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Compliance to Barangay Justice System Procedures, Conflict Resolution Effectiveness and Service Delivery Efficiency in Zone 20, Pasay City: Basis for an Intervention Measure

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ABSTRACT

This study assessed compliance with Barangay Justice System procedures, conflict resolution effectiveness, and service delivery efficiency in Zone 20, Pasay City, Philippines, as the basis for an intervention measure. Employing a descriptive-correlational research design, the study involved 564 respondents, composed of 16 barangay chairmen, 150 Lupon Tagapamayapa members, and 398 constituents from the 16 barangays of Zone 20, selected through purposive sampling, total enumeration, and Slovin's formula. Data were gathered using a validated researcher-made survey questionnaire and analyzed using percentage, weighted mean, one-way Analysis of Variance (ANOVA), and Pearson Product-Moment Correlation. Results revealed that compliance with Barangay Justice System procedures (WM = 4.73), conflict resolution effectiveness (WM = 4.56), and service delivery efficiency (WM = 4.64) were all rated Strongly Agree, and that the three groups of respondents did not differ significantly in their assessments of the seven procedural components (F = 0.001 to 0.024; critical value = 3.00). Procedural compliance was significantly and positively related to six of the seven dimensions of conflict resolution effectiveness, notably settlement rate (r = .646), and to resource utilization (r = .722) and timeliness of case handling (r = .363) as dimensions of service delivery efficiency, while conflict resolution effectiveness was significantly related to resource utilization, responsiveness of barangay officials, and accessibility of services. Problems were rated Least Encountered (WM = 1.89). The study concluded that the Barangay Justice System in Zone 20 is effectively implemented and that procedural compliance is closely associated with effective dispute resolution and efficient resource use. The proposed intervention, Project JUSTICE, was rated highly suitable (WM = 4.77), acceptable (WM = 4.74), and feasible (WM = 4.80), implying its readiness for adoption to sustain and strengthen community-based justice administration.

Keywords: *Barangay Justice System, Katarungang Pambarangay, Procedural Compliance, Conflict Resolution Effectiveness, Service Delivery Efficiency, Lupon Tagapamayapa*

INTRODUCTION

The pursuit of justice, peace, and good governance is a fundamental obligation of governments at all levels. In the Philippines, the Barangay Justice System, or Katarungang Pambarangay (KP), serves as a local instrument for settling conflicts and promoting communal harmony. Established under Presidential Decree No. 1508 in 1978 and later institutionalized through Republic Act No. 7160, or the Local Government Code of 1991,

the system was created to provide a simple, cost-effective, and expedient mechanism for resolving disputes within communities (Presidential Decree No. 1508, 1978; Republic Act No. 7160, 1991). It embodies the Filipino tradition of resolving conflicts through dialogue, compromise, and collective participation under the guidance of the Punong Barangay and the Lupon Tagapamayapa. As the smallest political unit in the country, the barangay plays a vital role not only in conflict resolution but also in delivering essential public services to its constituents.

The importance of the Barangay Justice System extends beyond national governance objectives. It is directly linked to United Nations Sustainable Development Goal 16: Peace, Justice, and Strong Institutions, which promotes peaceful and inclusive societies, equal access to justice for all, and effective, accountable, and transparent institutions. The proper implementation of barangay justice procedures contributes to this goal by ensuring that justice services are fair, transparent, and responsive to citizens' needs.

Despite its legal mandate and developmental significance, the Barangay Justice System faces challenges that limit its effectiveness. Although the law clearly prescribes procedures for filing complaints, conducting mediation, constituting the Pangkat Tagapagkasundo, facilitating conciliation, issuing certifications to file action, maintaining records, and observing due process, some barangays experience procedural inconsistencies, delays, poor record-keeping, and inadequate compliance with legal standards (Pajimola & Salom, 2023; Valones, 2025). The effectiveness of conflict resolution may likewise be compromised by the unwillingness of disputing parties to cooperate, recurring conflicts, insufficient enforcement of settlement agreements, and limited mediation competencies among Lupon members (Alejandro, 2022). Furthermore, constituents expect timely, accessible, responsive, and well-organized justice-related services, yet administrative delays, resource constraints, insufficient training, the absence of monitoring mechanisms, and procedural inefficiencies can diminish the quality of services rendered to residents (Mohammad, 2024; Umengan, 2023).

While previous studies have examined the implementation of the Barangay Justice System in various localities, few have simultaneously examined procedural compliance, conflict resolution effectiveness, and service delivery efficiency, together with the interrelationships among these variables, from the perspectives of barangay chairmen, Lupon Tagapamayapa members, and constituents in a highly urbanized setting such as Zone 20, Pasay City. This study therefore assessed compliance with Barangay Justice System procedures, conflict resolution effectiveness, and service delivery efficiency in Zone 20, Pasay City, as the basis for an intervention measure. Specifically, it sought to determine (a) how the three groups of respondents assess compliance with Barangay Justice System procedures in terms of filing of complaint, mediation by the Punong Barangay, constitution of the Pangkat Tagapagkasundo, conciliation proceedings, issuance of certification to file action, documentation and record-keeping, and observance of timelines and due process; (b) whether their assessments differ significantly; (c) the level of conflict resolution effectiveness in terms of settlement rate, timeliness of resolution, satisfaction of parties, reduction of repeat conflicts, preservation of community harmony, accessibility of the process, and compliance with agreements; (d) the level of service delivery efficiency in terms of timeliness of case handling, accessibility of services, responsiveness of barangay officials, proper case management, resource utilization, competence of Lupon members, and compliance with legal procedures; (e) whether significant relationships exist among the three variables; (f) the problems encountered by the respondents; (g) the intervention measure that may be proposed; and (h) the suitability, acceptability, and feasibility of the proposed intervention.

The study tested two null hypotheses: that there is no significant difference in the assessments of the three groups of respondents on compliance with Barangay Justice System procedures, and that there is no significant relationship among compliance with Barangay Justice System procedures, conflict resolution effectiveness, and service delivery efficiency. The findings are expected to deepen constituents' understanding of community-based justice services, guide barangay chairmen in improving administrative procedures and mediation processes, provide Lupon Tagapamayapa members with insights into the strengths and gaps in their conciliation and mediation efforts, and serve as a reference for future research on barangay governance, conflict resolution, and public administration.

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Literature Review

Theoretical Framework

This study is anchored on three theories: the Alternative Dispute Resolution (ADR) Theory of Moore (2014), the Procedural Justice Theory of Tyler (1990), and the Systems Theory of von Bertalanffy (1968). The ADR Theory posits that disputes are more effectively and peacefully resolved through mediation, conciliation, and negotiation than through formal litigation. This principle aligns with the Katarungang Pambarangay as a community-based mechanism that encourages disputing parties to reach mutually acceptable settlements before resorting to the courts.

The Procedural Justice Theory (Tyler, 1990) asserts that individuals are more likely to trust authorities, cooperate with decisions, and comply with outcomes when processes are perceived as fair, transparent, and impartial. This underscores the importance of procedural adherence in achieving effective conflict resolution and quality service delivery. Systems Theory (von Bertalanffy, 1968), on the other hand, conceptualizes barangay governance as an interconnected system in which procedural compliance, mediation practices, citizen participation, and organizational resources collectively influence the effectiveness of conflict resolution and service delivery.

Recent studies lend support to these theoretical foundations. Verdad (2024) reinforced the ADR Theory by documenting the work of Lupon chiefs in mediating disputes, while Valones (2025) advanced the principles of procedural justice by calling for standardized procedures and stronger legal education for barangay officials. These studies affirm that strict adherence to Barangay Justice System procedures, fairness in mediation, inter-agency coordination, and stronger barangay governance capacity contribute to more effective dispute resolution, greater public trust, and more efficient barangay service delivery.

Legal Foundations of the Katarungang Pambarangay System

The Katarungang Pambarangay System was formally established through Presidential Decree No. 1508 on December 30, 1978. It was designed to preserve the Filipino tradition of settling disputes peacefully through dialogue, mediation, conciliation, and compromise rather than through adversarial court proceedings, reflecting cultural values such as pakikisama (communal harmony), utang na loob (reciprocal obligation), and close kinship ties (Presidential Decree No. 1508, 1978). The system also sought to decongest court dockets and was subsequently institutionalized under Sections 398 to 422 of the Local Government Code of 1991, which require disputes between residents of the same city or municipality to undergo barangay conciliation before formal court action may be pursued (Republic Act No. 7160, 1991).

Legal commentators emphasize that the success of the system depends on procedural adherence. Robeniol (2020) explained that the Katarungang Pambarangay was crafted to provide a simple, expeditious, inexpensive, and accessible avenue for justice, and that the filing of complaints, mediation by the Punong Barangay, formation of the Pangkat Tagapagkasundo, and conciliation proceedings are indispensable for ensuring fairness, due process, and successful dispute resolution. Lat and Lat (2024) similarly pointed out that adherence to these procedures, including the issuance of a Certification to File Action, is indispensable for ensuring due process and the legal validity of dispute resolution proceedings, and that successful implementation depends heavily on the legal knowledge, impartiality, and procedural competence of barangay officials.

Rodriguez (2021) likewise described the Katarungang Pambarangay as a mandatory community-based method for resolving disputes that aims to preserve community harmony, enhance local participation, and reduce the burden on the judiciary. He emphasized that strict observance of its procedural steps is critical to ensuring due process and the legitimacy of outcomes, and that accurate documentation and an understanding of legal precedents uphold fairness and consistency in grassroots justice administration. Collectively, these works establish procedural compliance and the competence of barangay officials as the foundations of an effective Barangay Justice System.

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Compliance with Barangay Justice System Procedures

Empirical studies affirm the role of procedural observance in community-based justice. Fernandez et al. (2023) explained that local dispute resolution mechanisms depend heavily on organized procedures to address conflicts among residents of the same municipality, underscoring the importance of procedural observance in maintaining order and fairness. Bonifacio et al. (2008) noted that barangay officials and Lupon members were generally able to resolve disputes within the periods prescribed by law, indicating that compliance with established procedures contributes to timely conflict resolution and efficient service delivery. Fernandez and Ignacio (2023) further observed improvements in community awareness and in the competence of Lupon members following the implementation of mediation procedures, concluding that organized and systematic procedures are indispensable for consistency, fairness, and effectiveness in local conflict resolution.

Procedural compliance is closely tied to the competence of barangay personnel. Glecemae (2021) found that the effectiveness of the Barangay Justice System in Barangay Mansilingan, Bacolod City, depended primarily on the competence and preparedness of Lupon members, and that regular seminars and legal training enable officials to apply Katarungang Pambarangay procedures correctly. Añana et al. (2024) found that awareness and comprehension of procedural requirements significantly influence how effectively Lupon members manage community conflicts, as personnel with a thorough understanding of legal procedures handle disputes with greater confidence and uphold fairness, transparency, and credibility.

Conversely, gaps in compliance have been documented. Pajimola and Salom (2023) reported that some barangays struggled to achieve full compliance with the Katarungang Pambarangay Law because of insufficient understanding of its legal procedures, which led to errors, delays, and inconsistencies during mediation and conciliation. Valones (2025) identified unclear procedural guidelines, divergent implementation practices across barangays, and limited legal knowledge among barangay personnel as issues affecting the system, and recommended standardizing procedures and intensifying legal education to promote consistency and strengthen compliance.

Conflict Resolution Effectiveness and Community Mediation

Local studies show that mediation is central to the effectiveness of the Barangay Justice System. Escabel (2020) found that many disputes are successfully resolved during the mediation stage, reducing the need for formal arbitration and preventing the escalation of conflicts. Ordoñez and Ordoñez (2025) found that mediation practices received highly positive evaluations from community members, suggesting that effective facilitation by barangay leaders promotes cooperation and peaceful settlement. Noveloso et al. (2024) emphasized that the Katarungang Pambarangay remains essential in maintaining peace, order, and stability within local communities, while Gonzales (2022) found that resolutions and agreements reached through the system were generally honored, and that Lupon members and community members in Calauan, Laguna shared similar assessments of its effectiveness.

Nevertheless, mediators face persistent challenges. Alejandro (2022) observed that barangay mediators encounter the unwillingness of disputing parties to cooperate and difficulties in enforcing settlement agreements, although they have adopted practical strategies such as counseling, coordination with local officials, and on-site mediation. Verdad (2024) found that barangay officials derived satisfaction when disputes were amicably resolved, but also faced unresolved disputes, statutory limitations on their authority, and parties who refused to engage in mediation, highlighting the importance of professional development, leadership training, and institutional support.

International literature affirms the value of mediation-based approaches. Glubwila et al. (2021) found that community justice systems in Thailand, Indonesia, and the Philippines rely on mediation to contribute to social harmony, reduce litigation costs, and promote citizen participation. Villamizar (2020) explained that community mediation strengthens social bonds and fosters long-term harmony by encouraging communication, mutual understanding, and cooperation, while Jetschke et al. (2021) highlighted that effective mediation and the faithful implementation of negotiated agreements are key to sustaining peace and reducing the likelihood of recurring disputes. Huebner and Giuffre (2022) further showed that stringent local enforcement disproportionately burdens

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marginalized populations, underscoring the importance of dialogue- and consensus-based mechanisms in addressing conflicts more equitably.

Service Delivery Efficiency in Justice Administration

Timeliness and efficient case management are recurring themes in the literature on justice administration. Bosio (2025) explained that delays in resolving disputes erode organizational efficiency and diminish public trust in justice institutions, while Olila (2024) stressed that barangay officials, as the first point of contact for community disputes, play a vital role in ensuring timely dispute resolution, sustaining public trust, and reducing case backlogs in the formal courts. Ramos-Maqueda and Chen (2024) found that many justice institutions fail to fully utilize available information systems for monitoring case performance and allocating resources, reinforcing the importance of administrative efficiency and systematic oversight.

Modernization and capacity development are likewise emphasized. The United Nations Development Programme (UNDP, 2022) highlighted the value of integrated digital information systems in improving service delivery, case monitoring, and coordination among justice institutions. Bezerra et al. (2025) noted that the implementation of Justice 4.0 centers in Brazil requires continuous training of judges and court personnel and strong institutional commitment, while the United Nations Office on Drugs and Crime (UNODC, n.d.-b) documented its program for strengthening crime prevention and criminal justice in Uganda for 2022–2027, highlighting the importance of capacity development and institutional reform in strengthening local justice institutions.

At the barangay level, resource and capacity constraints continue to affect service delivery. Umengan (2023) found that although barangay officials generally demonstrate dedication and familiarity with conflict resolution procedures, procedural compliance challenges, resource shortages, inadequate facilities, and insufficient logistical support affect the quality of justice administration. Mohammad (2024) identified limited resources, inadequate training, and inconsistencies in procedural implementation as factors that undermine the capacity of barangays to deliver justice effectively, while Adato et al. (2025) emphasized the need for comprehensive policies and sustained capacity-building programs to strengthen the competency of barangay personnel in administering the system.

Accessibility, Inclusivity, and Institutional Capacity

Accessibility plays a significant role in the effectiveness of barangay justice processes. Alibogha and Bedona (2020) found that disputing parties preferred settling conflicts at the barangay level because the process is more confidential, less formal, and more accessible than court litigation. However, Ayeo-Eo et al. (2026) observed that limited public awareness of ADR mechanisms reduces their utilization, and recommended stronger public information campaigns, simpler procedural requirements, and the integration of digital technologies to broaden community participation.

Inclusivity and stakeholder participation are equally important. Baylor (2020) argued that fairness, participation, representation, and inclusivity are foundational principles for systems that serve diverse populations, and that institutions should engage stakeholders in decision-making to ensure just outcomes. Molaiwa (2021) noted that local justice institutions contribute to accountability by addressing complaints, enforcing regulations, and resolving disputes, while Ronda and Rose (2024) found that justice systems influence social integration, employment, family stability, and community well-being, calling for more inclusive and restorative approaches. Perumalsamy et al. (2024) added that institutional limitations, resource shortages, and resistance to change frequently impede efforts to promote fairness, suggesting that justice systems require strong institutional support, clear policies, and skilled personnel.

Broader structural conditions also shape justice systems. UNODC (n.d.-a) projected that approximately 66 percent of the world's population will reside in urban areas by 2050, suggesting that effective local justice systems and broad stakeholder participation will become increasingly indispensable in rapidly urbanizing settings. Haque et al. (2026) identified region-specific barriers such as inadequate infrastructure, rapid urbanization,

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resource scarcity, and coordination problems, while Schiller (2023) noted that underfunded legal systems and insufficient resources diminish the efficiency of justice administration, and Hodal (2022) reported that systemic failures in legal systems affect billions of people globally. Navarro (2024) further observed that scholarly inquiry into judicial effectiveness has evolved beyond simple compliance measures toward broader outcomes such as legal reform and social transformation.

Synthesis and Conceptual Framework

The reviewed literature confirms that the Katarungang Pambarangay is an effective community-based mechanism that promotes accessible justice through mediation, conciliation, and arbitration, and that its success depends on adherence to prescribed procedures and the competence of barangay officials (Lat & Lat, 2024; Robeniol, 2020; Rodriguez, 2021). While several studies reported positive outcomes from proper implementation (Bonifacio et al., 2008; Escabel, 2020; Ordoñez & Ordoñez, 2025), others documented challenges related to training, procedural gaps, resources, and stakeholder cooperation (Alejandro, 2022; Pajimola & Salom, 2023; Verdad, 2024), and international studies emphasized that effective justice systems require accessibility, inclusivity, institutional capacity, and good governance (Baylor, 2020; Haque et al., 2026; Perumalsamy et al., 2024). However, few studies have simultaneously examined procedural compliance, conflict resolution effectiveness, and service delivery efficiency and the relationships among them in an urban barangay setting, which the present study addressed.

The study employed the Input-Process-Output (IPO) model, as illustrated in Figure 1. The input consisted of data from books, journals, theses, and online sources, together with survey results on compliance with Barangay Justice System procedures, conflict resolution effectiveness, service delivery efficiency, the problems encountered, and the evaluation of the proposed intervention measure from barangay chairmen, Lupon Tagapamayapa members, and constituents. The process covered data gathering through a survey questionnaire, the assessment of the seven components of each variable, the problems encountered, and the evaluation of the proposed intervention, as well as the statistical treatment and interpretation of data. The output was the proposed intervention measure, Project JUSTICE (Joint Upliftment of Service Delivery, Transparency, Integrity, Compliance, and Efficiency), with a feedback loop linking the output to the input and process.

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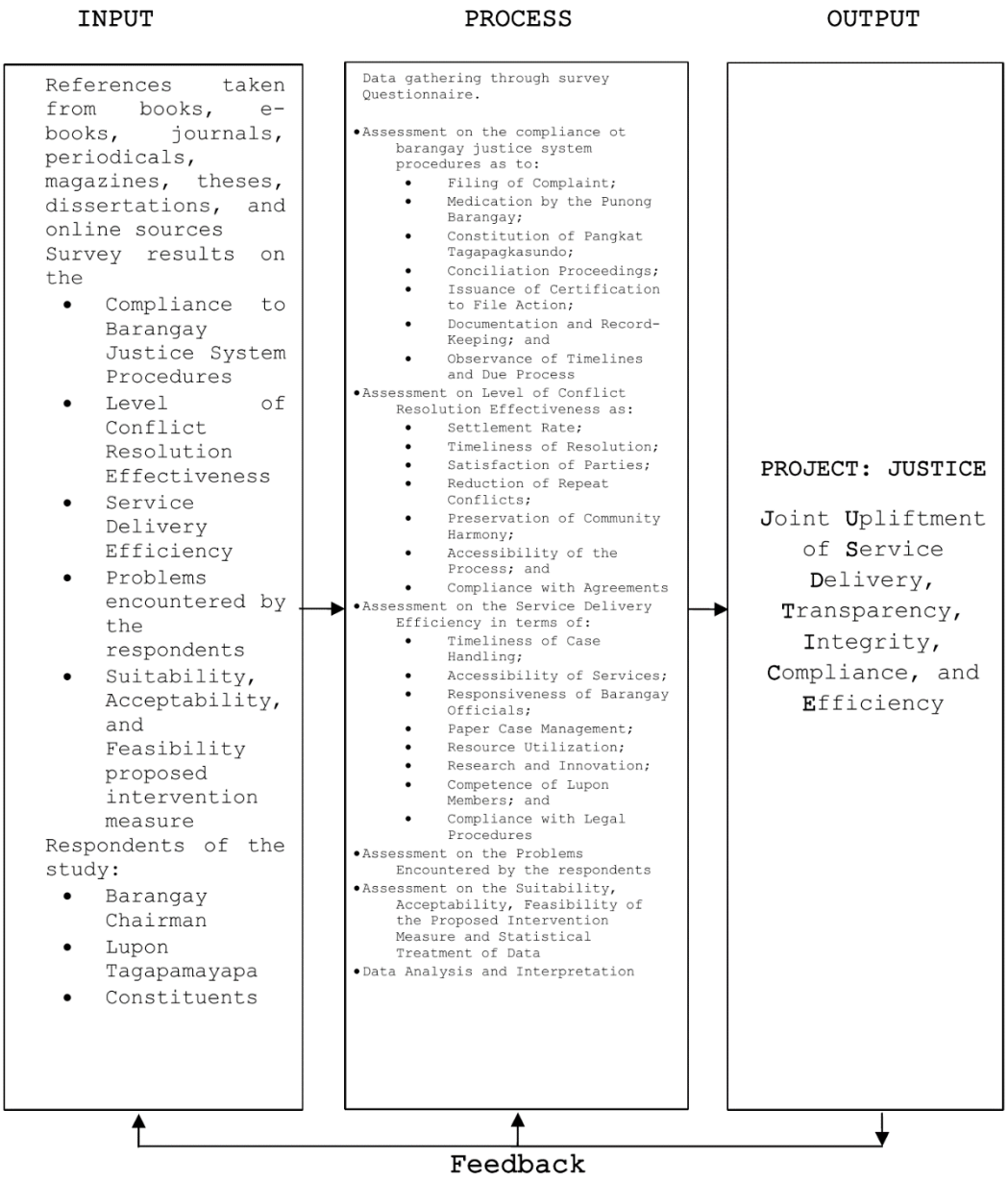


