Community Extension Services of Naga College Foundation, Inc.: Evaluating the Perceptions and Acceptability Among Barangay Officials and Beneficiaries

RHEA P. SERRANO¹, AIREL R. SUESO², CATHERINE MARIE F. UBALDE^{3,} REGINA O. VALENCIA, PHD⁴

^{1,2,3,4}Naga College Foundation, Inc. Mt. Villanueva Ave. Naga City, Philippines

Abstract-This study aims to determine the Perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc., to be used as a basis for Service Improvement Plan. Specifically, it answered the following questions: (1) What is respondents profile in terms of: age, position, sex and type of community services they have participated; (2) What is the level of perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc.?; and (3) What service improvement plan may be proposed based from the perception of the respondents? The study employed a purposive sampling where 10 (4ps Members) and 10 (Brgy. Officials) with a total of 20 respondents were chosen. A survey questionnaire and interview was used as a research instrument to determine the perceptions, behavior and acceptance of the respondents on the Community Extension Services of Naga College Foundation, Inc. The mixed method of research was utilized for data collection which was then analyzed using weighted mean, ranking techniques, frequency count percentage. The result shows that the beneficiaries perceived the community extension service as good with a weighted mean of 2.99; in terms of observe behavior, the Brgy. Officials have a weighted mean of 2.97, while the beneficiaries have a weighted mean of 2.96, both interpreted as good; and for the acceptance of the community extension service, it has a weighted mean of 3.12, interpreted as accepted. Based from the results, the study concluded the following: (1) The Brgy. Officials and beneficiaries perceived the Community

extension service of Naga College Foundation, Inc. as good; (2) the observe behavior of Brgy. Officials and beneficiaries to the Community extension service of Naga College Foundation, Inc. was good; (3) the Community extension service of Naga College Foundation, Inc. was accepted; and (4) a Service Improvement Plan is needed to improve the implementation of the Community extension service of Naga College Foundation, Inc. recommended that the Community Extension Service of Naga College Foundation, Inc. should (1) enhance program delivery; (2) strengthen partnership and collaboration; (3) conduct constant monitoring, evaluation and reporting; and (4) follow the crafted Service Improvement Plan.

Indexed Terms- Acceptance, Behavior, Community Extension Services, Perceptions of Beneficiaries and Brgy. Officials

I. INTRODUCTION

Community extension program is a gateway to culminate the plans and programs of the school to help the chosen beneficiaries of a particular place. This activity helps the school to lend a helping hand, provide support and opportunities to a community. This endeavor allows the proponents to share knowledge, skills and experiences for a better society.

Community extension program also helps individuals learn and acquire knowledge outside the four corners of their rooms and houses. It does not just deal with the learning through books but focuses more on its application in the real world (Rubio et al., 2016).

Furthermore, community extension program is an activity wherein every individual can participate and experience a different way of learning. It helps in cultivating different qualities of such as leadership skills, public speaking, self-confidence, etc. (Chua et al., 2015). Educational institutions, as the pillar of social development, have the social responsibility to be involved in empowering communities and in transforming lives through knowledge and technology transfer by way of trainings, workshops, seminars, and technical advisories.

The community extension is one of the tri-fold functions of an academic institution as mandated by the Commission on Higher Education (CHED) and is reflected in Republic Act 7722 where CHED encourages higher educational institutions to take part in nation-building.

Additionally, (Bautista, 2023) the state universities and colleges (SUCs) in the Philippines were required to increase their research and extension efforts by Republic Act No. 8292, also referred to as the "Higher Education Modernization Act of 1997". The conduct of community extension services in HEIs has been mandated by the Commission on Higher Education (CHED) (Llenares & Deocares, 2017). Recently, the CHED issued Memorandum Order (CMO) No. 52, series of 2016 to HEIs "to help improve the quality of human life of Filipinos, respond effectively to changing societal needs and conditions; and provide solutions to problems at the local community, regional and national levels" (CHED, 2016, p.12).

Furthermore, Laguador et al. (2015), the university's involvement in delivering extension services to the adapted community fosters cooperation and compassion. Salazar (2020) asserts involvement in extension activities makes the community feel the presence of the institution in extending its expertise in line with its programs and can be achieved by creating community initiatives that maximize societal outcomes through leveraging faculty and/or students classroom experiences.

The success of community outreach programs in higher education institutions (HEIs) is an important factor in evaluating their impact on society. Community outreach program (COP) is an essential component that converges the curriculum and provides opportunities to the people in the academe to apply the theories and concepts into actual life settings (Tubo, 2017).

According to Calimpos and Madrigal (2023), the community outreach serves as a core function of higher education institutions which helps promote sustainable development goals worldwide. In the Philippines, universities have been mandated to provide extension activities and reach the most vulnerable communities in the country. The modalities of extension program delivery by HEIs vary. There are delivery methods that focus on involving students to assist local organizations and other methods that involve faculty and staff programs to address community development in the form of educational cohorts, social service, public health, and livelihood and technical training, consultations and direct application of R&D output (Daquis et al., 2016). Santos (2017) added that working with other agencies, organizations and groups is a part of the extension philosophy as it brings people together and links various resources. To achieve desired results, people, groups and organizations work together and participate in offering changes in the community.

Review of Related Studies

Abuyo and Roque (2016) assess how Barangay Makiling residents perceive the Institutional Social Responsibility (ISR) programs of LPU Laguna using a researcher made survey questionnaire. The instrument measures the respondents' level of understanding, knowledge, awareness and attitude towards ISR programs which gives the general perception of the community towards LPU-Laguna's community extension programs. The study found out that Barangay Makiling residents do have a concrete knowledge of what ISR means. They are also fully aware of the different ISR projects LPU-Laguna is doing in their community. The respondents also agreed on the favorable behaviors the community members have towards LPU-Laguna's ISR. These results generally give a positive perception of

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Barangay Makiling residents towards ISR programs of the institution.

While, Crejado & Suyu (2019) determined the perceived effects of extension and outreach activities of the College of Hotel and Restaurant Management of one university in the northern Philippines. .Insufficiency of budget allocations was perceived to be the common problem of the two respondent groups. However, both barangay officials and community residents are perceived to be "very much" benefited from the community extension activities rendered by the College of Hotel and Restaurant Management. Quezada (2015) evaluated the effectiveness of extension programs and services of the University by determining its relevance, planning, implementation, resources, monitoring evaluation. Results revealed that all community extension programs (literacy, livelihood and environmental) of the university understudy were very effective which indicated that all programs were able to meet the set objectives.

While, Dayao et al. (2017) study evaluates the impact and outcomes of the community outreach program of a Higher Education Institution (HEI) in Meycauayan City Adopted Community. The program aims to promote educational, social, and economic development in the community through various initiatives and activities. The study concludes that the community outreach program is an effective way for HEIs to engage with the local community and contribute to social and economic development. And should continue to invest in community outreach programs and evaluate their impact regularly to ensure continuous improvement.

The study of Guiron (2019) determine the level of participation and attitudes of respondents towards community development in terms of community extension projects as to educational, livelihood, ecological projects. The level of participation of the respondents in community extension with regards to education, health, livelihood and ecological projects was highly evident and level of participation in planning the activities was high. Community extension officers strongly agreed that they should be consulted by the school officials on what community service is to be rendered. It is recommended that:

community extension officers should strictly monitor the progress of the programs to make sure which programs are to be enhanced or to be maintained and in order to improve their level of participation and development attitudes towards community.

Furthermore, Niegas (2024) assessed the impact of the community extension programs of the Laguna State Polytechnic University Siniloan Campus on the residents of its seven adopted municipalities in the province of Laguna, Philippines. While respondents believed that they have gained and learned many skills through the extension programs and projects, almost all of the respondents perceived the necessity of further improving and enhancing the community extension programs of LSPU.

Finally, Epie et al. (2021) study sought to determine the project's impact on those who received extension services as well as economic, social, and environmental effects of those services provided by the College of Industrial Technology NVSU-Bambang over the previous years (2020 – 2024). The perceived influence of College of Industrial Technology extension program extended to the beneficiaries / respondents includes practical application skills and knowledge improvement, positive social relationship, entrepreneurship and economic empowerment.

With the above-mentioned contexts, the researchers aim to determine the perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc. and make it as basis for service improvement plan. It aims to answer the following questions:

- 1. What is respondents profile in terms of:
- a. Age;
- b. Position;
- c. Sex: and
- d. Type of community services they have participated.
- 2. What is the level of perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc.?

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- 3. What is the level of involvement of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc.?
- 4. What is the level of acceptability of the Community Extension Services of Naga College Foundation, Inc.?
- 5. What service improvement plan may be proposed based from the perception and level of involvement of the respondents?

II. METHODS

A mixed method of research was used in this study. The descriptive (quantitative method) was used to determine the respondents profile and the Perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc. Qualitative method was used to determine the point of view of the respondents through interview. Furthermore, it is also used to explain the development of service improvement plan for the Community Extension Services of Naga College Foundation, Inc.

The study was conducted at Brgy. Fundado, Canaman, Camarines Sur, the adopted Barangay of Naga College Foundation, Inc. The researchers used purposive sampling technique to determine the ten (10) 4ps Members and ten (10) Barangay Officials of Brgy. Fundado, Canaman, Camarines Sur with a total of twenty (20) respondents of the study.

The main research instrument used was survey questionnaire and interview. The first part of the survey was used to determine the respondents profile in terms of age, beneficiary position (if Brgy. Official or 4ps Members), sex, and the community services they have participated. The second part was used to determine the perception and behavior of the respondents and the acceptance of the community extension service. The survey used a 4-point Likert scale which consist of: 4 (strongly agree), 3 (agree), 2 (disagree), and 1 (strongly disagree). The data gathered was subjected to analysis using the following statistical tools:

Weighted mean and ranking techniques were used to determine the perception of the Brgy. Officials and Beneficiaries of the Community Extension Services. Frequency count and percentage technique was used to determine the respondents profile and to summarize the responses of the respondents from the interview.

III. RESULTS AND FINDINGS

1. Respondents Profile

The respondents profile includes the ages, position, sex and services used by the beneficiaries. In terms of age, there are 3 or 15% for the ages (15-20), 2 or 10% for ages (21-25), 2 or 10% for ages (26-30), 4 or 20% for ages (31-35), 2 or 10% for ages (36-40), 3 or 15% for ages (41-45), 2 or 10% for ages (46-50) and 2 or 10% for ages (51-55) for a total of 20 or 100%. Based on the data, the respondents have almost the same frequency count for every age range. In terms of position, there are 10 or 50% of 4ps members, 1 or 5% is the Brgy. Chairman, 1 or 5% is the SK Chairman, there are 7 or 35% of Brgy. Kagawad and 1 or 5% is the SK Kagawad. The data shown that the 4ps members and Barangay Officials actively participated on the survey. In terms of sex there are 3 or 15% or male respondents, and 17 or 85% of female respondents. The data shown that most of the respondents are females. And in terms of community service used there are 8 or 40% of beneficiaries who have utilized Health Services (e.g., medical checkups, vaccinations), 5 or 25% of beneficiaries who have utilized Educational Services (e.g., literacy programs, skills training), 3 or 15% of beneficiaries have utilized Livelihood/Economic who **Programs** Development (e.g., microfinance, entrepreneurship training), 1 or 5% of beneficiaries who have utilized Social Welfare Services (e.g., assistance for the elderly, persons with disabilities), 3 or 15 % of beneficiaries who have utilized Environmental Programs (e.g., tree planting, waste management). It can be gleaned from the data that most of the services utilized are Health Services such as medical check-ups and vaccinations.

2. Perception of the Brgy. Officials and Beneficiaries of Community Extension Services

The perception of Community Extension Services shows that the indicator no. 2 (the services are easily

accessible) and indicator no. 5 (the services are timely and efficient) ranked 1.5 with a weighted mean of 3.1 interpreted as good; the indicator no. 1 (the services are relevant to my needs) and indicator no. 4 (the staff are helpful and courteous) ranked 3.5 with a weighted mean of 3.05 interpreted as good; the indicator no. 3 (the services are well-organized) and indicator 7 (the services are sustainable) ranked 5.5 with a weighted mean of 2.9 interpreted as good; indicator 6 (the services meet community needs) ranked 7 with a weighted mean of 2.85 or good.

3a. Observe Behaviors of Barangay Officials

The observe behaviors of Barangay Officials shows that the indicator no. 1 (officials actively participate in service delivery) and indicator no. 5 (officials effectively communicate information about services) ranked 1.5 with a weighted mean of 3.1 interpreted as good; indicator 2 (officials are approachable and responsive to beneficiary needs) rank 3 with a weighted mean of 3 interpreted as good; indicator 3 (officials treat beneficiaries with respect and courtesy) ranked 4 with a weighted mean of 2.95 interpreted as good; indicator 4 (officials maintain transparency and accountability in service delivery) ranked 5 with a weighted mean of 2.7 interpreted as good.

3b. Observe Behaviors of Beneficiaries

Observe Behaviors of Beneficiaries shows that the indicator 6 (beneficiaries actively participate in service activities) ranked 1 with a weighted mean of 3.05 interpreted as good; indicator 7 (beneficiaries show appreciation for the services received) ranked 2 with a weighted mean of 3 interpreted as good; indicator 9 (beneficiaries provide feedback on the services) and indicator 10 (beneficiaries respect barangay officials and staff) ranked 3.5 with a weighted mean of 2.95 interpreted as good; indicator 8 (beneficiaries cooperate with barangay officials) ranked 5 with a weighted mean of 2.85 interpreted as good.

4. Acceptance of Community Extension Services Acceptance of Community Extension Services shows that the indicator 1 (I believe these services are beneficial) ranked 1 with a weighted mean of 3.15 interpreted as accepted; indicator 3 (I believe the

services are culturally appropriate) ranked 2 with a weighted mean of 3.2 interpreted as accepted; indicator 2 (I am willing to participate in these services) and indicator 4 (I feel comfortable using these services) ranked 3.5 with a weighted mean of 3.1 interpreted as accepted; indicator 5 (I would recommend these services to others) ranked 5 with a weighted mean 3.05 interpreted as accepted. The present study looks into the perception, observe behavior of Brgy. Officials and beneficiaries and the acceptance of the community extension services. As for the acceptance of the community extension services, this study will look into the effectiveness of the program.

Qualitative Data

The study employed a mixed-method of research to determine the perceptions of Barangay Officials and Beneficiaries on Community Extension Services of Naga College Foundation, Inc.

As for the suggestions for improvement, the researchers used interview method to gather the opinions of the respondents. The result for both quantitative and qualitative data was used as a basis to craft a Service Improvement Plan.

For the Question No. 1 What do you perceive as the greatest strengths of the community extension services provided by the Naga College Foundation, Inc. and how have these services positively impacted the community? (Ano ang mga nakikita mong magandang naitulong ng community extension services ng Naga College Foundation, Inc. sa inyong lugar? Ano ang mga positibong epekto nito sa inyong kumunidad?) 3 out of 5 answered that the "NCF's Community Extension service is helpful for the pupils/students such as giving school supplies and feeding programs" (Natutulungan ang mga studyante ng kanilang community services tulad ng pagbibigay ng mga school supplies at feeding sa mga bata.); and 2 out of 5 stated that "the community extension program helps them to have knowledge and skills and earn extra income through livelihood programs. They also added that the program was the key for the development and camaraderie of their Barangay" (Malaki ang maitutulong nito sa mga mamamayan ng aming barangay para maging maganda at may pagkakaisa ang isang barangay, nakakadagdag kaalaman at pagkakakitaan mula sa livelihood program).

For the Question No 2. In your opinion, what are the main weaknesses or challenges faced by the community extension services of Naga College Foundation, Inc.? How do these limitation affect their effectiveness in serving the community? (Sa inyong opinion, ano naman ang mga kahinaan o mga problema/pagsubok na narasan ng community extension services ng Naga College Foundation, Inc.? Paano kaya nakaapekto ang mga ito sa uri ng serbisyo nila sa kuminidad?) 1 out of 5 answered that "maybe the challenge encountered is about their school (siguro ang kanilang nararanasan na pagsubok ay tungkol sa kanilang paaralan); 4 out of 5 answered "there are no problems encountered, rather they are very helpful to the community (wala hindi naman silang kahiaan na nakaapekto bagkos nakatulong pa sila).

For the Question No.3 What suggestions do you have for improving the community extension services of Naga College Foundation to better address the needs of the community and over-all impact? (Ano ang inyong mga suhestiyon o mungkahi para mas mapabuti ang programa ng community extension services ng Naga College Foundation, Inc. para matugunan ang mga pangangailan ng inyong lugar?) 1 out 5 suggested that "the program of community extension services of NCF should be continues" (kailangan maipagpatuloy ang programa ng community extension services ng naga college foundation); 1 out of 5 answered "my suggestion is to cooperate and ask further support from others" (makipagtulungan at kailangan ang suporta ng iba); 2 out of 5 answered that "I hope that the NCF community extension services will not stop in helping our Barangay" (Sana huwag magsawang tumulong sa among barangay ang NCF); 1 out of 5 stated that "They should provide a lot of events or activities for the kids happiness " (Lagi dapat may event para maging masaya ang mga bata).

CONCLUSION

Based from the gathered data, the researchers concluded the following:

- a. The Brgy. Officials and beneficiaries perceived the Community extension service of Naga College Foundation, Inc. as good. This means that it is effective and sustainable. The community extension service was helpful and relevant to the needs of the community. The respondents see the programs and activities functional and efficient for their Barangay.
- b. The observe behavior of Brgy. Officials and beneficiaries to the Community extension service of Naga College Foundation, Inc. was good. They have a positive outlook towards the program and they actively participated on the activities given. The respondents displayed a good attitude and cooperate with the implementation proper.
- c. The acceptability of the Community extension service of Naga College Foundation, Inc. was good. It shows that the community extension services effectively implemented its goals and objectives. However, it needs further improvement and proper monitoring.
- d. A Service Improvement Plan is needed to improve the implementation of the Community extension service of Naga College Foundation, Inc.

RECOMMENDATIONS

The following recommendations were offered based on the conclusions of the study:

- a. The Community Extension Service of Naga College Foundation, Inc. should enhance program delivery. They should offer diverse program that are flexible, accessible and easily understood and appreciated by the beneficiaries.
- b. The Community Extension Service of Naga Foundation, College Inc. should strengthen partnership and collaboration. The implementers should have mutual benefits and reciprocal relationship with the Brgy. Officials beneficiaries. A collaborative approach foster a sense of shared responsibility, and also bring a positive attitude and behavior from the beneficiaries towards the activities. By engaging the community, the implementation of the programs will achieve success.
- c. The Community Extension Service of Naga College Foundation, Inc. should conduct constant monitoring, evaluation and reporting. This is done to

enhance the implementation of the Program and evaluate the effectiveness. Also, this will be a way to check the lapses or the challenges faced during the implementation and how to solve this problems.

d. The Service Improvement Plan should be crafted based on the gathered result of the study. The SIP should have distinct introduction, a SMART objectives, current situation analysis, clear and concise strategic plan and budget allocation, and the implementing agency.

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