remain regarding the extent to which intended beneficiaries are informed about, able to access, and satisfied with these services. Informal conversations with community members, senior citizen organizations, and differently abled individuals revealed that some beneficiaries were uncertain about application procedures, documentary requirements, schedules of assistance, and eligibility criteria. Others reported challenges related to transportation, mobility limitations, communication barriers, and delays in accessing certain forms of assistance.

Furthermore, observations indicated differences in beneficiaries' experiences regarding service delivery. While some expressed appreciation for the efforts of LGU personnel and the availability of programs, others perceived inconsistencies in information dissemination, responsiveness, and accessibility. These observations suggest a need for a systematic assessment of the social services being provided to determine whether they effectively meet the needs of their intended beneficiaries.

Literature Review

Accessibility of Health Services for Older People

Stankunas et al. (2015) examined healthcare accessibility among older people in European Union countries, focusing on the influence of healthcare financing and organizational arrangements. The study highlighted the importance of healthcare system structures in shaping access to services. Its findings suggest that accessibility should be understood beyond physical location, considering affordability, service availability, and organizational procedures. The study provides a useful basis for evaluating municipal social welfare services by emphasizing the need for accessible, affordable, and efficiently organized services that enable beneficiaries, particularly vulnerable groups, to obtain the assistance they need.

Satisfaction with Social Care Services among Older People

Willis et al. (2015) found that older people's satisfaction with social care services was influenced by their understanding of the social care system and their ability to navigate available services. The study revealed that participants with better knowledge of the system were more capable of making informed decisions about their care, while those with limited understanding experienced difficulties in identifying available assistance and understanding decisions regarding their requests. They concluded that understanding the social care system is essential to improving older people's experiences and satisfaction with services. They emphasized the importance of recognizing differences in beneficiaries' knowledge, expectations, and ability to navigate administrative procedures. The study implies that service satisfaction depends not only on the availability of assistance but also on how effectively information is communicated and how easily beneficiaries can obtain the support they need. The findings suggest that social care providers should improve information dissemination, explain eligibility requirements and application procedures clearly, and provide appropriate assistance to beneficiaries who have difficulty navigating the system.

Republic Act No. 7160: Local Government Code of 1991

Republic Act No. 7160, or the Local Government Code of 1991, establishes the responsibilities of local government units in providing basic services, including health and social welfare services. The law empowers LGUs to respond to the needs of their communities through local programs and service delivery.

Republic Act No. 9994: Expanded Senior Citizens Act of 2010

Republic Act No. 9994, or the Expanded Senior Citizens Act of 2010, strengthens the rights and privileges of Filipino senior citizens by providing benefits and services intended to promote their health, financial security, and overall well-being. The law provides for benefits such as discounts on specified goods and services, medical assistance, and social pension for qualified indigent senior citizens, as well as access to government programs that support their needs. These provisions emphasize the responsibility of concerned government agencies and local government units to implement programs that protect senior citizens and improve their quality of life.

Use of Health and Social Care Services by Disabled Older People

Bien et al examined the use of health and social care services among older people with disabilities and the extent to which their care needs remained unmet. The findings highlighted that the availability and use of services do not necessarily mean that all needs are adequately addressed. Some individuals may continue to experience unmet needs because of difficulties accessing appropriate assistance or limitations in the services available to them. The study emphasizes the importance of identifying gaps between the services provided and the actual needs of persons with disabilities. It suggests that service providers should assess beneficiaries' circumstances, improve access to appropriate assistance, and address barriers that prevent individuals from obtaining needed support.

Organization of Community Care in Europe

Van Eenoo et al. (2016) reviewed differences in the organization of community care for older people across European countries. The findings revealed substantial variations in how community care services were organized and delivered, including differences in service arrangements and the coordination of care. These variations indicate that the organization of care systems can influence how services are made available and how support is coordinated to address older people's needs. They highlight the importance of effective service organization and coordination in responding to the needs of older adults. It suggests that policymakers and service providers should consider how administrative structures and service arrangements affect the delivery of community care.