Figure 1. *Conceptual Framework of the Study*

METHODS

Research Design

This study employed a descriptive-correlational research design. The descriptive component allowed the researcher to present an accurate account of current practices, prevailing conditions, and levels of adherence to Katarungang Pambarangay procedures, as well as how residents perceive the quality and efficiency of justice-related services. Descriptive studies are particularly suited for identifying patterns, conditions, and behaviors

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within social and administrative systems (Cohen et al., 2018). The correlational component determined whether significant relationships exist among compliance with Katarungang Pambarangay procedures, conflict resolution effectiveness, and service delivery efficiency without experimental manipulation. Correlational studies quantify statistical associations to determine whether changes in one variable are systematically related to changes in another (Johnson & Christensen, 2020), and descriptive-correlational designs are widely used in social science research to examine naturally occurring relationships in real-world settings (Neuman, 2020).

Research Locale

The study was conducted in Zone 20, Pasay City, Philippines, which comprises 16 barangays: Barangays 183, 187, 188, 189, 190, 191, 192, 193, 194, 195, 196, 197, 198, 199, 200, and 201. The constituent population of these barangays totaled 109,333, ranging from 609 in Barangay 200 to 41,113 in Barangay 183. Each barangay administers the Katarungang Pambarangay through its Punong Barangay and Lupon Tagapamayapa, making the zone an appropriate setting for examining procedural compliance, conflict resolution effectiveness, and service delivery efficiency. The study was conducted from December 2024 to June 2026.

Participants and Sampling Technique

The target population comprised individuals familiar with or directly involved in the Katarungang Pambarangay in Zone 20: 16 barangay chairmen responsible for overseeing the implementation of its procedures, 320 Lupon Tagapamayapa members tasked with facilitating mediation and conciliation, and 109,333 constituents, of whom those who had filed or participated in barangay dispute resolution cases were considered eligible. Purposive sampling was employed to select participants who can provide meaningful and relevant information about the phenomenon under study (Creswell, 2021). All 16 barangay chairmen were included through total enumeration, while the sample sizes for Lupon Tagapamayapa members and constituents were determined using Slovin's formula with a 5% margin of error.

As shown in Table 1, all 16 barangay chairmen participated in the study. Of the 320 Lupon Tagapamayapa members, 150 (46.88%) completed the survey; the lower retrieval rate was attributed to limited availability during data collection, conflicting schedules, the voluntary nature of participation, and the exclusion of incomplete questionnaires. A total of 398 constituents were surveyed and were distributed proportionally across the 16 barangays, with representation rates ranging narrowly from 0.33% to 0.38%. Overall, 564 respondents participated in the study.

Table 1. *Population and Sample of the Study*

Respondents	N	n	%
Barangay Chairmen	16	16	100.00
Lupon Tagapamayapa	320	150	46.88
Constituents	109,333	398	0.36
Total	109,669	564	0.51

Research Instrument

The study utilized a researcher-made survey questionnaire designed to elicit the assessments of barangay chairmen, Lupon Tagapamayapa members, and constituents regarding the implementation and effectiveness of the Barangay Justice System in Zone 20. The instrument was subjected to content validation by a panel of experts to ensure its clarity, relevance, and alignment with the objectives of the study. It consisted of four parts. Part I gathered the demographic profile of the respondents, including age, sex, civil status, educational attainment, and length of residency. Part II covered the assessment of compliance with Barangay Justice System procedures, conflict resolution effectiveness, and service delivery efficiency, each measured through seven components with ten indicators per component. Part III focused on the problems encountered in relation to the three variables, and Part IV addressed the evaluation of the suitability, acceptability, and feasibility of the proposed intervention measure. All items were rated on a five-point Likert scale.

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Data Gathering Procedure

The researcher prepared and submitted formal written requests for permission to the barangay chairmen of all 16 barangays in Zone 20. The researcher-made questionnaire was then subjected to content validation by a panel of experts before distribution. The validated questionnaires were personally distributed to the barangay chairmen, Lupon Tagapamayapa members, and constituents, who were given ample time to read and answer all items. The accomplished questionnaires were collected and immediately reviewed for completeness and usability, and those returned incomplete or with missing critical responses were excluded. The data were then systematically organized, encoded, and subjected to statistical analysis.

Data Analysis

Percentage was used to describe the demographic profile of the respondents. Weighted mean was used to determine the respondents' assessments of compliance with Barangay Justice System procedures, conflict resolution effectiveness, service delivery efficiency, the problems encountered, and the suitability, acceptability, and feasibility of the proposed intervention, interpreted using the scales in Table 2. One-way Analysis of Variance (ANOVA) was used to determine whether significant differences existed among the assessments of the three groups of respondents, and Pearson Product-Moment Correlation Coefficient (Pearson *r*) was used to determine the significance of the relationships among the three main variables. Correlation coefficients were interpreted as perfect (1.00), very strong (0.71–0.99), strong (0.51–0.70), moderate (0.31–0.50), weak (0.11–0.30), or negligible (0.00–0.10). All hypotheses were tested at the 0.05 level of significance.

Table 2. *Scales for the Interpretation of Weighted Means*

Scale	Range	Compliance, Effectiveness, Efficiency	Problems Encountered	Suitability	Acceptability	Feasibility
5	4.20–5.00	Strongly Agree	Highly Encountered	Highly Suitable	Highly Acceptable	Highly Feasible
4	3.40–4.19	Agree	Encountered	Suitable	Acceptable	Feasible
3	2.60–3.39	Moderately Agree	Moderately Encountered	Moderately Suitable	Moderately Acceptable	Moderately Feasible
2	1.80–2.59	Disagree	Least Encountered	Least Suitable	Least Acceptable	Least Feasible
1	1.00–1.79	Strongly Disagree	Not Encountered	Not Suitable	Not Acceptable	Not Feasible

Ethical Considerations

The study was conducted with the formal written permission of the barangay chairmen of all 16 barangays in Zone 20, Pasay City. Participation was voluntary, and the questionnaire allowed respondents to withhold their names, as the name field was optional. Respondents were given ample time to answer the questionnaire, and the data gathered were used solely for the purposes of the study. Incomplete questionnaires were excluded from the analysis to ensure the integrity of the data.

