

Performance and Challenges in the Implementation of Alternative Dispute Resolution in the Barangay Level: Exploring New Strategies

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Abstract— *Alternative Dispute Resolution (ADR) methods have been adopted globally to sidestep the lengthy and costly litigation process. This research investigates ADR frameworks at the barangay level in Lipa City. The study evaluates the performance of barangays in dispute resolution, focusing on preparation and knowledge, communication skills, negotiation and problem-solving abilities, and ethics and professionalism. Additionally, it examines the procedures, substance, technology, and systemic challenges faced in dispute resolution and assesses the impartiality, timeliness, and quality of outcomes as a basis for developing new strategies. Data were collected using a survey questionnaire distributed to 223 respondents selected through a multi-stage sampling technique involving both random and purposive sampling. Data analysis was conducted using statistical tools and revealed that the two-group of respondents rated the performance in dispute resolution as very satisfying; but there is a greater challenge on technology and systemic; and greater system evaluation in dispute resolution in terms of timeliness but least in terms of impartiality. Further, it concluded that a significant relationship exists between ethics/professionalism and technological challenges; a significant difference in between substance and systemic challenges, and in the performance to negotiation and problem-solving; and a significant difference exist between dispute resolution performance assessments and profile. Based on the findings, it has recommended tailored training programs, simulations, investment to technical knowledge and infrastructures, and integration of SOLVE as new strategy in dispute resolution.*

Keywords: *Alternative dispute resolution, barangay dispute resolution, Katarungang Pambarangay, restorative justice.*

I. INTRODUCTION

Alternative Dispute Resolution (ADR) methods have been adopted globally to sidestep the lengthy and costly litigation process. Designed to resolve conflicts without legal action, ADR is hailed for its efficiency and effectiveness. The United States Agency for International Development (USAID) highlights that ADR often outperforms traditional courts in delivering justice, particularly in nations where judicial systems have lost public trust and respect. Furthermore, ADR enhances access to justice for individuals who cannot or prefer not to engage with the court system, addresses conflicts in culturally sensitive manners, and upholds social peace. Sauden and Chhetri (2023) evaluated ADR effectiveness in the United States of America (USA) and response rates for negotiation, conciliation, mediation, adjudication, arbitration, and litigation were 28%, 20%, 19%, 15%, 11%, and 7%, respectively. To

summarize, negotiation is the most commonly used ADR to resolve disputes, followed by conciliation, mediation, and adjudication. Arbitration is employed as the final stage of ADR due to its great legal value, despite the time and cost.

Over the past few decades, the Philippines has also undergone a notable transformation in its approach to settling conflicts at the local level, specifically within barangays (small communities). The Katarungang Pambarangay (KP) was created in 1978 under Presidential Decree No. 1508, with the purpose of decentralizing justice and fostering community-based dispute settlement processes. KP was designed to reduce the workload of official courts and promote a more accessible, efficient, and culturally sensitive method of resolving conflicts within barangays.

Alternative Dispute Resolution (ADR) methods have become essential elements of legal systems globally, providing effective and community-focused channels for resolving conflicts. The Katarungang Pambarangay (KP) system in the Philippines exemplifies the nation's dedication to decentralized conflict resolution, with a focus on mediation and community participation. Over the course of time, the KP system has faced difficulties that require a reassessment of its efficacy and significance in modern society. This study aims to investigate the development of ADR in connection with wider notions of restorative justice and Katarungang Pambarangay analyzing the legal and technical advancements that have influenced its course.

The legal framework of KP offers a comprehensive understanding of its original goals and subsequent difficulties. KP utilized traditional mediators called "Lupon Tagapamayapa" to empower local communities in settling conflicts. Although KP had good intentions, it encountered obstacles such as inconsistent enforcement of decisions and insufficient training for mediators, underscoring the necessity for improvements in its implementation. The issues spurred a reassessment of KP's efficacy and opened up opportunities to explore new ways based on restorative justice ideas.

Restorative justice ideas have significantly influenced the restructuring of alternative dispute resolution (ADR) methods, particularly those implemented in the barrio environment. Restorative justice prioritizes the process of mending and rectifying the damage caused by conflicts by means of conversation, responsibility, and community engagement.

Despite ongoing violence and conflicts in the Philippines, effective dispute settlement systems are still in place. The nation aims to strengthen regional peace-promoting groups but does not plan to institutionalize its conflict resolution strategy. Village courts, especially the Barangay Lupon Tagapamayapa, play a crucial role in handling a large number of cases efficiently and resolving disputes and legal matters promptly for local communities. According to recent data, the Lupon in Region 7 managed to achieve a 75% settlement rate between January and June 2023, successfully resolving 20,628 out of 27,356 referred cases (Palaubsanon, 2023). The reason for this is that officials possess greater authority in decision-making, primarily due to stringent evidence criteria, and they also receive substantial government money.

The shift from conventional Key Performance methods to more comprehensive Alternative Dispute Resolution frameworks represents a fundamental change towards a more inclusive and comprehensive approach to resolving conflicts. ADR includes many approaches, such as mediation, arbitration, conciliation, and negotiation, which offer parties more flexibility and independence in resolving conflicts. Nonetheless, the execution of ADR at the barangay level has distinct obstacles, encompassing limitations in resources and cultural opposition.

However, despite establishment of barangay dispute resolution in the Philippines, several hurdles remain in its implementation. One important issue is a lack of information and comprehension among barangay officials and community members regarding the KP process and their rights under it. Hence, the system is underutilized, and many choose to use more formal legal channels instead. In Buenavista, Quezon Province, (Acabo, 2021) evaluated dispute resolution roles and effectiveness among lupon tagapamayapa/barangay captains. Findings indicate that the majority are older than 51, college graduates, male, have attended 5-9 trainings, and have 3-5 years of experience. Results show that among ten barangays, there are cases for slander collection, with varying numbers of cases filed, settled, and outstanding. Capacity in arbitration is only sometimes observed, highlighting a need for improved problem-solving skills among barangay officials. Barangay officials are encouraged to focus on resolving differences and reaching negotiated agreements for peaceful resolutions.