Auxiliary Social Services for Persons with Disabilities

Susmerano and Yamada (2022) examined the implementation of auxiliary social services for persons with disabilities in selected local government units (LGUs) in the Philippines using a multiple-case study design. The researchers analyzed how local policy guidelines, financial resources, and institutional actors influenced the implementation of disability-related services. Their findings indicated that local policies provide direction for LGUs in determining the services to be delivered and may influence budget allocation. Financial resources also affect the operations of responsible offices, the range of services offered, the number of beneficiaries served, and capacity-building activities for local government personnel. Furthermore, institutional actors influence the functionality of responsible offices and the extent of service coverage.

Unmet Needs and Coping Mechanisms of Senior Citizens

Carandang et al. (2019) conducted a qualitative study examining the unmet needs and coping mechanisms of community-dwelling senior citizens in the Philippines. The researchers explored the challenges older adults experienced in meeting their needs and the strategies they used to manage limitations in available resources and support. The study identified concerns related to healthcare, financial security, family support, and age-friendly environments. These findings highlight that senior citizens may continue to experience difficulties despite the

existence of programs intended to support their welfare. Their actual experiences depend on their individual circumstances, available resources, and access to appropriate assistance.

METHODS

Research Design

This study utilized a descriptive-correlational research design. Descriptive research was employed to determine the profile of the respondents and assess their level of awareness, accessibility, perceived quality, and satisfaction regarding the social services provided by the Local Government Unit of Quezon, Isabela. Correlational research was used to determine the significant relationships among awareness, accessibility, quality of services, and satisfaction levels, as well as to determine whether significant differences existed when respondents were grouped according to their profile variables.

Research Locale

The study was conducted in the Municipality of Quezon, Province of Isabela. The municipality provides various social services to senior citizens and differently abled individuals, including medical assistance, financial assistance, livelihood support, social pension programs, and other welfare-related services.

Participants and Sampling Technique

The respondents of the study consisted of 130 beneficiaries of social services within the Municipality of Quezon, Isabela. Specifically, the respondents included 100 Senior Citizens and 30 Differently Aabled Individuals with a total of 130. The senior citizen respondents were randomly selected from registered senior citizens residing in selected barangays of the municipality. The differently abled respondents were also randomly selected from registered persons with disabilities who were beneficiaries or potential beneficiaries of social services offered by the LGU.

Research Instrument

The primary instrument used in gathering the data for this study was a structured questionnaire developed by the researcher based on the objectives of the study, relevant literature, existing policies, laws, and indicators related to the delivery of social services for senior citizens and differently abled individuals. The questionnaire consisted of five parts. Part I focused on the profile of the respondents. Part II assessed the respondents' level of awareness regarding the social services available to them. Part III measured the accessibility of social services as perceived by the respondents. Part IV evaluated the quality of social services delivered by the LGU. Part V measured the respondents' level of satisfaction with the social services they received.

Data Gathering

The process began with the preparation and content validation of the research instrument. After validation, the researcher sought permission from the appropriate authorities to conduct the study. A formal letter of request was submitted to the Municipal Mayor of Quezon, Isabela, the Municipal Social Welfare and Development Office (MSWDO), and other concerned offices. The administration of the questionnaire was conducted personally by the researcher. Prior to the distribution, the respondents were informed about the objectives of the study and confidentiality rules. After completion, the researcher retrieved and checked the instrument.

Data Analysis

After the retrieval of the questionnaires, the responses were classified, coded, tabulated, analyzed, and interpreted. The questionnaire utilized a four-point Likert scale to measure the respondents' perceptions across the different variables: Frequency Count and Percentage were used for profiles; Weighted Mean was used for levels of awareness, accessibility, quality, and satisfaction; One-Way Analysis of Variance (ANOVA) was used for significant differences; and Pearson Correlation Coefficient (Pearson r) was used for relationships.

Ethical Consideration

The researcher observed ethical principles throughout the conduct of the study. Participants were informed about the purpose, procedures, benefits, and nature of the study before participating, and their participation was entirely voluntary. The identities of the respondents were kept confidential. No names or personal identifying information were disclosed in any part of the study. All data gathered were used solely for academic and research purposes.

RESULTS AND DISCUSSION

Profile of the Respondents

The senior citizen respondents were predominantly aged 60–65 years old, female, and married, with Barangay Mangga having the highest number of participants. Meanwhile, the differently abled respondents were mostly aged 18–30 years old, male, and single. Orthopedic disability was the most commonly represented disability type, while Barangay Arellano had the highest number of differently abled respondents. These findings indicate that the beneficiaries represented diverse demographic groups with varying needs and circumstances.

Level of Awareness of Social Services

The respondents were generally aware of the social services provided by the Local Government Unit (LGU) of Quezon, Isabela. Social pension was the most recognized service among senior citizens, whereas livelihood assistance received comparatively lower awareness ratings. This suggests that although beneficiaries know about the available programs, information dissemination regarding certain services, particularly livelihood assistance, still needs improvement.

Accessibility of Social Services

The respondents generally perceived the social services as accessible. However, livelihood assistance received a relatively lower rating than other service areas. This implies that the LGU has established services that beneficiaries can access, but some programs may require improvements in information dissemination, application procedures, and the removal of barriers that prevent eligible individuals from receiving assistance.

Quality of Social Services

The respondents generally assessed the quality of social services as very good. Fairness and respect received the highest rating, followed by staff responsiveness, while efficiency received a lower rating. These findings indicate that beneficiaries generally recognize the positive efforts of LGU personnel in providing respectful and responsive services, although further improvements in processing efficiency and timeliness may enhance service delivery.

Level of Satisfaction

The respondents were generally satisfied with the social services provided by the LGU. Staff competence and courtesy received the highest satisfaction rating, while the physical facilities and service environment received the lowest. This indicates that beneficiaries appreciate the conduct and competence of service personnel, but improvements in facilities and the overall service environment may help provide a more convenient and inclusive experience.

Differences According to Respondents' Profiles

The results revealed significant differences in respondents' awareness, accessibility, and perceptions of service quality when grouped according to selected profile characteristics, particularly age, civil status, and barangay. Gender did not show a statistically significant difference in these measures. The findings suggest that beneficiaries' experiences and perceptions of social services may vary according to certain demographic and

residential characteristics. These differences highlight the importance of considering the specific circumstances of different beneficiary groups when planning and implementing social welfare programs.

Relationship Between Awareness and Social Service Outcomes

The findings revealed significant relationships between awareness and accessibility, awareness and quality of services, and awareness and satisfaction. These results indicate that awareness is significantly associated with how beneficiaries perceive access to services, evaluate service quality, and express satisfaction. Therefore, providing clear, accurate, and timely information about available programs may contribute to improved beneficiary experiences.

CONCLUSION

Age, civil status, barangay, and type of disability significantly influenced respondents' level of awareness, accessibility, and quality evaluations of the LGU's social services, while gender showed no significant difference. This suggests that variations in awareness, access, and service experiences arise from demographic and geographic characteristics, such as geographic location, transportation availability, distance to service centers, and the specific needs associated with different disability conditions. Furthermore, significant positive relationships exist between respondents' awareness of social services and their perceived accessibility, perceived quality of service delivery, and overall satisfaction level. This indicates that effective information dissemination and greater awareness of LGU programs actively enhance beneficiaries' ability to locate and utilize programs while fostering higher user satisfaction and community confidence in public governance structures.

Recommendations

Based on what this study found, here are some simple and practical ways to make local social services better for senior citizens and persons with disabilities (PWDs) in Quezon, Isabela:

First, the researcher should share the results of this study with the Local Government Unit (LGU) and the Municipal Social Welfare and Development Office (MSWDO). This will help them see exactly where their livelihood and accessibility programs need a bit of extra work. The researcher can also create simple, easy-to-read brochures in the local language that list available benefits, schedules, and requirements, and hand them out during barangay meetings.

Second, the LGU and the MSWDO should improve how they share information. They can do this by holding regular meetings in the villages, posting updates on official social media pages, and bringing services directly to the neighborhoods. This will greatly help seniors and PWDs who find it hard to travel because of mobility issues or a lack of transportation. The MSWDO should also keep a fresh, digital list of all beneficiaries to speed up application processes and give front-line staff regular training on how to serve the public with more kindness, patience, and respect.

Third, barangay leaders need to work closely with the MSWDO. They can help by updating the local lists of senior citizens and residents with physical or other disabilities, making sure no one gets left behind. Seniors and PWD groups are also encouraged to attend community meetings so they can learn about their rights and voice their needs. Lastly, future researchers can take this study further by looking at other towns, checking how long people have to wait in line for help, or seeing if digital pension payouts are making life easier for our elderly.

References

- Abrigo, M. R. M., Halliday, T. J., & Molina, T. (2022). Expanding health insurance for the elderly of the Philippines. Wiley Online Library. <https://doi.org/10.1002/jae.2883>
- Albert, J. R. G., Monje, J. D., & Muñoz, M. S. (2022). SocPen beyond ten: A process evaluation of DSWD's SocPen program amid the COVID-19 pandemic. Philippine Institute for Development Studies. <https://www.pids.gov.ph/publication/research-paper-series/socpen-beyond-ten-a-process-evaluation-of-dswd-s-socpen-program-amid-the-covid-19-pandemic>
- Bien B, McKee KJ, Döhner H, Triantafillou J, Lamura G, Doroszkiewicz H, Krevers B, Kofahl C. Disabled older people's use of health and social care services and their unmet care needs in six European countries. *Eur J Public Health*. 2013 Dec;23(6):1032-8. doi: 10.1093/eurpub/cks190. Epub 2013 Jan 18. PMID: 23334818.
- Carandang, R. R., Asis, E., Shibamura, A., Kiriya, J., Murayama, H., & Jimba, M. (2019). Unmet needs and coping mechanisms among community-dwelling senior citizens in the Philippines: A qualitative study. *International Journal of Environmental Research and Public Health*, 16(19), Article 3745. <https://doi.org/10.3390/ijerph16193745>
- Carandang, R. R., Olea, A. D., Legaspi, P. K., Quimen, Y., Ebrada, M. N., & Miranda, K. J. (2024). Health care access and quality of life of community-dwelling senior citizens in Pampanga, Philippines. *Gerontology and Geriatric Medicine*. <https://doi.org/10.1177/23337214241280851>
- Carandang, R. R., Shibamura, A., Asis, E., Chavez, D. C., Tuliao, M. T., & Jimba, M. (2020). "Are Filipinos aging well?" Determinants of subjective well-being among senior citizens of the community-based ENGAGE study. *International Journal of Environmental Research and Public Health*, 17(20), Article 7636. <https://doi.org/10.3390/ijerph17207636>
- Davis D, Brayne C. Ageing, health, and social care: reframing the discussion. *Lancet*. 2015 May 2;385(9979):1699-1700. doi: 10.1016/S0140-6736(15)60466-4. PMID: 25943920; PMCID: PMC6546590.
- Department of Social Welfare and Development (DSWD). Social Pension Program for Indigent Senior Citizens. <https://www.dswd.gov.ph/>
- Genet N, Kroneman M, Boerma WG. Explaining governmental involvement in home care across Europe: an international comparative study. *Health Policy*. 2013 Apr;110(1):84-93. doi: 10.1016/j.healthpol.2013.01.009. Epub 2013 Feb 9. PMID: 23399041.
- LEWIS J, WEST A. Re-Shaping Social Care Services for Older People in England: Policy Development and the Problem of Achieving 'Good Care.' *Journal of Social Policy*. 2014;43(1):1-18. doi:10.1017/S0047279413000561
- Liza Van Eenoo, Anja Declercq, Graziano Onder, Harriet Finne-Soveri, Vjenka Garms-Homolová, Pálmi V. Jónsson, Olivia H.M. Dix, Johannes H. Smit, Hein P.J. van Hout, Henriëtte G. van der Roest, Substantial between-country differences in organising community care for older people in Europe—a review, *European Journal of Public Health*, Volume 26, Issue 2, April 2016, Pages 213–219, <https://doi.org/10.1093/eurpub/ckv152>
- National Economic and Development Authority (NEDA). (2023). Philippine Development Plan 2023–2028.
- Republic Act No. 10070 (2010). An Act Establishing an Institutional Mechanism to Ensure the Implementation of Programs and Services for Persons with Disabilities in Every Province, City and Municipality. https://lawphil.net/statutes/repacts/ra2010/ra_10070_2010.html
- Republic Act No. 10754 (2016). An Act Expanding the Benefits and Privileges of Persons with Disability (PWD). https://lawphil.net/statutes/repacts/ra2016/ra_10754_2016.html
- Republic Act No. 11223 (2019). Universal Health Care Act. https://lawphil.net/statutes/repacts/ra2019/ra_11223_2019.html
- Republic Act No. 11350 (2019). An Act Creating the National Commission of Senior Citizens. https://lawphil.net/statutes/repacts/ra2019/ra_11350_2019.html
- Republic Act No. 11916 (2022). An Act Increasing the Social Pension of Indigent Senior Citizens. <https://elibrary.judiciary.gov.ph/thebookshelf/showdocs/2/97058>
- Republic Act No. 7160 (1991). Local Government Code of 1991. https://lawphil.net/statutes/repacts/ra1991/ra_7160_1991.html
- Republic Act No. 7277 (1992). Magna Carta for Disabled Persons. https://lawphil.net/statutes/repacts/ra1992/ra_7277_1992.html
- Republic Act No. 9994 (2010). Expanded Senior Citizens Act of 2010. <https://elibrary.judiciary.gov.ph/thebookshelf/showdocs/10/56201>