RESULTS AND DISCUSSION

Profile of the Respondents

Table 3 presents the profile of the 564 respondents. The largest age group was 30–39 years old (27.84%), followed by 20–29 years old (20.57%), indicating that working-age adults comprised the largest proportion of participants. Male respondents comprised the majority (60.28%), consistent with the traditionally male-dominated composition of barangay governance bodies, particularly among barangay chairmen (75.00%) and Lupon

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Tagapamayapa members (57.33%). Most respondents were single (43.97%) or married (38.48%). The largest group had reached the undergraduate level (52.66%), followed by bachelor's degree holders (45.21%), which underscores the importance of simplifying procedural information and strengthening community education on barangay justice services. Most respondents had resided in their barangay for 30 years or more (38.83%), suggesting substantial familiarity with their community and its dispute resolution processes.

Table 3. *Profile of the Respondents*

Profile	Category	BC (n = 16)	LT (n = 150)	C (n = 398)	Total f	%
Age	61 years old and above	3	57	31	93	16.49
	50–60 years old	1	39	51	91	16.13
	40–49 years old	4	30	73	107	18.97
	30–39 years old	8	18	131	157	27.84
	20–29 years old	–	6	110	116	20.57
Sex	Male	12	86	242	340	60.28
	Female	4	64	156	224	39.72
Civil Status	Single	–	41	207	248	43.97
	Married	10	70	137	217	38.48
	Legally Separated	–	2	–	2	0.35
	Widow/er	6	37	54	97	17.20
Educational Attainment	With Doctorate Units	–	2	–	2	0.35
	Master's Degree	–	–	2	2	0.35
	With Master's Units	1	2	5	8	1.42
	Bachelor's Degree	9	59	187	255	45.21
	Undergraduate	6	87	204	297	52.66
Years of Residency	30 years and above	4	110	105	219	38.83
	20–29 years	5	34	115	154	27.30
	10–19 years	7	4	106	117	20.74
	1–9 years	–	2	68	70	12.41
	Below 1 year	–	–	4	4	0.71

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; C = Constituents; N = 564.

Compliance with Barangay Justice System Procedures

Table 4 presents the summary assessment of compliance with Barangay Justice System procedures. The overall grand mean of 4.73 was rated Strongly Agree, and all seven procedural components received Strongly Agree ratings from all three groups of respondents: barangay chairmen (4.78), Lupon Tagapamayapa members (4.74), and constituents (4.67). The issuance of Certification to File Action ranked first (4.76), followed by mediation by the Punong Barangay and the constitution of the Pangkat Tagapagkasundo (4.75 each), while conciliation proceedings obtained the lowest, though still Strongly Agree, rating (4.69).

Table 4. *Summary Assessment of Compliance with Barangay Justice System Procedures*

Components	BC	LT	C	Composite	VI	Rank
Filing of Complaint	4.74	4.76	4.70	4.73	SA	4
Mediation by the Punong Barangay	4.81	4.75	4.70	4.75	SA	2.5
Constitution of Pangkat Tagapagkasundo	4.81	4.74	4.69	4.75	SA	2.5
Conciliation Proceedings	4.80	4.69	4.57	4.69	SA	7
Issuance of Certification to File Action	4.85	4.75	4.69	4.76	SA	1
Documentation and Record-Keeping	4.77	4.75	4.65	4.71	SA	5.5

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Components	BC	LT	C	Composite	VI	Rank
Observance of Timelines and Due Process	4.67	4.76	4.68	4.71	SA	5.5
Grand Mean	4.78	4.74	4.67	4.73	SA	

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; C = Constituents; VI = Verbal Interpretation; SA = Strongly Agree (4.20–5.00).

Within the components, the highest-rated indicators reflected prompt and courteous acceptance of complaints and the provision of KP complaint forms (4.86 each), the professional and objective handling of disputes by the Punong Barangay (4.86), the immediate constitution of the Pangkat when mediation fails (4.84), the prompt issuance of certifications when conciliation fails (4.85), and the scheduling of the first conciliation hearing within three days (4.79). The lowest-rated indicators, although still rated Strongly Agree, concerned receiving complaints without unnecessary delay (4.61), ensuring that mediation proceedings are free from bias (4.66), informing Pangkat members of their roles (4.67), encouraging community harmony during conciliation (4.63), the prompt release of certification copies (4.71), organizing case files for easy retrieval (4.66), and completing conciliation proceedings within the prescribed period (4.63).

These results indicate that barangay officials and Lupon members in Zone 20 carry out their responsibilities in accordance with the Katarungang Pambarangay Law and manage disputes in a fair, organized, and legally compliant manner. The findings are consistent with Rodriguez (2021), who emphasized that strict adherence to KP procedures is essential to due process, fairness, and legitimacy; with Ordoñez and Ordoñez (2025), who found that mediation practices received highly favorable community evaluations; and with Lat and Lat (2024), who stressed the clearly defined procedural obligations of the Punong Barangay, the Lupon, and the Pangkat. The high ratings for timelines and documentation also support Bonifacio et al. (2008), who observed that disputes are generally resolved within legally prescribed periods, and UNDP (2022), which highlighted that well-coordinated record-keeping enhances case monitoring and service delivery. Overall, the results affirm Noveloso et al. (2024), who found that effective implementation of barangay justice procedures strengthens community relationships and public trust.

Comparison of the Respondents' Assessments

Table 5 presents the results of the one-way ANOVA on the assessments of the three groups of respondents. The computed *F*-values for all seven procedural components, ranging from 0.001 to 0.024, were lower than the critical value of 3.00 at 2 and 561 degrees of freedom. Therefore, the null hypothesis was not rejected, indicating no significant difference among the assessments of barangay chairmen, Lupon Tagapamayapa members, and constituents on all components of Barangay Justice System procedures.

Table 5. *Comparative Assessment of Barangay Justice System Procedures among the Three Groups of Respondents*

Components	df	F-value	Critical Value	Interpretation	Decision
Filing of Complaint	2, 561	0.001	3.00	Not Significant	Fail to reject Ho
Mediation by the Punong Barangay	2, 561	0.005	3.00	Not Significant	Fail to reject Ho
Constitution of Pangkat Tagapagkasundo	2, 561	0.007	3.00	Not Significant	Fail to reject Ho
Conciliation Proceedings	2, 561	0.024	3.00	Not Significant	Fail to reject Ho
Issuance of Certification to File Action	2, 561	0.011	3.00	Not Significant	Fail to reject Ho
Documentation and Record-Keeping	2, 561	0.010	3.00	Not Significant	Fail to reject Ho
Observance of Timelines and Due Process	2, 561	0.004	3.00	Not Significant	Fail to reject Ho

Note. Level of significance = 0.05.

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The convergence of assessments suggests that the three groups share a common and consistent perception of how barangay justice procedures are implemented in Zone 20, and that the system is administered in a manner uniformly recognized by stakeholders regardless of their role or level of involvement. This finding is consistent with Añana et al. (2024), who found that a shared understanding and consistent application of Katarungang Pambarangay procedures foster transparency, fairness, and institutional credibility, and with Gonzales (2022), who found no significant differences between the assessments of Lupon members and community members on the implementation of the Barangay Justice System.

Level of Conflict Resolution Effectiveness

Table 6 presents the summary assessment of conflict resolution effectiveness. The overall grand mean of 4.56 was rated Strongly Agree, with all seven dimensions rated Strongly Agree by barangay chairmen (4.43), Lupon Tagapamayapa members (4.65), and constituents (4.61). Preservation of community harmony ranked first (4.65), followed by accessibility of the process (4.62), while satisfaction of parties obtained the lowest rating (4.48).

Table 6. *Summary Assessment of the Level of Conflict Resolution Effectiveness*

Dimensions	BC	LT	C	Composite	VI	Rank
Settlement Rate	4.48	4.62	4.57	4.56	SA	5
Timeliness of Resolution	4.39	4.70	4.62	4.57	SA	3.5
Satisfaction of Parties	4.20	4.65	4.59	4.48	SA	7
Reduction of Repeat Conflicts	4.29	4.63	4.58	4.50	SA	6
Preservation of Community Harmony	4.63	4.68	4.64	4.65	SA	1
Accessibility of the Process	4.63	4.64	4.59	4.62	SA	2
Compliance with Agreements	4.39	4.66	4.65	4.57	SA	3.5
Overall Weighted Mean	4.43	4.65	4.61	4.56	SA	

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; C = Constituents; VI = Verbal Interpretation; SA = Strongly Agree (4.20–5.00).

The highest-rated indicators showed that most disputes brought to the barangay are successfully settled (4.77), that barangay officials respond promptly to urgent disputes (4.68), maintain peaceful relationships among residents (4.76), and make it easy for residents to submit complaints (4.71), and that parties comply with the terms of settlement agreements (4.66). The lowest-rated indicators included complainants' preference for the barangay because of its settlement track record (4.41), resolution of cases within a reasonable timeframe (4.47), acceptance of settlement outcomes as fair and reasonable (4.40), and the infrequency of violations of agreements (4.39). Notably, barangay chairmen gave comparatively lower ratings than the other groups on satisfaction of parties (4.20) and reduction of repeat conflicts (4.29), although these remained within the Strongly Agree range.

These results indicate that the Katarungang Pambarangay fulfills its mandate of resolving disputes amicably, maintaining peace, and promoting social harmony, while contributing to the decongestion of formal courts. The findings support Escabel (2020), who found that many disputes are resolved at the mediation stage, and Bosio (2025), who noted that prompt dispute processing strengthens public trust. The favorable ratings on satisfaction and harmony are consistent with Villamizar (2020), who found that community mediation strengthens social relationships and long-term harmony, and the ratings on repeat conflicts and compliance with agreements are supported by Jetschke et al. (2021) and Gonzales (2022), who found that faithfully implemented agreements reduce the recurrence of disputes and are generally honored by the parties. The high rating for accessibility affirms Alibogha and Bedona (2020), who found that parties prefer the barangay because the process is confidential, informal, and accessible. Overall, the results support Mohammad (2024), who argued that the Barangay Justice System is an indispensable component of the Philippine legal framework.

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Level of Service Delivery Efficiency

Table 7 presents the summary assessment of service delivery efficiency. The overall grand mean of 4.64 was rated Strongly Agree, with all seven dimensions rated Strongly Agree by barangay chairmen (4.61), Lupon Tagapamayapa members (4.70), and constituents (4.62). Accessibility of services ranked first (4.72), followed by compliance with legal procedures (4.67) and resource utilization (4.66), while competence of Lupon members obtained the lowest rating (4.51).

Table 7. *Summary Assessment of Service Delivery Efficiency*

Dimensions	BC	LT	C	Composite	VI	Rank
Timeliness of Case Handling	4.69	4.68	4.59	4.65	SA	5
Accessibility of Services	4.80	4.69	4.66	4.72	SA	1
Responsiveness of Barangay Officials	4.59	4.70	4.67	4.65	SA	5
Proper Case Management	4.61	4.71	4.62	4.65	SA	5
Resource Utilization	4.69	4.68	4.60	4.66	SA	3
Competence of Lupon Members	4.29	4.67	4.57	4.51	SA	7
Compliance with Legal Procedures	4.61	4.75	4.66	4.67	SA	2
Grand Mean	4.61	4.70	4.62	4.64	SA	

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; C = Constituents; VI = Verbal Interpretation; SA = Strongly Agree (4.20–5.00).

The highest-rated indicators showed that services are available to all community members without discrimination (4.82), that barangay officials address complaints immediately after filing (4.76), that personnel secure confidential case information (4.75), that resources are utilized effectively in dispute resolution (4.74), and that Lupon members ensure fairness and due process (4.76). The lowest-rated indicators concerned the resolution of cases within prescribed legal time limits (4.58), the systematic organization of case documents (4.55), the appropriate allocation of financial resources (4.61), and, in particular, the competence of Lupon members in communicating clearly with involved parties (4.47), managing complex disputes, and handling disputes with fairness and professionalism (4.48 each). Barangay chairmen also rated the competence of Lupon members lower (4.29) than Lupon members themselves (4.67) and constituents (4.57).

These results indicate that the Barangay Justice System in Zone 20 delivers accessible, legally compliant, and systematically organized dispute resolution services. The findings are consistent with Robeniol (2020), who emphasized that the Katarungang Pambarangay was established to provide faster and more accessible justice; Molaiwa (2021), who highlighted the role of accessible local justice institutions in building public trust; Valones (2025), who found that enhancing the competencies of barangay officials improves their responsiveness; and Ramos-Maqueda and Chen (2024), who stressed the importance of efficient case management systems. The favorable ratings on resource utilization support Perumalsamy et al. (2024), who found that the effectiveness of justice systems depends on the efficient allocation of resources, while the comparatively lower rating for the competence of Lupon members reinforces Glecemae (2021), who emphasized that training and capacity building significantly enhance the skills of Lupon members in managing disputes.

Relationships among Procedural Compliance, Conflict Resolution Effectiveness, and Service Delivery Efficiency

Procedural Compliance and Conflict Resolution Effectiveness

Table 8 shows that compliance with Barangay Justice System procedures was significantly and positively related to six of the seven dimensions of conflict resolution effectiveness. Strong positive relationships were found with settlement rate (r = .646, p = .001), accessibility of the process (r = .595, p = .001), and reduction of repeat conflicts (r = .523, p = .003), while moderate positive relationships were found with satisfaction of parties (r = .467, p = .009), preservation of community harmony (r = .438, p = .015), and timeliness of resolution (r = .398, p = .029). Compliance with agreements showed a weak and non-significant relationship (r = .242, p = .198).

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Table 8. *Correlation between Compliance with Barangay Justice System Procedures and Conflict Resolution Effectiveness*

Dimensions	r-value	VI	p-value	Interpretation	Decision
Settlement Rate	0.646	SC	0.001	Significant	Reject Ho
Timeliness of Resolution	0.398	MC	0.029	Significant	Reject Ho
Satisfaction of Parties	0.467	MC	0.009	Significant	Reject Ho
Reduction of Repeat Conflicts	0.523	SC	0.003	Significant	Reject Ho
Preservation of Community Harmony	0.438	MC	0.015	Significant	Reject Ho
Accessibility of the Process	0.595	SC	0.001	Significant	Reject Ho
Compliance with Agreements	0.242	WC	0.198	Not Significant	Fail to reject Ho

Note. Level of significance = 0.05. VSC = Very Strong Correlation (0.71–0.99); SC = Strong Correlation (0.51–0.70); MC = Moderate Correlation (0.31–0.50); WC = Weak Correlation (0.11–0.30); NC = Negligible Correlation (0.00–0.10).

These findings indicate that higher levels of procedural compliance are associated with more successful settlements, greater access to justice, fewer recurring disputes, faster resolution, greater satisfaction, and more harmonious community relationships. When barangay officials consistently observe the protocols for filing complaints, conducting mediation and conciliation, maintaining documentation, and upholding due process, conflicts are more likely to be resolved successfully and prevented from recurring. The non-significant relationship with compliance with agreements suggests that whether parties ultimately honor their settlements may depend more on other factors, such as the willingness of the parties, the strength of social relationships, personal commitment, and community support. These results are consistent with Añana et al. (2024), who affirmed that adherence to mediation and conciliation procedures enhances stakeholder trust, fairness, and transparency, promoting more durable conflict resolution outcomes, and with the Procedural Justice Theory (Tyler, 1990), which holds that fair processes encourage cooperation with outcomes.

Procedural Compliance and Service Delivery Efficiency

As shown in Table 9, compliance with Barangay Justice System procedures was significantly related to only two dimensions of service delivery efficiency: resource utilization, which showed a very strong positive relationship ($r = .722$, $p = .001$), and timeliness of case handling, which showed a moderate positive relationship ($r = .363$, $p = .049$). The relationships with accessibility of services ($r = .261$, $p = .164$), responsiveness of barangay officials ($r = .090$, $p = .635$), proper case management ($r = .081$, $p = .669$), competence of Lupon members ($r = .199$, $p = .293$), and compliance with legal procedures ($r = .084$, $p = .658$) were not significant.

Table 9. *Correlation between Compliance with Barangay Justice System Procedures and Service Delivery Efficiency*

Dimensions	r-value	VI	p-value	Interpretation	Decision
Timeliness of Case Handling	0.363	MC	0.049	Significant	Reject Ho
Accessibility of Services	0.261	WC	0.164	Not Significant	Fail to reject Ho
Responsiveness of Barangay Officials	0.090	NC	0.635	Not Significant	Fail to reject Ho
Proper Case Management	0.081	NC	0.669	Not Significant	Fail to reject Ho
Resource Utilization	0.722	VSC	0.001	Significant	Reject Ho
Competence of Lupon Members	0.199	WC	0.293	Not Significant	Fail to reject Ho
Compliance with Legal Procedures	0.084	NC	0.658	Not Significant	Fail to reject Ho

Note. Level of significance = 0.05. See Table 8 for the interpretation of correlation coefficients.

These results suggest that consistent procedural compliance enables barangays to optimize available personnel, facilities, time, and materials and to minimize delays in processing cases. The non-significant dimensions may be more strongly influenced by other factors, such as training and professional experience, leadership and organizational culture, resource availability, and the individual competencies of barangay personnel. The findings are supported by Hodal (2022), who emphasized that the effective management of resources and processes is an essential determinant of success in justice organizations, and by Systems Theory

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(von Bertalanffy, 1968), which views procedural compliance and organizational resources as interconnected components of barangay governance.

Conflict Resolution Effectiveness and Service Delivery Efficiency

Table 10 shows that conflict resolution effectiveness was significantly and positively related to three dimensions of service delivery efficiency: resource utilization (r = .707, p = .001), responsiveness of barangay officials (r = .473, p = .008), and accessibility of services (r = .416, p = .022). The relationships with timeliness of case handling (r = .100, p = .597), proper case management (r = .341, p = .065), competence of Lupon members (r = .073, p = .701), and compliance with legal procedures (r = .186, p = .325) were not significant. Accordingly, the null hypothesis of no significant relationship among the three variables was rejected for the dimensions that showed significant correlations and not rejected for the others.

Table 10. *Correlation between Conflict Resolution Effectiveness and Service Delivery Efficiency*

Dimensions	r-value	VI	p-value	Interpretation	Decision
Timeliness of Case Handling	0.100	NC	0.597	Not Significant	Fail to reject Ho
Accessibility of Services	0.416	MC	0.022	Significant	Reject Ho
Responsiveness of Barangay Officials	0.473	MC	0.008	Significant	Reject Ho
Proper Case Management	0.341	MC	0.065	Not Significant	Fail to reject Ho
Resource Utilization	0.707	SC	0.001	Significant	Reject Ho
Competence of Lupon Members	0.073	NC	0.701	Not Significant	Fail to reject Ho
Compliance with Legal Procedures	0.186	WC	0.325	Not Significant	Fail to reject Ho

Note. Level of significance = 0.05. See Table 8 for the interpretation of correlation coefficients.

These results suggest that effective management of personnel, facilities, finances, and equipment, prompt and appropriate responses from barangay officials, and readily accessible services are closely linked to successful conflict resolution outcomes. Barangays that provide accessible services and maintain responsive officials are more likely to earn the trust and cooperation of disputing parties. The findings are supported by Baylor (2020), who established that effective dispute resolution systems depend on accessibility, stakeholder engagement, responsiveness, and the efficient use of resources, resulting in improved outcomes and stronger community trust.

Problems Encountered by the Respondents

Table 11 shows that the problems encountered in relation to the three variables were rated Least Encountered, with an overall grand mean of 1.89. Problems on conflict resolution effectiveness ranked highest (1.90), while those on Barangay Justice System procedures and service delivery efficiency tied (1.88 each). All three groups rated the problems as Least Encountered: barangay chairmen (1.96), Lupon Tagapamayapa members (1.88), and constituents (1.83).

Table 11. *Summary of Problems Encountered by the Respondents*

Areas	BC	LT	C	Composite	VI	Rank
Barangay Justice System Procedures	1.94	1.89	1.82	1.88	LE	2.5
Conflict Resolution Effectiveness	1.97	1.89	1.83	1.90	LE	1
Service Delivery Efficiency	1.97	1.85	1.83	1.88	LE	2.5
Grand Mean	1.96	1.88	1.83	1.89	LE	

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; C = Constituents; LE = Least Encountered (1.80–2.59).

The most frequently cited problems on procedures were delays in filing and recording complaints (2.01), the failure of some parties to attend scheduled hearings (1.92), and unclear explanations of procedures to disputing parties (1.91). On conflict resolution, the top problems were disputes that remain unresolved despite mediation and the influence of personal biases on proceedings (1.94 each), followed by emotional tension and the domination of discussions by one party (1.93 each). On service delivery, the top problems were inadequate facilities that reduce privacy during mediation (1.93), the failure to provide timely case updates (1.92), and limited resources

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(1.91), followed by inadequate training of some Lupon members in mediation techniques and inconsistent observance of legal procedures (1.90 each).

These results indicate that the Barangay Justice System in Zone 20 operates without significant operational or systemic difficulties, and that the challenges present are neither widespread nor severe. The findings are consistent with Pajimola and Salom (2023), who found that implementation challenges arise from limited procedural awareness and occasional administrative lapses; Verdad (2024), who noted that officials encounter unresolved disputes and uncooperative parties despite their efforts; Umengan (2023), who found that inadequate facilities and limited resources continue to affect justice administration; and Mohammad (2024), who called for institutional support and improved coordination to address such operational challenges.

Proposed Intervention Measure and Its Evaluation

Based on the findings, the study proposed Project JUSTICE (Joint Upliftment of Service Delivery, Transparency, Integrity, Compliance, and Efficiency), a structured action plan to address the challenges in implementing the Katarungang Pambarangay in Zone 20. The intervention focuses on three areas: Barangay Justice System procedures, through improvements in administrative processes, documentation, complaint management, and community awareness; conflict resolution effectiveness, through enhanced mediation quality, impartiality, communication, and settlement sustainability; and service delivery efficiency, through stronger facilities, resources, human capital, records management, and accessibility. Its activities include an electronic complaint logbook, SMS and call reminders for hearings, procedural brochures and pre-hearing orientations, documentation checklists and records audits, a mediation calendar system, a certification tracking system, community legal awareness campaigns, a standardized procedural manual, transparent Pangkat selection guidelines, and due process training, with a total estimated budget of ₱995,000 for 2027–2028 (Table 12).

Table 12. *Focus Areas and Estimated Budget of Project JUSTICE*

Focus Area	Estimated Budget (₱)	%
Barangay Justice System Procedures	270,000	27.14
Conflict Resolution Effectiveness	280,000	28.14
Service Delivery Efficiency	445,000	44.72
Total	995,000	100.00

As shown in Table 13, barangay chairmen and Lupon Tagapamayapa members rated the proposed intervention Highly Feasible (4.80), Highly Suitable (4.77), and Highly Acceptable (4.74). The highest-rated indicators were that barangay officials can implement the intervention using available resources (4.84), that the intervention addresses procedural, effectiveness, and efficiency concerns and strengthens the overall performance of the Barangay Justice System (4.80 each), and that it promotes transparency and fairness in public service (4.79). Barangay chairmen gave consistently higher ratings than Lupon members across all three dimensions.

Table 13. *Summary Assessment of the Suitability, Acceptability, and Feasibility of Project JUSTICE*

Dimensions	BC	VI	LT	VI	Composite	Rank
Suitability	4.86	HS	4.68	HS	4.77 (HS)	2
Acceptability	4.85	HA	4.62	HA	4.74 (HA)	3
Feasibility	4.88	HF	4.72	HF	4.80 (HF)	1

Note. BC = Barangay Chairmen; LT = Lupon Tagapamayapa; HS = Highly Suitable; HA = Highly Acceptable; HF = Highly Feasible (4.20–5.00).

These results indicate that Project JUSTICE is perceived as practical, appropriate, and broadly accepted, suggesting a high probability of successful adoption within the existing administrative and resource conditions of the barangays. The findings are supported by Adato et al. (2025), who emphasized the need for clear policies and sustained training to enhance the competencies of barangay personnel; Baylor (2020), who argued that stakeholder engagement produces outcomes regarded as legitimate; Umengan (2023), who found that adequate resources and sustained training enhance the capacity of barangay officials; and Perumalsamy et al. (2024), who emphasized

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that justice programs function more effectively when supported by robust institutional frameworks, stakeholder participation, and sufficient resources.

CONCLUSION

The study concluded that Barangay Justice System procedures in Zone 20, Pasay City, are effectively implemented and consistently observed, reflecting a strong institutional commitment to the processes prescribed under the Katarungang Pambarangay Law. Barangay chairmen, Lupon Tagapamayapa members, and constituents shared a common and consistent view of this implementation, as shown by the absence of significant differences in their assessments. The conflict resolution methods of the system were found to be highly effective in settling disputes peacefully, preserving community harmony, and preventing the recurrence of conflicts, and its service delivery mechanisms were perceived as highly efficient, accessible, responsive, and legally compliant. Nonetheless, the comparatively lower ratings for the competence of Lupon members, satisfaction of parties, and conciliation proceedings indicate areas for continued improvement.

Compliance with Barangay Justice System procedures was closely associated with higher settlement rates, greater accessibility, fewer recurring disputes, more timely resolution, and more effective resource utilization, underscoring the importance of consistent procedural compliance in sustaining the quality and legitimacy of barangay justice administration. Conflict resolution effectiveness was, in turn, associated with resource utilization, the responsiveness of officials, and the accessibility of services. The problems encountered were minimal and manageable, and the proposed intervention, Project JUSTICE, was rated highly suitable, acceptable, and feasible. These findings contribute empirical evidence on the interrelationships among procedural compliance, conflict resolution effectiveness, and service delivery efficiency in an urban barangay setting and provide a practical basis for strengthening community-based justice administration.

Recommendation

Based on the findings and conclusions, the Local Government Unit of Pasay City and the barangay officials of Zone 20 may formally adopt Project JUSTICE and incorporate it into the barangay development and governance agenda, with adequate resource allocation, designated personnel, and a structured monitoring and evaluation system to ensure its sustained implementation and long-term impact. The Department of the Interior and Local Government (DILG) and the Local Government Unit of Pasay City, in coordination with the barangays, may prioritize and monitor strict compliance with Barangay Justice System procedures, given their significant association with effective conflict resolution and efficient resource use.

Barangay officials and Lupon Tagapamayapa members may sustain high levels of procedural compliance through ongoing training programs, regular procedural reviews, and standardized operating guidelines. Since the three groups of respondents share a consistent view of how procedures are implemented, a collaborative monitoring and evaluation framework involving barangay chairmen, Lupon members, and constituents may be established to promote transparency and continuous improvement. Lupon members may also be provided with regular and structured training in mediation, negotiation, communication, and conflict management, in view of the comparatively lower ratings for their competence and for the satisfaction of parties.

Barangay officials may modernize service delivery through digital record-keeping platforms, simplified case management processes, and enhanced communication channels with constituents, and may improve mediation facilities to ensure privacy. Although the problems identified were minimally encountered, proactive measures such as regular monitoring, periodic performance assessments, post-settlement monitoring of agreements, and responsive corrective actions may be institutionalized to address delays in filing and recording complaints, non-attendance at hearings, and unresolved disputes before they escalate. Future researchers may extend the study to other zones and cities to allow broader generalization and may examine other factors, such as the willingness of parties, training, and leadership, that may influence compliance with agreements and the dimensions of service delivery efficiency that were not significantly related to procedural compliance.

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