In the Third District of Cagayan, Philippines, likewise examined the barangay's adherence to regulations and structures specified by the Local Government Code (LGC) of 1991. It was shown that while the barangay system has great promise for providing community-level justice, compliance concerns are a big risk. The Lupon Tagapamayapa selection procedure must be unbiased and impartial, adhering strictly to the LGC's principles. Recommendations include providing Punong Barangay with additional training throughout the selection process, as well as establishing a more stringent system of checks and balances to ensure that the LGC requirements are regularly followed. Furthermore, raising community awareness and understanding of the Lupon Tagapamayapa's role may increase public trust in the system, ensuring that it continues to provide community-level justice. These emphasize the importance of preserving the Lupon

Tagapamayapa in order to build a stronger and more united community.

Meanwhile, in Lipa City, Batangas, Philippines, where the researcher is currently residing, it was observed that there were still problems encountered in implementing Alternative Dispute Resolution at the barangay level, namely in resolving disagreements among people of the barangay. Presently, there are a total of 72 Barangays in the City of Lipa. Every barangay consists of a group of 10-20 individuals known as the lupon tagapamayapa. In some situations, the ADR mechanisms have changed in ways that could increase access, but the disadvantaged are unaware of the changes because of inadequate public outreach. Hence, this study assessed the performance of barangay in dispute resolution with regard to preparation and knowledge, communication skill, negotiation and problem-solving and ethics and professionalism; determined the observation on the challenges encountered in dispute resolution with regards to procedures, substance, technology and systemic challenges; and evaluated the observation on dispute resolution with regards to impartiality, timeliness and outcome quality as a basis for a new strategy in dispute resolution.

With the foregoing discussions and in order to successfully tackle these issues, it is crucial to examine inventive ways and improvements in the implementation of Alternative Dispute Resolution (ADR). Technological progress can enhance the provision of Alternative Dispute Resolution (ADR) services by enabling remote mediation and online forums for resolving disputes. Furthermore, it is crucial to implement community participation and awareness-raising programs in order to cultivate trust in alternative dispute resolution (ADR) processes and provide fair and equal access to justice within barangays.

The Economic theory of crime, proposed by Becker (1968), suggests individuals commit crimes after a cost-benefit analysis. In barangays, economic hardships like unemployment can drive individuals to engage in conflicts or criminal activities. Karl Marx's Theory highlights that class inequality and exploitation lead to social conflict. In barangays, economic disparities contribute to social tensions, with marginalized groups resorting to conflicts to address grievances. Conflict theory, developed from Marx's ideas, focuses on power struggles and resource competition. It explains how structural inequalities and power imbalances in barangays fuel disputes.

Moreover, although earlier research has looked at many aspects of barangay dispute resolution and the challenges that barangay officials encounter, this study is the first to investigate the incorporation of restorative justice concepts into ADR frameworks at the barangay level, specifically in Lipa City. Examining the growth of ADR approaches and their compatibility with restorative justice ideals will demonstrate how the KP system may be improved to promote reconciliation, community engagement, and effective dispute resolution. This study filled a research gap by studying the adoption of ADR methods, specifically the Katarungang Pambarangay (KP) system, in Lipa City, employing restorative justice principles. Furthermore, the study adds to

the existing literature by making recommendations for improving barangay officials' capacity and effectiveness in implementing ADR processes, bridging the gap between the legal framework and its practical application in the barangay dispute resolution system.

This study's results will enhance understanding of Alternative Dispute Resolution in Katarungang Pambarangay and conflict resolution within Barangay. The findings will inform Barangay authorities' self-assessment of their conflict resolution capabilities, identifying areas for improvement in Katarungang Pambarangay. The study's outcomes can inform training programs for local authorities and public officials, as well as serve as a reference for law enforcement agencies in crime mapping and statistical records. Additionally, the findings can be used as a teaching resource in the Department of Criminology for courses on the Criminal Justice System.

II. METHODS

The research design used in this study followed the descriptive research method. The descriptive method is utilized as it aligns with the researcher's objective of describing the study's results.

Participants to the study included officials of the barangay and members of the community who brought disputes to the barangay. Moreover, because of their actual participation in the dispute resolution, the researchers selected the aforementioned respondents as they are the ones with the knowledge necessary to answer the questions.

In this research, a multi-stage sampling technique was employed to ensure a comprehensive and representative selection of participants from Lipa City. The first stage involved stratified random sampling to select a representative sample of barangays based on factors such as population size and historical data on the frequency of cases. This approach ensured that the sample included a diverse range of barangays, reflecting different population densities and levels of dispute activity. In the second stage, purposive sampling was used within each selected barangay to randomly select a subset of cases from the total pool of resolved disputes, ensuring the sample represented the range and distribution of cases within each barangay. To facilitate this process, the researcher requested data from the Department of the Interior and Local Government (DILG) on the total number of resolved and unresolved cases in Lipa, identifying the top five barangays with the highest number of cases. The data indicated that there were 530 resolved cases. Using the Raosoft sample size calculator, which factored in a 5% margin of error, a 95% confidence level, and a 50% response rate, a sample size of 223 cases was determined. This multi-stage sampling technique provided a solid basis for analyzing barangay dispute resolution mechanisms and the integration of restorative justice concepts into ADR frameworks at the barangay level in Lipa City.

III. RESULTS AND DISCUSSION

Table 1 presents a comparative assessment of the performance of Alternative Dispute Resolution (ADR), where

barangay officials and community members express their evaluations based on various criteria.

TABLE 1. Summary Table on Performance in Alternative Dispute Resolution in The Barangay Level as Assessed by the Two-Groups of Respondents

Performance in Alternative Dispute Resolution in The Barangay Level	Barangay Officials			Community Members		
	WM	VI	R	WM	VI	R
Preparation and Knowledge	3.63	VS	1	3.59	VS	2
Communication Skill	3.51	VS	2	3.55	VS	4
Negotiation and Problem-Solving	3.48	VS	3	3.65	VS	1
Ethics and Professionalism	3.47	VS	4	3.56	VS	3
Composite Mean	3.52	VS		3.59	VS	

Among the barangay official-respondents, the most notable element of their performance in Alternative Dispute Resolution (ADR) was their level of preparation and knowledge. This aspect received a very satisfying highest weighted mean of 3.63 and was ranked the highest at 1. This highlights the significance of having competent and well-informed personnel in facilitating efficient conflict resolution procedures.

Regarding communication skills, the barangay official-respondents shown excellent performance, achieving a highly satisfying weighted mean of 3.51, which ranked second highest at 2. Efficient communication is crucial for promoting comprehension, confidence, and cooperation among parties engaged in conflicts. Furthermore, in the area of Negotiation and Problem-Solving, the barangay official-respondents demonstrated a highly satisfactory performance, achieving a weighted mean of 3.48, which ranked them third highest among all participants. Proficiency in negotiation and problem-solving is essential for effectively resolving conflicts in a cooperative manner and achieving mutually advantageous settlements. Barangay officials that demonstrate exceptional skills in negotiating and problem-solving have the ability to lead productive discussions and assist parties in discovering innovative resolutions to their issues.

Nevertheless, the barangay officials surveyed believed that the performance of barangays in terms of Ethics and Professionalism was adequate, as indicated by the lowest weighted mean of 3.47 and the lowest rank of 4. Although deemed acceptable, this discovery indicates possible areas for enhancing the maintenance of ethical standards and showcasing expertise in conflict resolution procedures. Ensuring ethical behavior and professionalism is essential for establishing trust and credibility in alternative dispute resolution (ADR) methods. On the other hand, community members who participated in the survey regarded Negotiation and Problem-Solving as the most satisfying component of Alternative Dispute Resolution (ADR) performance. This feature received the highest weighted mean score of 3.65 and was ranked first. This suggests that community members place importance on the efficacy of barangays in promoting negotiations and resolving issues. In addition, respondents from the community acknowledged the significance of Preparation and Knowledge in Alternative Dispute Resolution (ADR), giving it a satisfaction rating of 3.59, which ranked second with a weighted mean of 2. This highlights the

importance of competent and well-informed officials who can effectively guide parties through the settlement process and ensure that decisions are made based on accurate information.

In addition, respondents from the community regarded Ethics and Professionalism as a crucial component of ADR performance. They rated it as the third most satisfied feature, with a weighted mean of 3.56 and a rank of 3. Adhering to ethical norms and exhibiting professionalism is essential for preserving the integrity and credibility of ADR processes

Community members that responded to the survey considered Communication Skill to be the least satisfied component of ADR performance. It received a weighted mean of 3.55 and was ranked the lowest at 4. Efficient communication is crucial for promoting comprehension, confidence, and cooperation among individuals engaged in conflicts. The composite means of 3.52 for barangay officials and 3.55 for community member-respondents suggest that barangays faced fewer difficulties in their ADR performance. Both groups acknowledged the merits of different components of dispute resolution. Nevertheless, there are several aspects, such as Ethics and Professionalism and Communication Skill, that should be enhanced to further increase the effectiveness and fairness of ADR processes within barangays.

TABLE 2. Summary Table on Performance in Alternative Dispute Resolution in The Barangay Level as Assessed by the Two-Groups of Respondents

Observation on the Challenges Encountered in Dispute Resolution	Barangay Officials			Community Members		
	WM	VI	R	WM	VI	R
Procedure	2.40	LC	3.5	2.32	LC	3
Substance	2.50	C	2	1.92	LC	4
Technology	2.65	C	1	2.69	C	2
Systemic Challenges	2.40	LC	3.5	2.75	C	1
Composite Mean	2.49	LC		2.42	LC	

Table 2 presents a thorough summary of the challenges that are encountered in resolving conflicts, as viewed by barangay authorities and community members. The results indicate a noticeable difference in the main difficulties cited by each group, with barangay officials emphasizing technology barriers and community members underlining structural problems.

Barangay authorities ranked technology issues as the most significant challenge, with a weighted mean of 2.65, defining it as 'challenging' (C). This highlights the substance challenges faced by barangay officials when it comes to employing technology for dispute resolution processes. To address these difficulties and boost the overall quality of conflict resolution services, it is crucial to enhance digital literacy among barangay officials and strengthen the technology infrastructure.

In contrast, community members assigned a weighted mean of 2.75 to systemic difficulties, which were both categorized as 'challenging' and identified as the main challenge. Community members view structural problems, such as bureaucratic inefficiency and lack of transparency, as major challenges in the conflict resolution process. Research indicates that systemic obstacles have the potential to erode public trust and confidence in the equitable and unbiased nature of systems used to resolve disputes (Kalil, 2023). To

improve community members' faith in the conflict resolution system, it is necessary to address these systemic challenges by implementing reforms that simplify processes, increase transparency, and promote consistency in decision-making.

The composite means of 2.49 for barangay officials and 2.42 for community members emphasize the main difficulties noted by each category. Barangay officials give higher importance to technology challenges, whilst community members direct their attention on structural issues. This emphasizes the significance of implementing focused enhancements designed to tackle the particular requirements and worries of all parties involved.

