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TRACING THE GENDER DIMENSION OF BARANGAY COMPLAINTS SYSTEM IN SELECTED BARANGAYS IN THE CITY OF MANILA, PHILIPPINES

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ABSTRACT

This study captured the data components of various complaints filed in selected barangays in the City of Manila with emphasis on men-women disparity dimension. Key informant interviews (KIIs) and contextual analysis were employed to understand the gender dimensions of the sampled barangays namely 587, 591, 592, 629, and 630. The key informants were the barangay officials, personnel, and staff who had served the community from 2023 to 2025, which is also the coverage of the consolidated complaints from the barangay blotter books. The analyses of barangay blotter data and KIIs reveal that most conflicts stem from interpersonal disagreements, economic stress, and in some instances—substance use. Gender dynamics show women are more active complainants in domestic and financial disputes, while men are frequently involved as respondents in physical altercations and property issues. Mediation remains the dominant resolution pathway, reflecting the strength of barangay-level justice systems. However, unresolved or escalated cases highlight the need for improved enforcement and legal support mechanisms including: (a) strengthen mediation and case documentation practices across barangays; (b) offer barangay-level training on gender-sensitive handling of disputes; (c) address economic vulnerabilities through localized support services; and (d) use data for targeted community education and violence prevention programs.

KEYWORDS: Up to 8 comma-separated keywords or key phrases.

1 INTRODUCTION

Economic affairs of humans are gendered (Cagatay, 1998). From the division of labor, the distribution of work, income, wealth, up to the productive inputs—gender relations play crucial role both at the macro and microeconomic levels. As the basic political unit of the Philippine government, the barangay caters individual economic actors—the households. This study focuses on the barangay-level economic activities where gender disparities, especially among men and women, are magnified frequently if not daily.

The economics orthodox divides labor between “productive” and “reproductive” activities where males are said to be heavily involved in the “productive” side while women are attributed to the “reproductive” side (Cagatay, 1998). Gender inequality is clearly seen in this scheme since the former is being rewarded with monetary value (through wages) while the latter is merely regarded as birth-giving and household-managing actor. This asymmetry in labor roles between men and women has been linked to gender-based violence in the Philippines (Valdez et al., 2022). This is due to the Philippine family landscape characterized by normalizing women to be objects of control of the patriarch. This is further supported by the study of Antonio et al. (2022) using the 2013 and 2017 Philippine National Demographic and Health surveys which found that women having more children, lower education attainment, and being with a husband who drinks alcohol were significantly associated with increasing the odds of experiencing economic violence.

As microcosms of Philippine society and governance, barangays are underappreciated but hold potentially powerful data in the form of its traditional complaints system. It holds myriad data points – barangay demographics, formal and informal processes for addressing parochial grievances, insights on conflict resolution and dynamics of local governance. These data sources would uncover narratives and patterns that may help better understand the socio-economic challenges unique or common among barangays. In addition, it could provide important insights into addressing broader development challenges that resonate from the local to the national level.

This study is significant in several ways: (a) the data points would most likely reflect various challenges to barangay governance and local economic development. These would be helpful in charting specific gender-based economic development and violence issues in the Philippines – potential roots and

faces of poverty as well as degrees of income/ wealth inequality between men and women at the barangay level, and forms of coping and resilience which would be necessary in designing better policies; (b) the data patterns obtained would be used as a basis for bottom-up socio-economic profiling and foundations for inclusive and data-oriented barangay socio-economic planning; and (c) the study would expand frameworks for community-needs assessment and examining political economy at the barangay level. This allows for nuance and depth in an often neglected but equally important unit of local governance.

This study employed a qualitative research approach to explore and understand the gender dimension embedded within the barangay complaints system in selected communities in Sta. Mesa, Manila. Key informant interviews (KIIs) and contextual analysis were employed to understand the gender dimensions of the sampled barangays namely 587, 591, 592, 629, and 630. The key informants were the barangay officials, personnel, and staff who had served the community from 2023 to 2025, which is also the coverage of the consolidated complaints from the barangay blotter books.