- Righi L, Cullati S, Chopard P and Courvoisier DS (2022) General and Vulnerable Population's Satisfaction With the Healthcare System in Urban and Rural Areas: Findings From the European Social Survey. *Int J Public Health* 67:1604300. doi: 10.3389/ijph.2022.1604300
- Stankunas M, Avery M, Lindert J, Edwards I, Di Rosa M, Torres-Gonzalez F, Ioannidi-Kapolou E, Barros H, Vladickiene J, Soares JJ. Accessibility to Health Services Among Elderly People in the European Union: Do Health Care Finance and Organizational Models Matter? *Popul Health Manag.* 2015 Aug;18(4):314-5. doi: 10.1089/pop.2015.0020. Epub 2015 Jun 19. PMID: 26090924; PMCID: PMC4544821.
- Susmerano, E. B., & Yamada, K. (2022). Revisiting auxiliary social services for persons with disability: The Philippines case. *International Journal of Social Welfare*, 31(2), 187–202. <https://doi.org/10.1111/ijsw.12498>
- Willis, R., Evandrou, M., Pathak, P. and Khambhaita, P. (2016), Problems with measuring satisfaction with social care. *Health Soc Care Community*, 24: 587-595. <https://doi.org/10.1111/hsc.12231>
- Willis, R., Khambhaita, P., Pathak, P., & Evandrou, M. (2015). Satisfaction with social care services among South Asian and White British older people: The need to understand the system. *Ageing & Society*. <https://doi.org/10.1017/S0144686X15000422>