TABLE 3. Summary Table on Observation on the System Evaluation Assessed by the Two-Groups of Respondents

Items	Barangay Officials			Community Members		
	WM	VI	R	WM	VI	R
a. Impartiality	3.47	SA	3	3.31	SA	3
b. Timeliness	3.70	SA	1	3.74	SA	1
c. Outcome Quality	3.66	SA	2	3.73	SA	2
Composite Mean	3.61	SA		3.59	SA	

Table 3 provides a comprehensive analysis of the system evaluation findings from two different viewpoints: barangay officials and community members. The review centered on three crucial factors: impartiality, timeliness, and outcome quality, with timeliness emerging as the most highly regarded trait by both groups.

The barangay officials received a rating of 3.70, which is the highest weighted mean and ranks them at number 1. This rating indicates a very favorable opinion of their timeliness. This highlights the utmost significance they attribute to the timeliness and effectiveness of the system in fulfilling their requirements and obligations.

The weighted mean for impartiality was 3.47, suggesting that although barangay officials generally view the system as fair, there are worries over possible bias or favoritism. Similarly, community members assigned a weighted mean of 3.74 to the rating of timeliness, indicating their significant preference for services that are timely and efficient. Nevertheless, community members have raised significant concerns with impartiality, as evidenced by the lower weighted mean of 3.31. Although the system is typically seen as fair, the presence of prejudice or unequal treatment raises significant concerns on the need to increase openness and fairness in order to enhance community trust and satisfaction. The unwavering emphasis on punctuality by both barangay officials and community members highlights its crucial function in upholding contentment and confidence in the conflict resolution system. The composite means of 3.61 for barangay officials and 3.59 for community people demonstrate a significant agreement about their assessment of the system evaluation. The statement emphasizes the importance of being timely and unbiased in influencing people's impressions of the process of resolving disputes.

The data presented in Table 4 shows that when comparing the respondents' opinions on the performance of the barangays in dispute resolution in terms of preparation and knowledge to their observations on the challenges faced in dispute resolution, the calculated r-values for procedure challenges,

substance challenges, technology challenges, and systemic challenges are 0.05, 0.04, 0.07, and 0.01 respectively. These r-values have corresponding p-values that are greater than 0.05, indicating that the hypothesis cannot be rejected. The findings indicate that there is no significant correlation between respondents' perceptions of preparation and knowledge and the observed problems in dispute resolution. Furthermore, when comparing the respondents' feedback on the communication skills of the barangays in resolving disputes to their observations on the challenges faced in dispute resolution, the calculated r-values of -0.02 for both procedure and substance challenges, 0.06 for technology challenges, and 0.04 for systemic challenges all have p-values greater than 0.05. Therefore, the hypothesis cannot be rejected. The statement suggests that there are no important indirect connections between procedure and substantial difficulties, and no significant direct connections between technology and systemic challenges.

TABLE 4. Significant Relationship Between the Performance of the Barangays in Dispute Resolution and the Observation of the Challenges Encountered in Dispute Resolution

Variables	r-value	p-value	Interpretation
Performance of the Barangay in Dispute Resolution and the Observation of the Challenges Encountered in Dispute Resolution			
Preparation/Knowledge Versus:			
Procedure	0.05	0.45753	Not Significant
Substance	0.04	0.55237	Not Significant
Technology	0.07	0.29800	Not Significant
Systemic	0.01	0.88195	Not Significant
Communication Skill Versus:			
Procedure	-0.02	0.76646	Not Significant
Substance	-0.02	0.76646	Not Significant
Technology	0.06	0.37252	Not Significant
Systemic	0.04	0.55237	Not Significant
Negotiation and Problem-Solving Versus:			
Procedure	-0.01	0.88195	Not Significant
Substance	-0.06	0.37252	Not Significant
Technology	0.11	0.10134	Not Significant
Systemic	0.13	0.05255	Not Significant
Ethics and Professionalism Versus:			
Procedure	0.03	0.65590	Not Significant
Substance	0.04	0.55237	Not Significant
Technology	0.16	0.01679	Significant
Systemic	0.12	0.07371	Not Significant

Moreover, when comparing the respondents' feedback on the performance of the barangays in resolving disputes through negotiation and problem-solving with their observations on the challenges faced in dispute resolution, the calculated r-values of -0.01 for procedure challenges, -0.06 for substance challenges, 0.11 for technology challenges, and 0.13 for systemic challenges all have p-values greater than 0.05. As a result, the hypothesis cannot be rejected. There are no significant indirect linkages between procedure and substance issues, and no significant direct relationships between technology and systemic challenges. Furthermore, when comparing the respondents' feedback on the ethical and professional performance of the disputed barangays in resolving conflicts to their observations on the challenges faced in conflict resolution, it was found that the computed r-value of 0.16 for technology challenges has a corresponding p-

value of less than 0.05. As a result, the hypothesis is rejected. Nevertheless, the calculated r-values of 0.01 for procedure challenges, 0.04 for considerable challenges, and 0.12 for systemic challenges have associated p-values greater than 0.05, which suggests that the hypothesis cannot be rejected. This indicates notable correlations in terms of technology obstacles, but no significant correlations in terms of procedure, substance, and systemic problems.

These findings emphasize the intricate relationship between several areas of barangay performance and the difficulties faced in resolving disputes, emphasizing the necessity of employing a comprehensive approach to successfully handle these obstacles.