2 REVIEW OF LITERATURE AND THEORETICAL FRAMEWORK

2.1 Gender-Based Labor Division

The distribution of labor between men and women has traditionally been shaped by cultural beliefs, societal norms, and institutional structures. In some cultures, including the Philippines, traditional roles have assigned men as the primary earners and women as caregivers and homemakers. The established roles influence the allocation of labor in both public and private sectors, as well as determine individuals' access to opportunities, training, and decision-making power (Coltrane & Adams, 2008; UNESCAP, 2021). In the Philippines, gender roles are clearly defined in both official employment sectors and domestic settings. Women often juggle professional careers and unpaid caregiving, while males continue to dominate leadership roles and technical fields (ADB, 2020). Despite the country's significant progress in education and legal gender equality, inequalities remain in employment rates, access to skills training, and financial decision-making (World Bank, 2021). These differences indicate significant issues with the gender-based division of labor that must be addressed not only via policy but also by transforming the societal narratives that define the roles of men and women. The division of labor between genders is deeply rooted in cultural traditions, social conventions, and

institutional structures. Traditionally, men have been seen as the primary breadwinner, while women are expected to manage household duties and care for family members. The notion, commonly known as the "separate spheres" theory (Coltrane & Adams, 2008), continues to affect the distribution and assessment of labor in numerous countries, including the Philippines. This distinction is particularly pronounced in the Philippine setting. Women continue to undertake the majority of domestic responsibilities, accounting for approximately 84% of all childcare obligations, even while engaged in full-time employment (San Juan & Fernandez, 2020). This leads to a phenomenon commonly known as a "double burden," when women juggle both paid work and unpaid caregiving, resulting in limited time for rest or professional advancement (Chen, Kim, & Lee, 2016). A study revealed that as Filipino women's salaries rise, their husbands progressively augment their domestic contributions, albeit these changes are nonetheless shaped by traditional expectations (Bayudan & Dacuycuy, 2016). The workplace dynamics also exemplify this. Filipino women exhibit a greater propensity to choose caregiving and service-oriented professions, including schooling, childcare, and secretarial positions. In contrast, men are often positioned in technical and leadership positions, hence sustaining current wage gaps and inequities in professional advancement (Lee & Adair, 2007). Significantly, while women exceed men in higher education enrollment, their participation in the labor force is markedly lower—approximately 49% compared to 76% for men (World Bank, 2021). Conventional gender roles remain firmly entrenched in rural regions of the Visayas and Mindanao. Many men are discouraged from participating in household chores due to ingrained beliefs and societal limitations (Oxfam, 2017). These perspectives are often internalized by both sexes, therefore sustaining the unequal distribution of labor, even in households where both partners are gainfully employed. Despite the Philippines seeing significant advancements in gender equality—ranking 17th globally in overall parity (World Economic Forum, 2021)—inequities remain in employment and economic opportunities. Initiatives like gender-inclusive policies, flexible work arrangements, and pay transparency are being adopted by numerous businesses (International Labor Organization, 2023); however, extensive cultural and organizational reforms are crucial for attaining true equality in both compensated and uncompensated labor.

Gender persists in affecting access to training and employment, notwithstanding the growing

participation of women in higher education and professional development. Globally, women consistently report restricted access to skills training opportunities compared to men. A study conducted in the United States demonstrated that 56% of men said their companies offered training, however just 42% of women reported the same (O'Donnell, 2022). The McKinsey (2024) report *Women in the Workplace* highlighted that women consistently face diminished promotion rates, particularly at the entry-level management tier. In the Philippines, women are outperforming males academically and enrolling in higher education at increasing rates (PSA, 2023). However, this accomplishment has not led to fair representation in vocational training or employment in male-dominated fields such as engineering, construction, or computer technology (Chen, Padilla, & Santos, 2022). Barriers such as gender stereotyping, inadequate gender-sensitive facilities, and harassment dissuade women from entering or persisting in specific industries. TESDA, the primary technical training institution in the nation, has attained progress through Gender and Development (GAD) efforts. In 2022, about fifty percent of TESDA's enrollment consisted of females. Nevertheless, they mainly enrolled in traditional courses such as dressmaking, childcare, and hospitality, whilst men predominantly participated in automotive and electrical programs (TESDA, 2022). These trends demonstrate the impact of societal standards on the training opportunities women are motivated to pursue. To rectify this inequality, governmental initiatives such as the Tulong Trabaho law provide complimentary training vouchers for out-of-school youth and women, especially in vulnerable areas. Additionally, microenterprise training and financial literacy programs target women in rural and indigenous communities to enhance economic self-sufficiency (Philippine Commission on Women, 2023). Despite these endeavors, rural women—particularly in conflict-affected or geographically isolated areas—often face challenges in accessing training centers and information. Obstacles pertaining to infrastructure, transportation, and digital literacy present further challenges. TESDA's mobile training units and online learning platforms offer compelling opportunities; nonetheless, their reach is patchy. In many Filipino households, financial management is mostly considered a woman's responsibility. This involves not just compiling meal lists but also entails budgeting, saving, and prioritizing household expenses. Studies demonstrate that women often display heightened engagement in daily financial

management and are more predisposed to distribute family resources for household essentials (Klappa et al., 2015). