

PROJECT IMPLEMENTATION AND SATISFACTION OF CRISIS INTERVENTION SECTION OF THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT

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ABSTRACT: The main purpose of the study is to find out which domain in Crisis Intervention Section implementation which significantly influences the satisfaction of beneficiaries in Butuan City. The study made use the quantitative non-experimental research utilizing adapted survey questionnaire. A total of 150 beneficiaries are the respondents of the study. The researcher personally conducted survey questionnaires to the beneficiaries of the program. Project Implementation and Satisfaction of beneficiaries are two important terms in the study. The level of beneficiaries satisfaction is considered to be a key element for an institution's success of program implementation; a standard in determining the quality of service to the clientele. The statistical tools used are mean, pearson-r and regression analysis. Findings of the study show that among the indicators communication with tolerance $<.001$ shares more than 99.9% of its variance with the rest of the predictor set; this suggests that the domain that best influences the implementation and satisfaction of beneficiaries. Moreover, the study revealed in all indicators communication is best influences the two variables. Thus, communication among organization, social workers and beneficiaries are common influences among them.

KEYWORDS: *social work, program implementation, satisfaction, correlation, Philippines.*

I. INTRODUCTION

The Department of Social Welfare and Development (DSWD) as the leader in social protection is mandated to contribute to better and improved quality of life for the citizenry. Priority attention shall be given to the poor, vulnerable and marginalized sectors of the society. Hence, it implements social welfare, social protection and anti-poverty programs, projects and services such as Assistance to Individual in Crisis Situation (AICS) and among others. (MC No.11, 2019). The welfare of the disadvantaged sectors is the primary concern of the department. Therefore, their needs should be address with excellent service for them to be happy and satisfied. This study is focus on how to respond the problem on beneficiary's satisfaction in the program implementation of Crisis Intervention Section (CIS) and how to strengthen the services and increase impact (Standard Operating Procedure of CIS, 2018).

The importance of the level of satisfaction rating is based on the concept that public agencies will maximize overall customer satisfaction by emphasizing improvements in those areas where the level of satisfaction is relatively low and the perceived importance of the service is relatively high. This is to display the perceived importance of major services that were assessed on the survey against the perceived quality of service delivery (Newspost News Community Survey). The adoption of quality management system is a strategic decision for an organization that can help to improve its overall performance and provide a sound basis for sustainable development initiatives (ISO 9001:2015).

Thus, this study is to address the unsatisfied program beneficiaries of the Crisis Intervention Section. The level of beneficiaries satisfaction is considered to be a key element for an institution's success of program implementation; a standard in determining the quality of service to the clientele. However, satisfaction begins with expectation. As clients experienced the performance and the quality of service had been offered, disconfirmation and beliefs take place whether they were satisfied or not. The measurement of client satisfaction has become prevalent in program implementation which performance monitoring and service development is

significant (Willis, 2015). The researcher has not come across with a study that dealt with the program implementation and level of satisfaction in local setting. It is in this context that the researcher is interested to determine whether the implementation of the program of Crisis Intervention Section influences their level of satisfaction as this can affect the intended beneficiaries of this study. This study will generate new knowledge. Thus, it is also social relevance since the findings of the study shall be a springboard in crafting program and policies that would enhance the implementation domain of the Crisis Intervention Section.

The main purpose of the study is to find out which domain of the Crisis Intervention Section implementation which significantly influences the Satisfaction of beneficiaries in Butuan City; specifically the study sought to achieve the following objectives:

1. To describe the level Project of Implementation of Crisis Intervention Section in terms of:
 - ✓ Planning
 - ✓ Quality
 - ✓ Resources
 - ✓ Communication
 - ✓ Deliverables
 - ✓ Evaluation
2. To determine the level of client satisfaction in Crisis Intervention Section in terms of:
 - ✓ Process
 - ✓ Personnel
 - ✓ Facilities & Operation
 - ✓ Value for Money
3. To ascertain the significant relationship between Crisis Intervention Section implementation and Satisfaction of beneficiaries.
4. To find out which domain of Crisis Intervention Section Implementation best influences the satisfaction of beneficiaries.

II. FIGURES AND TABLES

Table 7. Regression Analysis on the Influence of CIS Implementation to the Satisfaction of Program Beneficiaries.
Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	2.918	.288		10.144	.000
Planning	-.148	.110	-.207	-1.345	.181
Quality	.018	.120	.028	.147	.883
Resources	.145	.138	.196	1.048	.297
Communication	0.380	.110		.145	.001
Deliverables	-.111	.150	-.184	-.741	.460
Evaluation	.031	.130	.046	.242	.809
Program Implementation	.414	.501	.515	.827	.410

a. Dependent Variable: Client Satisfaction
Significant at p-value<0.05

The table presents the pearson correlation coefficient between value for money and the indicators of the Crisis Intervention Section Implementation. It demonstrates a significant positive correlation between the value for money and the Crisis Intervention Section Implementation indicator planning ($r= 0.219$ and $p= 0.016$), quality ($r= 0.365$ and $p= 0.000$), resources ($r= 0.293$ and $p = 0.001$), communication ($r= 0.380$ and $p= 0.000$), deliverables, ($r= 0.331$ and $p= 0.000$), and evaluation ($r= 0.425$ and $p= 0.000$). This implies that the value for money in the Satisfaction of Program Beneficiaries has a significant relationship with the Crisis Intervention Section Implementation indicator planning, quality, resources, communication, deliverables, and evaluation.

Table 7 further showed the following t values: planning, -1.345 with $p=0.181$; quality, 0.147 with $p=0.883$; resources, 1.048 with $p=0.297$; deliverables, -0.741 with $p=0.460$; evaluation, 0.242 with $p=0.809$. Results indicated that the indicator planning, quality, resources, deliverables, and evaluation do not significantly influence client satisfaction.

Communication with tolerance $<.001$ shares more than 99.9% of its variance with the rest of the predictor set, this suggests that the domain that best influences the Crisis Intervention Section implementation and satisfaction of beneficiaries is Communication. Thus, System theory correlates with the study that communication is always the key in keeping the systems functioning properly. When communication breaks down in an organization there are signs that manifest. System theory allows us to see that there might be more to the problem we need to see what the whole system looks like and gain a better understanding. (Heil, 2018).

In summary, Findings of this study show that the domain which significant to the study is communication. Communication is essential in a program as a venue for communicating, advocating, coordinating and collaborating on matters relating to policy development and improving quality services.

III. CONCLUSION

The summary of findings of the study provides relevant conclusions for the Project Implementation and Satisfaction of CIS Beneficiaries. The overall Pearson correlation coefficient between two variables is communication with tolerance $<.001$ shares more than 99.9% of its variance with the rest of the predictor set, this suggests that the domain that best influences the Crisis Intervention Section implementation and satisfaction of beneficiaries is Communication. Communication is always the key in keeping the systems of the organization functioning. Likewise, sustainability cannot be measured with a one-time observation but a series of technical monitoring could help see and identify strengths and weaknesses in the organization so that failures could be prevented if not totally avoided. Routine monitoring and evaluation will detect where the failures of program implementers lie, if there are. It is not safe to say that a program is sustainable at one glance; it must have a thorough follow-up. The level of sustainability of the social services delivery of CIS projects is challenging for its limited budget.

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