TABLE 5. Significant Difference in the Responses of the Two Groups of Respondents' Observation of the Challenges Encountered in Dispute Resolution and Assessment of the Performance of the Barangays in Dispute Resolution

Variables	t-value	p-value	Interpretation
Challenges Encountered:			
Procedure	0.33	0.74555	Not Significant
Substance	3.79	0.00023	Highly Significant
Technology	0.61	0.54594	Not Significant
Systemic	3.68	0.00035	Highly Significant
Performance of Barangay in Dispute Resolution			
Preparation and Knowledge	0.97	0.33489	Not Significant
Communication Skills	0.32	0.74958	Not Significant
Negotiation and Problem Solving	2.11	0.03645	Significant
Ethics and Professionalism	0.96	0.33758	Not Significant

Based to the data shown in Table 5, when comparing the observations of the two groups of respondents regarding the problems faced in dispute settlement, the calculated t-values for significant and systemic challenges had matching p-values of less than 0.01. This means that the hypothesis is rejected. On the other hand, the calculated t-values for procedure and technology obstacles had p-values higher than 0.05, indicating that the hypothesis cannot be rejected.

The results demonstrate notable disparities in the observations of the two groups of respondents regarding substance and systemic difficulties, while no significant disparities were discovered in terms of procedure and technology difficulties. The finding indicates that the two groups of participants have distinct perceptions of significant and organized difficulties, maybe influenced by factors such as varying experiences, viewpoints, or backgrounds. Hyatt and Gruenglas (2023) examine how individuals' perceptions and prioritization of issues in conflict resolution can vary depending on their positions, interests, or personal biases, resulting in differences in their views.

Moreover, when comparing the replies of the two groups of participants regarding the performance of the barangay in resolving disputes, the calculated t-value for negotiating and problem-solving yielded a p-value of less than 0.01, leading to the rejection of the hypothesis. On the other hand, the calculated t-values for preparation and knowledge, communication skills, and ethics and professionalism had associated p-values more than 0.05, indicating that the hypothesis cannot be rejected. The findings indicate notable disparities between the two groups of participants regarding negotiation and problem-solving abilities, however no notable

disparities were observed in terms of preparation and knowledge, communication skills, and ethics and professionalism.

This discovery emphasizes the significance of proficient negotiation and problem-solving abilities in how the community perceives the barangay's effectiveness in resolving conflicts. The Negotiation Academy, 2023 Emphasize the crucial importance of communication and negotiation abilities in attaining favorable negotiation results, which corresponds to the value placed on negotiation and problem-solving skills when comparing the responses of the two groups.

TABLE 6. Significant Difference in the Observation of the Respondents' Assessment of the Performance When Grouped According to their Profile

Variables	H-value	p-value	Interpretation
Age:			
Preparation and Knowledge	12.67	0.01299	Significant
Communication Skills	11.50	0.02147	Significant
Negotiation and Problem Solving	18.97	0.00080	Highly Significant
Ethics and Professionalism	20.47	0.00040	Highly Significant
Gender:			
Preparation and Knowledge	0.07	0.96411	Not Significant
Communication Skills	0.61	0.73779	Not Significant
Negotiation and Problem Solving	8.13	0.01715	Significant
Ethics and Professionalism	2.27	0.32039	Not Significant
Civil Status:			
Preparation and Knowledge	1.72	0.42331	Not Significant
Communication Skills	0.88	0.64400	Not Significant
Negotiation and Problem Solving	2.56	0.27784	Not Significant
Ethics and Professionalism	4.65	0.09754	Not Significant
Educational Attainment:			
Preparation and Knowledge	11.68	0.01988	Significant
Communication Skills	1.57	0.81342	Not Significant
Negotiation and Problem Solving	16.23	0.00272	Highly Significant
Ethics and Professionalism	12.29	0.01533	Significant

As shown in Table 6, the assessment of the respondents on the performance of the barangays in dispute resolution was categorized based on their ages.

The computed H-values for negotiation and problem solving were 18.97, and for ethics and professionalism were 20.47. Both of these values have p-values less than 0.01, which means that the hypothesis is rejected.

In addition, the calculated H-values for preparation and knowledge are 12.67, and for communication skills it is 11.50. Both of these values have associated p-values that are less than 0.05, which leads to the rejection of the hypothesis. These data indicate that there are notable disparities in how different age groups evaluate the performance of the barangay in resolving disputes. Evidence substantiates the notion that age can have an impact on individuals' attitudes, perceptions, and behaviors in different situations, including conflict resolution.

Older adults may possess greater expertise and sagacity, resulting in distinct strategies for bargaining and problem-solving in contrast to their younger counterparts. Furthermore, it is worth noting that older individuals tend to place a higher

emphasis on professionalism and ethical considerations compared to younger individuals. This can have an influence on how they evaluate the performance of the barangay in resolving disputes.

Furthermore, when the respondents' evaluation of the barangay's performance in resolving disputes was categorized based on their genders, the calculated H-values of 8.13 for negotiating and issue solving yielded a p-value below 0.05, leading to the rejection of the hypothesis. In contrast, the calculated H-values of 0.07 for preparation and knowledge, 0.61 for communication skills, and 2.27 for ethics and professionalism have p-values that exceed 0.05. Therefore, the hypothesis cannot be rejected. The data suggest that there are notable disparities in the evaluation of negotiation and problem-solving abilities between genders, although no noteworthy disparities were detected in the evaluation of preparation and knowledge, communication skills, and ethics and professionalism. Gender stereotypes and societal standards have the potential to impact how individuals perceive their negotiation and problem-solving skills. There could be biases in perceiving men as being more assertive and successful negotiators, resulting in higher assessments for their negotiation and problem-solving abilities compared to women. In addition, when the respondents' assessment of the barangay's performance in resolving disputes was categorized based on their marital status, the calculated H-values for preparation and knowledge, communication skills, negotiation and problem solving, and ethics and professionalism were 1.72, 0.88, 2.56, and 4.65 respectively. These H-values had corresponding p-values greater than 0.05, indicating that the hypothesis cannot be rejected. The data suggest that there are no notable disparities in the evaluation of the barangay's performance in resolving disputes across various civil statuses.

