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KALAHI-CIDSS PROGRAM: VIEWS OF THEBENEFICIARIES IN RTR, AGUSAN DEL NORTE,CARAGA REGION

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ABSTRACT: The National Government has several approaches to poverty alleviation in the Philippines. The KALAHI-CIDSS Program is one of those and focuses on the study of the views of the beneficiary. In this study, the beneficiaries' experiences based on their statements were assessed using a qualitative research design and indicated with a narrative technique. In an open-ended interview, the 20 participants from the two pre-identified barangays of RTR, Agusan del Norte, Caraga Region, the Panaytayon, and Poblacion II, were chosen using a purposive technique. The acquired data was manually transcribed and has been analyzed using thematic interpretation. The study found out that due to the KALAHI-CIDSS program's adequate funding, the study determined its efficacy. However, several community members have expressed discomfort with the scheduled activities and the paperwork needed to complete the process, which inevitably caused conflicts within the family and the community. The program needs genuine community members who are dedicated to performing their tasks, willing to be empowered, and have a more excellent knowledge of volunteerism. In the meantime, the people in the community need to have a sense of ownership of the project handed over to them.

Keywords:*beneficiaries' experiences,KALAHI-CIDSS, poverty alleviation, qualitative, Philippines*

I.   INTRODUCTION

Implementing a program with a diverse group of participants is difficult because they have different personalities and attitudes to manage, resulting in issues that cause conflicts within the group. Aside from that, there is abuse of power and personal interest, especially in the KALAHI-CIDSS Program, which is known to have sufficient funding and is therefore vulnerable to financial mismanagement, politicization, and anomalies. Bribery and corruption are other serious problems that have significantly hampered implementation success. As part of the corruption is the ally of underperforming contractors and suppliers of materials to the implementing staff (Hudson et al., 2018). Moreover, the bureaucratic structure, in which MLGU/BLGU officials make the most important decisions rather than the community, and poor communication, which can lead to misconceptions, are significant factors in implementation failures (Amorado, 2019). Furthermore, this program mobilizes the community to assist in delivering resources and services. Still, only some people appreciate it because they prefer receiving money or an instant reward rather than a tangible object called a sub-project that will last for a long period of time (Waziri, 2015).

KALAHI-CIDSS was originally known as **KA**pit-bisig**LA**bansaKa**HI**rapan-**C**omprehensive and **I**ntegrated **D**elivery of **S**ocial **S**ervices. It is a program of the National Government through the implementation of the Department of Social Welfare and Development (DSWD), which aims to alleviate poverty in the Philippines by providing funds and technical support to poor, marginalized, and calamity-affected municipalities and villages which was piloted in 2002. Then, in 2003, the initiative received legal approval during Gloria Macapagal Arroyo's administration, and the implementation has accelerated up to present. In particular, the fundamental goal of this program is to empower people in the community by providing them with technical support and training and meaningfully encouraging them to participate in all stages and aspects of local government. It operates under its principles of participation, transparency, and accountability in a Community-Driven Development (CDD) approach, World Bank (2013). The community is then recognized to receive the sub-project as a reward for active participation. The community is the project itself, which is the main target of the KALAHI-CIDSS program to be empowered to be functional for the entire implementation process and develop a mind of volunteerism and ownership. The most common sub-projects are the tangible materials that

can be used to answer their felt need, such as buildings, barangay roads, footbridges, sea walls, street lights, water systems, and many more (ADB,2012).

Accordingly, lack of access to social services or having the proper facilities and services that people can utilize in the community is one of the common root causes of poverty in this country, especially in rural areas. Although there is already infrastructure in place that other agencies and institutions provide, it needs to be of better quality, updated, and insufficient for the whole population of the community. With that, most people in remote areas may suffer long-term effects, such as chronic poverty, due to the facilities' accessibility issues (World Bank, 2013).Meanwhile, the KALAHI-CIDSS Program provides the community with more Sub-projects to increase access to facilities and social services. However, using substandard materials for infrastructure, which was observed in previous implementations, can lead to many disadvantages, such as increased risks of collapses, reduced durability, and more frequent maintenance needs, which can eventually lead to more significant costs in the long run. According to Kumar D, adequate infrastructure is necessary for economic growth and poverty alleviation. The Theory of Infrastructure by Fischmann 2015 approach focuses extensively on demand-side considerations and fully explores how infrastructure resources generate user value. This theory explains that infrastructure needs a high resource demand, which is fundamental. This also needs to consider inputs into a wide range of productive activities that yield positive externalities that benefit society. The idea is that a program that focuses on infrastructure can be implemented according to people's demands of the area. This provides a framework of thought that allows the implementer to analyze the project's financial aspect and coordinate stakeholders and users (Hoel**,** 2020).

However, in Barotac Viejo, the municipality of Iloilo experienced a delay in Sub-project completion, persistent rumors of procurement anomalies, and financial mismanagement. In the delay of Sub-project completion, we all know that in the scope of the infrastructure, each sub-project has a time frame that corresponds to it and funds enough to provide the KALAHI as a primary source to its completion. In addition, the Municipality Coordinating Team (MCT) noted poor performance. It alleged an ally of underperforming contractors instead of supporting the community rather than manipulating or altering things for these to happen (ADB,2012). The Sub-project implementation was also observed to be mostly completed on time, especially in building construction. However, there needed to be quality-of-service delivery and quality output for some factors, and this area needs improvements.