Studies indicate that one's marital status may not necessarily impact how they perceive the effectiveness of resolving conflicts. However, it is possible that personality traits, communication styles, and past experiences with conflict resolution could exert a greater influence on individuals' evaluations, rather than other aspects.

Furthermore, when the respondents' evaluation of the barangay's performance in resolving disputes was categorized based on their educational achievements, the calculated H-value of 16.23 for negotiation and problem solving yielded a p-value of less than 0.01, leading to the rejection of the hypothesis. Furthermore, the calculated H-values of 11.68 for preparedness and knowledge, and 12.29 for ethics and professionalism have associated p-values that are lower than 0.05, leading to the rejection of the hypothesis. On the other hand, the calculated H-value of 1.57 for communication abilities has a matching p-value that exceeds 0.05, resulting in the failure to reject the hypothesis.

The findings indicate that persons with varying levels of education differ significantly in their evaluation of negotiating and problem-solving abilities, level of preparedness and knowledge, and adherence to ethical and professional standards.

Education has the power to mold individuals' critical thinking capabilities, problem-solving aptitude, and ethical

reasoning, which in turn affects their evaluation of the success of resolving disputes. Furthermore, those who have achieved higher levels of education are likely to have greater access to negotiation training and conflict resolution tactics. As a result, they tend to have more favorable assessments of their negotiating and problem-solving abilities compared to those with lower levels of education. Nevertheless, the absence of a noticeable disparity in the evaluation of communication skills implies that factors other than educational background may have a greater influence on individuals' ability to communicate in the context of resolving disputes.

TABLE 7. Significant Difference in the Challenges Encountered in Alternative Dispute Resolution in Barangay Level When Grouped According to their Profile

Variables	t-value	p-value	Interpretation
Age:			
Procedure	22.14	0.00019	Highly Significant
Substance	30.67	0.00001	Highly Significant
Technology	4.00	0.40567	Not Significant
Systemic	9.10	0.05870	Not Significant
Gender:			
Procedure	1.72	0.42331	Not Significant
Substance	11.32	0.00347	Highly Significant
Technology	1.36	0.50789	Not Significant
Systemic	3.56	0.16901	Not Significant
Civil Status:			
Procedure	9.64	0.00807	Highly Significant
Substance	17.82	0.00014	Highly Significant
Technology	6.86	0.03329	Significant
Systemic	7.65	0.02180	Significant
Educational Attainment:			
Procedure	15.44	0.00387	Highly Significant
Substance	3.69	0.45001	Not Significant
Technology	5.81	0.21366	Not Significant
Systemic	14.90	0.00491	Highly Significant

As displayed in Table 7 demonstrates that the evaluation of participants about the difficulties faced in alternative dispute resolution (ADR) at the barangay level, when categorized by age, showed noteworthy variations. The calculated H-values of 22.14 for procedure challenges and 30.67 for substance challenges have associated p-values of less than 0.01, which suggests that the hypothesis should be rejected. Nevertheless, the calculated H-values of 4.00 for technology challenges and 9.10 for systemic challenges were associated with p-values greater than 0.05, leading to the failure to reject the hypothesis. This indicates that although there are notable variations in how different age groups perceive procedure and substance problems, there are no notable variations in how they perceive technology and systemic challenges based on age.

Research indicates that individuals belonging to different age groups may have distinct perceptions and encounters with problems in resolving disputes. These differences can be attributed to factors such as personal life experiences, cognitive development, and generational disparities (Morrison-Smith & Ruiz, 2020). Older adults may possess distinct expectations or preferences concerning dispute resolution methods in contrast to younger individuals, resulting in differences in their perceptions of procedure and substance difficulties.

When the respondents' evaluations of challenges in alternative dispute resolution (ADR) were categorized based on their genders, the calculated H-value of 11.32 for significant challenges had a matching p-value of less than 0.05, leading to the rejection of the hypothesis. On the other hand, the calculated H-values of 1.72 for procedure challenges, 1.36 for technology challenges, and 3.56 for systemic challenges had corresponding p-values greater than 0.05, which means that the hypothesis cannot be rejected. This suggests that there are notable disparities in how individuals perceive important obstacles depending on their gender, although there are no notable disparities in how individuals perceive procedure, technology, and systematic challenges.

For instance, females may have different priorities than males when it comes to resolving conflicts, such as placing more importance on emotional understanding or consensus-building. These differences can affect how they perceive significant challenges. Furthermore, when participants' evaluations of obstacles in alternative dispute resolution (ADR) were categorized based on their marital statuses, notable disparities were detected. The calculated H-values of 9.74 for procedure challenges and 17.82 for substance challenges had associated p-values of less than 0.01, leading to the rejection of the hypothesis. Moreover, the calculated H-values of 6.86 for technology problems and 7.65 for systemic challenges were accompanied by p-values beyond 0.05, leading to the failure to reject the hypothesis. This indicates major disparities in the way procedure and substance problems are seen, as well as significant variations in the perception of technology and systemic challenges based on civil statuses.

Individuals' perceptions of dispute resolution issues may be influenced by their civil status, which can be attributed to elements such as personal experiences, obligations, and social support networks. Married individuals may have distinct goals or worries when it comes to resolving disputes, which might affect how they perceive procedural and significant problems in a unique way compared to unmarried individuals.

Significant disparities were observed when respondents' evaluations of problems in ADR were categorized based on their educational achievements. The calculated H-values for procedure challenges and systemic challenges were 15.44 and 14.90, respectively. The associated p-values were less than 0.01, leading to the rejection of the hypothesis. In contrast, the calculated H-values of 3.69 for considerable challenges and 5.81 for technology challenges had corresponding p-values more than 0.05, indicating that the hypothesis cannot be rejected. These findings indicate that there are considerable variations in how individuals perceive procedure and systemic challenges, but no significant variations in how they perceive substance and technology challenges based on their level of education.

The level of education one achieves can have an impact on their problem-solving skills, critical thinking ability, and access to knowledge. These factors can in turn change how individuals perceive and approach issues in resolving disputes. Individuals with higher levels of education are likely to approach dispute resolution with enhanced analytical abilities and knowledge. As a result, they may perceive procedure and

systemic problems differently compared to individuals with lesser educational attainments.

TABLE 8. Significant Difference in the Observation of the Respondents on System Evaluation of Dispute Resolution When Grouped According to their Profile

Variables	t-value	p-value	Interpretation
Age:			
Impartiality	8.08	0.08867	Not Significant
Timeliness	11.51	0.02139	Significant
Outcome Quality	16.56	0.00235	Highly Significant
Gender:			
Impartiality	6.07	0.04819	Significant
Timeliness	5.51	0.06365	Not Significant
Outcome Quality	6.50	0.03877	Significant
Civil Status:			
Impartiality	0.08	0.96079	Not Significant
Timeliness	5.06	0.07984	Not Significant
Outcome Quality	6.25	0.04405	Significant
Educational Attainment:			
Impartiality	7.80	0.09933	Not Significant
Timeliness	3.09	0.54265	Not Significant
Outcome Quality	1.80	0.77316	Not Significant

As shown in Table 8 demonstrates that there were notable variations in the assessment of respondents on the system evaluation of dispute resolution when they were categorized based on their ages. The calculated H-values for outcome quality and timeliness were 16.56 and 11.51, respectively. The related p-values for these H-values were both less than 0.01 and less than 0.05, respectively, which suggests that the hypothesis should be rejected.

Nevertheless, the calculated H-value of 8.08 for impartiality was associated with a p-value greater than 0.05, leading to the failure to reject the hypothesis. These findings indicate that while various age groups have distinct perspectives on the quality and timeliness of outcomes, there are no notable variations in judgments of impartiality based on age. Older adults may have different priorities when it comes to resolving disputes, such as timeliness or fairness, compared to younger individuals. This can affect how they perceive the quality and timeliness of the outcomes.

Furthermore, when the respondents' assessment of the system evaluation of dispute resolution was categorized based on their genders, notable disparities were identified. The calculated H-values of 6.07 for impartiality and 6.50 for outcome quality had associated p-values below 0.05, leading to the rejection of the hypothesis. In contrast, the calculated H-value of 5.51 for timeliness was associated with a p-value greater than 0.05, indicating that the hypothesis cannot be rejected. These findings demonstrate notable disparities in how impartiality and outcome quality are perceived based on gender, but no notable disparities were observed in how timeliness is perceived.

Gender disparities in the way people perceive dispute resolution processes may arise from society norms, cultural expectations, and the experiences linked to gender roles. For instance, females may place different importance on specific elements of resolving conflicts, such as fairness or transparency, compared to males. This might affect how they perceive impartiality and the quality of the outcome.

Moreover, when the respondents' rating of the system evaluation of dispute resolution was categorized based on their marital statuses, notable disparities were seen. The calculated H-value of 6.25 for outcome quality yielded a p-value below 0.05, leading to the rejection of the hypothesis. In contrast, the calculated H-values of 0.08 for impartiality and 5.08 for timeliness had p-values higher than 0.05, indicating that the hypothesis cannot be rejected. These findings indicate that there are notable variations in how outcome quality is seen according on civil statuses, but no notable variations were identified in how impartiality and punctuality are perceived.

Individuals' opinions of conflict resolution processes may be influenced by their civil status, which can be attributed to elements such as personal experiences, obligations, and social support networks (Agyapong et al., 2022). For example, people in different marital statuses, such as married or single, may have different priorities when it comes to resolving conflicts. They may value fairness or efficiency in different ways, which might affect how they perceive the quality of the conclusion.

Furthermore, when categorizing the assessment of respondents on the appraisal of dispute resolution system based on their educational achievements, no notable disparities were observed. The calculated H-values for impartiality, timeliness, and result quality were 7.80, 3.09, and 1.80, respectively. The associated p-values for these H-values were more than 0.05, indicating that the hypothesis cannot be rejected. These findings indicate that educational achievement did not have a notable impact on how individuals perceived the fairness, efficiency, or effectiveness of conflict resolution processes.

The level of education one has achieved can impact their comprehension of dispute resolution procedures and their capacity to evaluate the characteristics of the system. Nevertheless, the absence of substance disparities in perceptions linked to educational achievements implies that other factors may exert a more important influence on individuals' assessments of dispute resolution processes. The results from the table reveal notable differences in how different demographic groups perceive the quality and timeliness of outcomes in conflict resolution systems. This emphasizes the importance of customized strategies to address these factors.