In addition, similar to Build, Build, Build Program intends to build several infrastructure projects across the country to improve connectivity and mobility for the nation's development. By all means, the Duterte administration's policy is moving toward achieving the economic development status. However, this is only confined to roads and a small number of health facilities, leaving other community members' needs unmet (Patinio, 2021). Like KALAHI, they are not an excuse for failures because not all projects have gone well. Factors such as incomplete planning and design, insufficient funding, limited technical know-how in project preparation, and lack of support and coordination resulted in the construction of several infrastructure projects nationwide (Durlak, J.A 2019).

In other countries, like Nepal, project implementations needed to be appropriately planned and executed for the following reasons: political, legal, economic, social, technical, corruption, and poor monitoring evaluation. Those are considered the main obstacles they encountered (Chaudhary, 2020). Indeed, poor planning implementation and lack of community participation are opposite to development (Igwe, 2018). Politics and corruption are unquestionably brought about by bureaucracy, which represents power and authority and results in the program's aims and objectives not being met (Amorado, 2019). Similar issues exist in KALAHI that prevent the program from being implemented correctly.

On the other hand, a survey found that women outweigh men in the municipality of Mulanay, located in a region of Luzon where few men participated in KALAHI-CIDSS activities. They are known to have less interest in participating in barangay activities and other program processes. It is strongly confirmed that women dominate every activity like barangay assemblies, social preparation, planning, procurement, Sub-project implementation, and evaluation. It goes against the program's intent to be inclusive and participative, with representation from all community groups to achieve a balanced and gender-neutral consensus (ADB, 2012). On the other hand, women were recognized for their participation both at the municipal and barangay levels.

Additionally, unlike other nations, Nigeria prohibits the target beneficiaries of projects, particularly their Family Support Program (FSP), from participating in the development of the project's rules and regulations (Igwe, 2018). With this, the views and experiences of the people who benefit from the project should be more noticed and appreciated if they have their insights, which also contribute to program and program effectiveness. Listening to beneficiaries' feedback is the right and intelligent thing to do, which is necessary for the social sector (Uy, 2020). Like most funders and project implementers disregard valuable feedback from beneficiaries based on their experiences with the activity or outcome, beneficiaries' valuable insights should be more frequently addressed. It is wise to take some time out of the evaluation process for any initiatives put into action to speak with beneficiaries and pay attention to what they have to say about the project (Buchanan et al., 2013).

As a result, listening to them becomes more efficient and serves as a foundation for plans and directions for implementing the program.

Noting all the issues mentioned earlier, the researcher, who was previously a community Empowerment Facilitator of the said program and currently a Project Development Officer of DSWD, wishes to find out the effectiveness and extent of implementation of the KALAHI-CIDSS Program—assessing through the beneficiaries' experience and the program's effectiveness in its Sub-project implementation for poverty reduction. This will be the best avenue to help distinguish the actual status of the said program in the locality.

Thus, the information generated in this study may be helpful and hopes to fill the gaps and findings on the program's impact on the views of beneficiaries based on their experiences in the implementation process. However, the study will not include the treatments for the beneficiaries, especially for those who have caused trauma. Hence, the research finds few studies on KALAHI-CIDSS focusing on the weakness of the said program, and the study may contribute to people involved in the program's implementation to improve the service quality and better outcomes.

1.1 Purpose of the Study

The researcher aims to assess the beneficiaries' experiences regarding KALAHI-CIDSS Program implementation in their barangay. This involves the program's impact on their lives, insights that can be shared with others, and their recommendation about the program as effective through its implementation to access social services and uplift their way of living for themselves and the community.

This qualitative research gathers information and perceptions by applying one-on-one interviews with the participants, including observations about their feelings and expressions Lester 1999. The data was obtained through in-depth interviews with two pre-identified barangays, Panaytayon and Poblacion II, in the municipality of RTR, Agusan del Norte, Caraga Region.

1.2 Research Questions

This study sought to answer the following research questions:
1. What were the beneficiaries' experiences during the KALAHI-CIDSS Program's implementation in their barangay?
2. What is the impact of KALAHI-CIDSS on their life?
3. What are the beneficiaries' insights that can be shared with others?
4. What are their recommendations for the improvement of the KALAHI-CIDDS Program?

1.3 Theoretical Lens

In this study, the researcher aimed to explore and relate KALAHI-CIDDS Program implementation in the views of beneficiaries by anchoring on Project Management Theory, which was developed by Henri Fayol in 1916, Economic Theory by Adam Smith, and Psychological Theory by Albert Bandura.

The Theory of Project Management focuses on sequences of activities, durations, and intervals between them to lead to specific outcomes. This also teaches managers to handle an organization with a group of people where everyone has different strengths and weaknesses. This theory is applicable because, as with the KALAHI, different community members are involved and possess different skills. These are also grounded in management functions in accordance with learning skills and attitudes, socializing people into values of achievement, competition, and equality of opportunity (Warburton et al., 2014).

One of the main criticisms of Project Management Theory is that it legitimizes the top-to-bottom hierarchy of power in which the organizational structure is divided into three main groups: upper, middle, and lower levels, in which authority flows from top to bottom. This may harm the employee's/workers' well-being and work-life balance because there is a possibility of command and control within a group instead of collaboration. However, the theory is highly relevant today (Crey, 2013).

With the study, Project Management Theory is applicable because this is grounded in principles of management. However, it has more attention paid to the five principles that KALAHI has, such as planning, organizing, command, coordination, and Division of work. All of those principles are useful for the program to accomplish targets and goals. Everyone in the community, having different strengths and weaknesses, is encouraged to support each other to work together for their common good. It is contributing ideas and interacting with one another, following the various roles, statuses, and positions (Scneewind, 2015).

Additionally, the Empowerment Theory proposed by Julian Rapport (1981) originates from American Community Psychology. This theory means people have power and control over their own lives. With this theory, this is to assess the strengths and needs of the community, build relationships and trust with each other, enhance the skills and knowledge of the participants, and promote participation as the focus of the KALAHI-CIDSS Program (Ruffin, 2023).

Along with the economic Theory by Adam Smith, people manage themselves through competition with the supply and demand in their environment and make rational decisions for personal interest yet consider other's points of view. This theory also applies to the study since KALAHI aims for poverty reduction. This approach focuses extensively on the demand side of the community people and fully explores how infrastructure resources provide value for beneficiaries. This theory explains that infrastructure needs a high resource demand to respond to this. There is an idea that a program that focuses on infrastructures implemented by KALAHI according to people's needs or demands in the community is a crucial factor in their improvement. This provides a framework of thought that allows people to analyze, project the financial aspect, and coordinate stakeholders (Garner, 2019).

Furthermore, the Psychological Theory by Albert Bandura can be applied to the behavioral response of individuals influenced by others, environment, and learning through experiences while having their conflict situations in different aspects, in families and the community. In this study, Beneficiaries possess different behaviors depending on situations encountered while implementing KALAHI. As a researcher, professional discretion is employed on how people respond appropriately in adherence to principles and theories without sacrificing program implementation (Borghi & Fini, 2019).

With the above-cited theories, the researcher believed those theories have supported and strengthened the study's objectives. Those theories help integrate the different views of beneficiaries based on their experiences concerning the KALAHI Program process and policies.

1.4 Significance of the Study

The result of this study will benefit the **Department of Social Welfare and Development** for the implementing agency to utilize the study and assess the strengths and weaknesses for improving the program on its implementation with quality output for poverty reduction.

Second, it can benefit the **researcher**, formerly a Community Empowerment Facilitator-CEF and currently a Project Development Officer of the said agency. The data can be used in analyzing some gaps and can be utilized to create solutions to resolve the gap for the improvement of the program.

Third, all **Beneficiaries,** aside fromenjoying the Sub-project provided by the program in their community, also provide feedback about their experiences and views by expressing their ideas to contribute to the improvement of the program. This will help assess the program's impact on their lives and its effectiveness.

Fourth, **Local partners and stakeholders** such as local units (MLGU/BLGU), civil society, and other stakeholders will fully understand their roles and responsibilities in supporting poverty reduction programs in coordination with the communities and technical providers.

Finally, to the aspiring **Future Researchers**, the result of the study will be used as a basis for further understanding and analysis in the KALAHI-CIDSS Program. The study has become a ground for the betterment of research studies to be utilized in the upcoming development and evolution in the area of project implementation for poverty reduction in the country.

1.5 Definition of Terms

To understand the essential terms used in this study, the researcher defines and clarifies these terms used throughout the study.

KApit-bisig Laban sakaHIrapan-Comprehensive and Integrated Delivery of Social Services (KALAHI-CIDSS) –the term refers to a program initiated by DSWD, which is a community participatory that provides access to social services to people in the community.

Beneficiaries- the term refers toan individual or a resident of the local community who directly benefits from the project given to them as the answer to their felt need.

Insights -refers to comprehension and understanding of beneficiaries in the context of the process of the KALAHI-CIDSS Program.

Experience- refers to an acquired lesson from previous events of an individual that affects his/her life and manifests in his/her behavior, particularly after participating in the KALAHI-CIDDS Program.

1.6 Delimitations and Limitations

This study assessed the beneficiaries based on their experiences during the KALAHI-CIDSS implementation in their locality.

The participants of the study are mixed categories like volunteers and non-volunteers of the said program, considering bona fide residents and have direct access to facilities provided by the KALAHI-CIDSS program in the municipality of Remedios T. Romualdes (RTR) where 20 participants are from the two pre-identified barangays such as 10 in Panaytayon and 10 in Poblacion II. They were approximately 30-50 years old and chosen regardless of their ethnicity, gender, and socio-economic status.

However, the study is limited to participants' responses as they describe their experiences and answers based on an open-ended question, which will only represent part of the situation and population because the municipality consists of eight barangays. Also, treatments for the beneficiaries, especially for those who have encountered challenges that caused trauma, are not included.

II.   METHODOLOGY

In this chapter, the researcher discussed the research design, the role of the researcher, the participants, the instrument to be used and data collection, a detailed description of how analyses are done, trustworthiness, and important ethical considerations.

2.1 Research Design

The study employed a qualitative research design. This method is commonly used in a study using a questionnaire that serves as a guide to answer using exact words and interpret the data gathered in a written format. It aims to discover participant's different dimensions of what they think, value, feel, and assumptions based on their experiences and insights (Korstjens& Moser, 2017)).

In particular, this study used the narrative approach, the most appropriate in qualitative research because this is to visualize the actual experiences of the participants based on their statements during the interview. This design gathers data, ideas, facts, and information related to the study, and then the researcher writes findings, reviews, and analyzes (Butina, 2015). As an instrument in the analysis of the study, the researcher must be honest and attentive to the participants' perspectives, pre-existing thoughts, beliefs, gestures, and feelings.

Bases of qualitative data include interviews, recordings, observations, and documentation. To be specific, in-depth interviews employed 10 participants per barangay, note taking, and giving much attention to details (Creswell, 2013). The researcher must avoid speculative interpretation to ensure the results accurately describe the participants' experiences.

2.2 Study Participants

The study was conducted in the Caraga Region, in the northeastern portion of Mindanao; it comprises five provinces, namely: Agusan del Norte, Agusan del Sur, Surigao del Norte, Surigao del Sur, and Dinagat Islands. The region has six cities: Bayugan, Bislig, Butuan, Cabadbaran, Surigao, and Tandag. It comprises 67 municipalities and 1,311 barangays. More specifically, this study was conducted in the municipality of RTR, one of the municipalities in the province of Agusan del Norte, and focused only on two barangays, Panaytayon and Poblacion II. Barangay Panaytayon comprises 7 Purok and 263 households, while Barangay Poblacion II also has 7 Purok and 570 households. It was intended to choose these barangays to represent the población and the remote barangays of this municipality.

The study participants are mixed volunteers and non-volunteers of the program as long as they are bona fide residents and, at the same time, have direct access to facilities provided to them by the KALAHI-CIDSS program in the two barangays. The participants were chosen collectively from different categories like community volunteers, non-volunteers, and some barangay officials, regardless of their gender, ethnicity, and socio-economic status, and approximately 30-50 years old. The selection of 10 participants was done through a purposive sampling technique. In this case, the researcher used expertise in selecting participants who are knowledgeable enough about the process of the KALAHI-CIDSS Program with a clear understanding of the criteria and rationale for inclusion. The purposive sampling technique because the researcher ensures that the participants can relate and provide detailed information about their experiences through an open-ended interview (Creswell et al., 2017). This will allow the researcher to obtain data from the beneficiary's experiences, whether it impacts their life, insights, and program recommendations. The logic and power of purposeful sampling were constructive because, aside from being a cost-effective technique, the researchers gathered information from the chosen participants relevant to the research context (Patton, 2015).

In particular, they were identified based on the list provided by the Area Coordinating Team (ACT), like the list of community volunteers and households with the standard of confidentiality and willingness to participate in this research study. On the contrary, non-KALAHI-CIDSS beneficiaries, non-residents of two pre-identified barangays of RTR, Agusan del Norte and KALAHI beneficiaries, but do not belong to the age required in the study, are all not included as participants. Nonetheless, a participant may withdraw from the research at any time and inform the researcher upon the withdrawal. Apart from this, a participant is not required to provide the purpose of withdrawal.

2.3 Data Collection

The researcher needs to understand the purpose of the study and its nature in order to discuss it with the participants and ask for their consent to conduct the interview properly. Additionally, through qualitative data

collection techniques, it was possible to analyze the beneficiaries' experiences with the KALAHI-CIDSS Program (Paradis et al., 2016).

The following were steps used in gathering data for the study. First, the researcher asked permission from the Local Government Unit (LGU) through the Municipal Social Welfare Officer of the municipality of RTR to conduct the study in 2 pre-identified barangays such as Panaytayon and Poblacion II. Second, the researcher proceeded to the Barangay Local Unit (BLGU) and provided a letter of request to the Barangay Chairman. The researcher asked for the list of volunteers and beneficiaries from the Area Coordinating Team (ACT) of KALAHI. Then, an invitation letter to the chosen participants was sent before the in-depth interview was conducted. The researcher prepared the interview guide questions checked by the adviser, a UM Professional Schools faculty member. Also, it was validated by internal and external professors of the said school if its items were in the context of the study.

However, in the conduct of the in-depth interview, the researcher made arrangements regarding the schedule of the face-to-face interview that was audio-recorded and with the participant's approval, which involved some open-ended questions based on the study covered. Furthermore, the researcher collected extensive data on the problem using a digital audio or videotaped recorder and field notes to document any related activities and ensure the interviewee was at ease. Furthermore, the participants were free to be interviewed at their favorable time, place, or area (e.g., at the project site). This includes semi-structured interviews with recording, observable body gestures, actions, emotions, and whatever can be observed or communicated throughout the interview process can be considered potential and actual data. On the other hand, there is a possible risk that the interview may deviate from the pre-specified research aims and objectives (Mashuri et al., 2022).

They have selected beneficiaries and asked for an interview with their consent for approximately 15-25 minutes each. Interviews are helpful when the researcher's topic relates to the issue and seeks a suitable answer. It was conducted with a semi-structured interview approach reflecting on the framework presented in the research. As part of the methods, the researcher provided an open-ended question, which serves as a guide to express their answer with an exact use of words. However, the interview remained flexible to win the participants' trust in an interactive interview with the beneficiaries (Rutledge & Hogg, 2020).

As for the interview data and time, it was agreed between the participants and the researcher at their most convenient time. Ideally, the interview should be conducted in the daytime, place, and venue agreed upon by the researcher, and participants should remain confidential, safe, and comfortable (Roller, 2015).

2.4 Role of the Researcher

In this study, the researcher conducted in-depth interviews following the ethical code to assess the feelings and insights of the beneficiaries based on their experiences. The data was gathered through interviews and observation of the participants. Moreover, the researcher did the interview and was accompanied by the barangay official and other KALAHI-CIDSS staff and colleagues to monitor any biases or subjective interpretations. However, the researcher is not responsible for treating the beneficiaries, especially those who have encountered challenges that caused trauma. After the data was gathered, the researcher transcribed their answers or the recorded voices with such standards for transcription to ensure that the data was accurate. After that, the researcher asked for assistance from the analyst for data analysis and interpretation.

2.5 Data Analysis

The method of analyzing data in this study started with the content analysis of video or voice recording interviews and transcribed it into text format. The data was manually typed into Microsoft Word and Excel files systematically. There are two (2) sides to validating data: accuracy and reliability, which applies to the study (Surendran, 2012). In particular, the analysis and conclusion of the study were done systematically by coding and interpreted through thematic in tabular form.

2.6 Trustworthiness

In order to avoid criticism of the study, which is commonly associated with the qualitative method, the researcher of the study had close monitoring and proper conducting to establish credibility, transparency, and confirmability (Adler, 2022).

To ensure the study's credibility, the researcher used the triangulation approach. Observing their behavior during the interview helped the researcher gain more information from the participants. The research findings were comprehensive and well-developed (Vutha, 2020). In order to accomplish this, the researcher carefully monitored the interviews to avoid expressing personal opinions and judgments that would taint the study's findings. This study compiles factual information based on the research participants' genuine experiences. My coworker helped me take notes when interviewed while we were together. Then, the staff of KALAHI was a different friend and professional colleague. The same data was then examined by the three of

us, who then came up with separate analyses to compare in order to avoid bias (Bhandari, 2013). The researcher also ensured that no relevant data were excluded and no irrelevant data were included. Credibility refers also to the believability of the findings enhanced by evidence such as signed evaluation forms by research participants, including sources of evidence such as prepared questionnaires, reflective field notes, and voice recordings of the participants.

For transparency, the researcher provided a well-detailed description and employed transparency for each interview, then transcribed clearly to avoid biases for the readers and allow future researchers to use the study's findings. The presence of audio recordings, journals, and other note-taking used the bracketing technique employed by the researcher to avoid personal bias, judgment, and assumption (Busetto& Gumbinger, 2020).

For dependability, this aspect of the study includes careful observation by clearly documenting the research. Aware that this study will apply investigator triangulation, the researcher ensures careful recording of data based on facts and has set aside their own personal reflections during the data collection process. This study also underwent review from professional peers by reading and reacting to data collected and produced independent analysis. The researcher believes that peer scrutiny helped to establish trust from other readers. This process states, "Using another researcher to read and react to field notes, with their embedded researcher interpretations, is a confirmation that creates a tacit reality for the researcher" (Halaki, 2014).

Whereas confirmability, to address this viewpoint as a component of trustworthiness, the researcher employed non-involvement of personal ideas and judgment to avoid data contamination and provide accurate study results. The researcher used the bracketing approach and included other independent readers and analysts for a peer consensus as external validators to shape the reliability of this study, which some authors call "reflexive auditing." However, discarding one's analysis of the research under investigation is inevitable. In other words, this study ensures that the conclusions reflect research participants' experiences and opinions rather than the researcher's (Hug, 2010) and that qualitative researchers who seek objectivity follow precision and correctness in their research practices and the participation of other researchers.

2.7 Ethical Considerations

The researcher prepared the interview guide questions checked by the adviser, a UM Professional Schools faculty member. Also, it was validated by internal and external professors of the said school if its items were in the context of the study. Then, it was examined by the University of Mindanao Ethics Review Committee (UMERC), including the ethical procedures that were followed in the study, particularly in managing the participants and data gathered. After that, the UMERC Certificate was released to move forward and conduct the study to the pre-identified area. Ethical considerations in every research are very critical but essential to be discussed. According to Mohd Arifin (2018), the research participants must be protected by an appropriate ethical principle. In a qualitative study, ethical considerations have a particular resonance due to the in-depth nature of the study process.

In detail, the research participants in this study are the direct beneficiaries of the project implemented by KALAHI-CIDSS in the municipality of RTR, Agusan del Norte. They were ages 30-50, regardless of gender, ethnicity, and socio-economic status. The involvement of research participants in the study must be voluntary and with consent. The selection process of the participants was through a purposive sampling technique. The researcher ensures permission from the Local Government Unit (LGU) and Barangay Local Government Unit (BLGU) to conduct the study. Letter of request for the MSWDO and Barangay Chairman where to conduct the study and letter of invitation for the participants were disseminated prior to the interview for their awareness and preparation purposes (Davies & Hughes, 2014). At any time, participants were allowed to withdraw from an interview for any reason, and no consequences were imposed if they backed out from participating in the study.

Moreover, beforehand, the researcher explained clearly to the participants the objectives and purpose of this research study. It was rest assured that the proceedings were audio/video recorded, including the journal. After that, the researcher asked the participant to sign the consent form. The participants must be informed of the findings and results of the study as due recognition for their involvement. Under ethical considerations are the voluntary participation of the participants, privacy and confidentiality, recruitment, risk, beneficence, plagiarism, conflict of interest, deceit, permission from location, and authorship;

For voluntary participation, all beneficiaries of the project implemented by the KALAHI-CIDSS program were given the free will to participate without any form of consequence or penalty. After that, the purpose and benefits of the study were presented to the participants. In addition, their rights to contribute to the study were carefully considered and adhered to. However, some participants withdrew from the study but were not required to give their reasons. The participants must be informed of the findings and results of the study as due recognition for their involvement.

On the other hand, for privacy and confidentiality.Personal information gathered from the beneficiaries that was required in the study has been kept private. Confidentiality and anonymity of the participant's identities were observed using a coding system or pseudo name. Participants were always protected, so data or

information files and notebooks were locked safely in cabinets or stored in password-protected computer files (Kaiser, 2012).For the recruitment, information about the study was presented to the KALAHI-CIDSS beneficiaries before participating in the interview to help them establish their interest and willingness as research participants.Then, for the risk, the study does not involve higher-risk situations that the population may experience in the area, such as physical, psychological, or socio-emotional concerns. Potential risk sometimes applies to any danger associated with a probable event. To ensure that the principle of confidentiality was applied, the collected data will not be disclosed to other participants and community members.

Whereas beneficence, the study was helpful in the Department of Social Welfare and Development (DSWD) and the program itself, which impacts the beneficiaries, the primary recipient of the project, and the technical staff and stakeholders. This is also helpful to the national government and other agencies that focus on project implementation. Providing such facilities will help understand the program's effectiveness in poverty reduction. Aside from that, it can be used as the basis for the improvement of people empowerment in formulating policies and guidelines for their involvement in the program. However, for Plagiarism, Fabrication, and Falsification, Grammar, software, or any other plagiarism detectors were ensured. Since there are existing related studies, the researcher made sure that the sources of information are reliable to reflect the truthfulness of the study. Besides, the researcher has been given the freedom to use their own words to express the idea anchored from the authors of different studies, which are accurate and reliable. The citation of every author's idea used in this study was reflected in the reference part.

Along with this, the study did not exaggerate the data and claim the works of others. The models and theories used were from accurate and reliable sources. The study indicates a cautious and comprehensive tract of sources like the author, title, and source of the publication, including the number(s) of the page(s) from which ideas were taken. The researcher had thoroughly read and understood the importance of research integrity and followed honesty and integrity to avoid research misconduct. Then, for the study's conflict of interest, the researcher has adhered to the institutional and governmental requirements for identifying, disclosing, and managing conflicts of interest. Although avoiding conflict is impossible, the best way is to recognize conflicts of interest and take steps to mitigate them.

Conversely, regarding the deceit, it was assured that this study did not involve any use of deceit in any stage of the process, in either recruiting the participants or methods of data collection. The participants were given a consent form before conducting the interview. As for the permission from the location, the researcher asked permission from potential beneficiaries and ensured the approval of MSWDO and the Barangay Chairman to conduct the study in their locality. Even so, for the authorship, the researcher observed the scientific method and made sure to make detailed recordkeeping, meaningful and clear collaboration, and shared understanding of authorship roles and responsibilities along with the research adviser's supervision. Furthermore, the researcher drafted the article and revised it critically for important intellectual content and final approval of the version published. However, the adviser must ensure the author's correct contact details.

III.   RESULTS

This chapter establishes the data and analysis based on shared experiences during in-depth interviews with open-ended questions. Tables are arranged in the following subheadings: First is the experiences of the beneficiaries on their involvement in the KALAHI-CIDSS activities and project implementation, second is the impact of KALAHI-CIDSS in their life, third is their insights of the beneficiaries that can be shared to others, fourth is their recommendation for the improvement of KALAHI-CIDDS Program. Every question has three themes based on the result of the thematic analysis.

Twelve (12) themes emerged in this study from four research questions with the guide and probing as support to be more precise for the participants who are direct beneficiaries as well of the sub-project provided. The themes are as follows for the experiences: Challenging tasks in monitoring and convening people, experiencing hunger and conflicts, and tiring responsibilities in attending scheduled meetings—the impact: enhancing the quality of life, community convenience to access facilities, and promoting good governance. The insights are convenience for the people, capability building, and self-improvement. The last recommendation is to strengthen project monitoring and completion, remuneration for logistics, and lessen documentary requirements. The study involved 20 participants for an individual interview from the two pre-identified barangays of RTR, Panaytayon and Poblacion II. Specifically, six male and 14 female participants were in two barangays.

As part of the interview, the researcher let the participants find themselves comfortable seats and feel free to give their answers. Then, they introduced themselves, and the attendance sheet was given to each of them. Before the interview started, there was a short orientation about the study and a review of the process of the KALAHI program. Also, the researcher read to them the purpose of the study, the content of the consent letter, and some ethical considerations so that the participants may feel that their presence was significant in the study. Later, we agreed on a time and schedule for each of them to have a comfortable one-on-one interview so

that others could do other necessary or personal tasks while waiting their turn. However, they all looked nervous, anxious, and excited about the interview.

The themes were categorized using the transcripts of the participant statements from the individual interviews. The primary themes were then determined, along with the main points drawn from the participant responses and there are 3 themes arrived from each research question.

TABLE1Themes on the beneficiaries' experiences during the KALAHI-CIDSS Program's implementation in the barangay

Major Themes	Core Ideas
Challenging tasks in monitoring and convening people	I experienced hardships in serving canvass to suppliers during the procurement period of needed materials for Sub-project implementation
	As an MIT volunteer, monitoring and inspecting materials delivered during project implementation is hard.
	It is hard for me to convince my neighbors to attend barangay assemblies and meetings because they have personal reasons.
	As a barangay Official, I need help to conduct regular project monitoring as our primary function in KALAHI for schedule conflicts.
	Involving in KALAHI is sometimes hassle and tiring. We had disagreements with fellow volunteers, and household chores were sometimes neglected.
Experiencing empty stomach and disagreements	I experienced an empty stomach when I assisted volunteers while serving a quotation of canvas to different suppliers. Assisting them is part of my job as a barangay official.
	Meals are delayed during the serving of quotation of canvass to suppliers in order to finish the task early and had difficulties on the streets due to the rain and sun.
	Delayed meals and encountered hardships on streets during the serving of quotation of canvass to different suppliers
	I experienced an empty stomach waiting for the suppliers' quotation, and my husband was irritated because I came home late.
	We experienced disagreements, but it was resolved already.
Tiring responsibility in attending scheduled meetings	Exhausted in attending scheduled meetings/activities and absent from my work where the needs of my family were not met
	I tire of attending meetings because my husband and children are irritated with me, and household chores are neglected.
	Due to my conflicting job schedule as a Barangay Health Worker, it took much work for me to attend meetings/activities.
	I am willing to attend meetings/activities of KALAHI, but conflicts with my job schedule as a Small-Town Lottery worker.

Moving forward to the second research question, based on their statements, obviously, they are happy to have improvements to themselves and their barangay because of various projects provided to them as an answer to their felt need shown in Table 2.

TABLE2Themes on the impact of KALAHI-CIDSS in their life

Major Themes	Core Ideas
Improved quality of life as a result of receiving different sub-projects through the KALAHI-CIDSS Program	We are provided with various sub-projects by KALAHI-CIDSS that give us improvement.
	Provide exact projects according to felt needs in the community.
	It has enough financial funds for project implementation and completion.

	Our barangay has provided me with various projects which benefit
	We can transport our farm products anytime because we have a footbridge and streetlights that give light at night.
Community convenience to access facilities	Provide accessibility to school buildings, health centers, and water systems.
	I learned a lot from KALAHI and was able to benefit from all the provided sub-projects
	Able to use the implemented project like infrastructure
	Benefit the projects
	we are trained to manage projects and benefit those projects as well
Promoting Good Governance	We are trained in the process of KALAHI and to manage projects as our own
	There is transparency and accountability in project expenses because we have monitoring during implementation.
	As a barangay officer, I was trained to monitor volunteers and to manage our barangay rightfully.
	There is transparency because project implementation and financial updates are discussed at meetings and adequately recorded.

TABLE 3 Themes on the beneficiaries' insights that can be shared with the others

Major Themes	Core Ideas
Providing people with convenience in their daily lives	Convenience in daily life, like literally transporting our farm products from the other side and passing across the river because of the footbridge constructed
	Convenience in daily work and living
	Accessibility to services because of the sub-projects provided by KALAHI
	Additional sub-project in the barangay
	It aims to empower and develop self-esteem through training and project implementation from the KALAHI. As I have gained from this program, I now dare to face many people.
Capacity building and self-improvement	It aims to empower through training and sub-project implementation.
	It develops self-esteem and gives courage, like in public speaking.
	We can send children to school provided by KALAHI.
	We are now physically clean with good looking appearance, especially when we go to the town proper because of the footbridge provided. We have now no difference from other people, though we are from a remote area. We will not be discriminated against anymore by other people.
	We are not ignorant anymore about engaging in barangay activities because we are trained from KALAHI.
	I learned a lot from KALAHI. I feel like Little Engineer
Barangay development and progress	There is a gradual progression and improvement of our barangay because of the project.
	KALAHI Program has lots of funds for projects
	Increase of projects and infrastructures in our barangay

	Able to provide sub-projects in our barangay
	There is personal and community improvement.

TABLE 4Themes on their recommendations about the KALAHI-CIDDS Program on its implementation

THEMES	Core Ideas
Strengthen project monitoring and completion	Ensure the functionality and sustainability of projects implemented in the barangay that will last many years, especially water systems and street lights. Give focus on these sub-projects next time.
	We need to focus on street lights because this could not be sustained among the sub-projects implemented.
	Ensure the quality of materials used for the sub-project is sustained long.
	Street lights and Level II Water system are the same and cannot be sustained in our barangay.
	It would be better for the monitoring team to know about the materials and sub-project infrastructures.
	Improve the quality of the sub-project, especially the street lights and water system.
Remuneration for logistics	Hoping for an allocation of cash allowance for volunteers, even for a small amount, as motivation to participate
	No financial support about our conflict with my husband because of involving KALAHI
	Hoping for fund allocation or food allowance to experiencing an empty stomach, especially during serving of quotation of canvass
	Hoping for an allocation of allowance for the volunteers for motivation
Lessen documentary requirements	Adjust the process of KALAHI
	Adjust the process and minimize paperwork for some are redundant.
	Minimize activities and documents of the program.
	A small amount of adjustment of the process to avoid the experience of an empty stomach of some volunteers

IV. DISCUSSION

Presented in this chapter are the discussions of the data shown in the previous chapter about the four research questions answered by the participants through individual interviews, such as what the beneficiaries' experiences with being involved in the KALAHI-CIDSS Program's implementation in their barangay, the impact of the program in their life, insights that can be shared to others andrecommendations for the improvement of the program. The descriptions of the themes are discussed with related literature to give readers a deeper understanding of the researcher's points of view on the study.

As a researcher, the interview with 20 participants was challenging because they had their preferences regarding scheduling and place of the interview. Aside from that, they possess different attitudes, and convincing and establishing rapport with the participants was also challenging.

4.1 Beneficiaries' experiences during the KALAHI-CIDSS Program's implementation

As the interview started, as a researcher, upon seeing the participants' faces during the interview, I saw their mixed emotions like nervousness and anxiety, and others were excited to share their experiences encountered during their KALAHI days. At first, they hesitated to answer the question; their eyes were moving and sweating. Some of them would like to skip the first question because they cannot be sure to give positive answers. After all, they had unpleasant experiences too. They are also afraid of being misunderstood by others or by the readers of the study. However, those reactions are observed from participants who are direct beneficiaries, like volunteers of the program who were participating in the activities throughout the implementation. However, later on, they dared to share after being reminded about the confidentiality discussed during orientation. While the non-KALAHI volunteers' participants were calm during the interview and able to

provide feedback about the output of the said program. Despite having the one-on-one interview, they perceived having common thoughts and analysis that reveals three themes of the first question.

4.2 Impact of KALAHI-CIDSS on the life of beneficiaries
The second research question searches whether the program impacts people's lives. Same with the first one, they have different expressions when answering. Based on their statements, it was found out that the program affects them and the whole community. For instance, some of them were in a state of self-confidence, while others were still adjusting. This revealed three themes based on the analysis.

4.3 Beneficiaries' insights that can be shared with others
At first, most residents needed to learn about the KALAHI-CIDSS Program based on the participant's statements during the interview. Indeed, along the way of its implementation, People in the community started to understand the program's goal but in an adjustment period. They later embraced the program because they have hopes and dreams for life improvement, and they believed that through KALAHI-CIDSS, dreams do come true and make life better than before because, aside from improvements, beneficiaries are becoming skilled. They are thankful for and proud of these things, and the discussions for the following themes through significant quotes are as follows: Convenience for the people, Capacity-Building, and Barangay Development and progress.

V. CONCLUSION

Under those circumstances, as a researcher, all the cited theories strongly support the study's results. First, the Psychological Theory describes a phenomenon of human behavior applicable to observing beneficiary's behavioral responses during their participation in the program. With this theory, social workers always have theprofessional discretion to act in a way that abides by principles and practices in a tense environment or community, especially in the field of KALAHI, where diverse people who possess different behaviors and possibly triggered by various situations encountered and pressure in performing their assigned tasks while also meeting their family's needs (Borghi & Fini, 2019). These need to apply good ethics in dealing with different people and get along well with them. At the same time, the theory of Project Management focuses on sequences of activities, durations, and specific outcomes. This also teaches leaders to handle an organization with a group of people where everyone has different strengths and weaknesses. These are also grounded in management functions following learning skills and attitudes, analyzing people into values of achievement, competition, and equality of opportunity (Warburton et al., 2014). Likewise, Empowerment Theory seeks to empower individuals and communities to gain personal, interpersonal, and political power to better lives. As a social worker, this theory can be applied in various ways, such as assessing the strengths and needs of the community, building relationships and trust with each other, enhancing the skills and knowledge of the participants, and promoting participation as the focus of the KALAHI-CIDSS Program (Ruffin, 2023).

As a researcher, I support the KALAHI-CIDSS Program's implementation because it is a significant factor in barangay and community improvement, positively impacting their life as beneficiaries. Meanwhile, for those direct beneficiaries or the KALAHI-CIDSS volunteers, I understand their sentiments on bulk required documents and attending scheduled meetings, for they also have other obligations and family demands that need to be met. Besides, learning is not a one-night process, especially since most of them are under-educated and they find it challenging to comply with those documents. As a social worker and, at the same time, the staff of DSWD, I am confronted with a big challenge and responsibility to handle different people in the community, especially for people empowerment in adherence to the KALAHI-CIDSS Program and process.

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