SOLVE
Strategic Operation for Localized Village Engagement

Key Results Area	Strategy	Implementation	Persons' Involved
S – Standards of Ethics and Professionalism	Barangay Dispute Resolution Focused on Ethics and Professionalism	Organize intensive seminars and training sessions for barangay officials on arbitration, conciliation, and mediation techniques. Develop clear ethical guidelines and codes of conduct for barangay officials involved in dispute resolution. Implement a mentorship program where experienced barangay officials' mentor newly elected or appointed officials in ethical decision-making, conflict resolution strategies, and professionalism in their roles.	Barangay Officials Local Government Units (LGUs) Community Stakeholders
Structured Community Committees	Establish community-based conflict resolution committees comprised of diverse members representing different age groups, professions, and backgrounds.	Conduct training sessions for committee members on conflict resolution, mediation, and communication skills. Assign specific areas of responsibility and establish communication channels for reporting and addressing conflicts. Regularly evaluate committee performance and provide ongoing training and support.	Barangay officials, community leaders, conflict resolution trainers, committee members.
O- Online Community Feedback	Establish an online platform for community members to anonymously provide feedback on dispute resolution processes and barangay performance.	Develop the platform with features for reporting conflicts, tracking resolutions, and submitting suggestions. Promote platform usage through awareness campaigns and incentives for participation. Regularly review feedback and implement improvements based on community input.	Technology developers, community organizers, barangay officials, community members.
L – Language and Communication Skills	Barangay Dispute Resolution Focused on Communication Skills	Organize regular communication workshops for barangay officials and community members focused on improving verbal and nonverbal communication skills, active listening, and conflict resolution techniques. Conduct role-playing exercises where barangay officials and community members practice effective communication strategies in simulated dispute resolution scenarios. Offer language competency programs for barangay officials and community members to enhance language proficiency in local dialects or languages commonly spoken in the community.	Barangay Officials Facilitators Community Members
V – Virtual Solutions and Technological Advancement	Barangay Dispute Resolution Focused on Technological Advancement	Allocate funds to procure computer equipment and ensure reliable internet connectivity in barangay offices. This includes desktop computers, laptops, printers, scanners, and internet routers to facilitate digital documentation and communication. Provide comprehensive training programs for barangay officials and community members on digital literacy skills, including basic computer operation, email management, file organization, and internet navigation. Implement user-friendly case management software tailored to barangay dispute resolution processes. This software should streamline case documentation, facilitate tracking of case progress, and enable efficient communication between barangay officials and parties involved in disputes.	Barangay Officials IT Experts Community Members
E – Engaging Gamified Platforms	Develop a gamified mobile application that simulates real-life conflict scenarios for barangay officials and community members to practice resolution techniques.	Collaborate with local game developers and conflict resolution experts to design the app. Conduct pilot testing in select barangays to gather feedback and improve usability. Launch the app publicly with promotional campaigns and incentives for participation.	Technology experts, game developers, conflict resolution specialists, barangay officials, community members.

IV. CONCLUSIONS

Majority of the barangay official-participants were in their late adulthood and community member-participants were in their early adulthood, both were married and obtained secondary education. The barangay official-participants rated the performance of barangay in dispute resolution as very satisfying with greater emphasis on preparation and knowledge but least in terms of ethics and professionalism. On the other hand, community member-participants rated the performance of barangay in dispute resolution as very satisfying with greater emphasis on negotiation and problem-solving but least in terms of communication skill. The

barangay official-participants observed greater challenges encountered in dispute resolution in terms of technology. On the other hand, community member-participants observed greater challenges encountered in dispute resolution in terms of systemic challenges. The barangay official-participants and community member-participants observed greater system evaluation in dispute resolution in terms of timeliness but least in terms of impartiality. A significant relationship exists between ethics/professionalism and technology challenges, underscoring the need for a comprehensive approach to dispute resolution. There were significant differences in responses regarding substance and systemic challenges, and in

performance assessments related to negotiation and problem-solving between barangay officials and community members. Significant differences were found in dispute resolution performance assessments based on age, gender, and educational attainment, particularly in negotiation and problem-solving. The proposed new strategy in dispute resolution aims to heighten ethics, professionalism, and communication skills and address technological challenges in barangay dispute resolution.

V. RECOMMENDATIONS

1. Barangay officials, Local government units (LGUs), and Department of the Interior and Local Government (DILG) may establish training programs designed for varying age groups and educational backgrounds. They may create and provide training sessions with an emphasis on community involvement and dispute resolution methods. Make sure that community members and barangay officials can participate in these initiatives, taking into account their different schedules and educational backgrounds.
2. The Department of the Interior and Local Government (DILG), Local Government Units (LGUs), and Barangay authorities with professional trainers may provide enhanced training programs for community members' communication skills and ethics and professionalism for barangay officials. Plan frequent workshops and training sessions with a focus on professionalism, moral behavior, and effective communication. Enhance your negotiation and problem-solving abilities by simulating real-life situations through case studies and role-playing.
3. IT experts and barangay authorities may provide better technology infrastructure and systemic problem training. Invest in modern technology and offer instruction on its efficient utilization. Examine and update processes to address systemic issues and make sure they are effective and efficient.
4. Barangay authorities and monitoring committees may enforce the preservation of timeliness and impartiality in dispute resolution procedures. Provide unambiguous policies and oversight mechanisms to guarantee objectivity in the settlement of disputes. Maintain the timeliness of resolutions by conducting regular evaluations, and solicit participant feedback to make ongoing process improvements.
5. Barangay authorities and local government IT departments may implement an integrated manner of technology advancements along with training in professionalism and ethics may be implemented. Provide a thorough training curriculum that covers the application of technology in conflict resolution as well as ethical guidelines. To guarantee that technology tools are successfully included into the conflict resolution process, update them frequently and offer continuing assistance.
6. Independent evaluators and specialists in dispute resolution may carry out routine evaluations and focused interventions based on the disparities that are found. Conduct focus groups and surveys on a regular basis to get in-depth input from the community and barangay leaders. Utilize this information to customize interventions, particularly in problem-solving and

negotiation, that cater to the unique needs and perspectives of each group.

7. Training coordinators and community leaders may offer customized training and support programs based on age, gender, and educational attainment. Create training materials that take the community's demographic differences into account. Provide adaptable training programs and materials that address the unique requirements of various groups to guarantee that everyone has access to timely and efficient dispute resolution instruction.

8. Local government units, barangay authorities, and dispute resolution specialists may practice an all-encompassing plan to improve morality, professionalism, communication abilities, and technological obstacles. Create a new strategic framework that combines the best approaches to professionalism and ethics, communication that works, and the use of technology to settle disputes. To guarantee continual progress and adaptation to new difficulties, this method should be put into practice through a combination of policy changes, training initiatives, and routine evaluations.

9. Future research may be conducted in other places utilizing same variables to further validate and strengthen the results of the study.

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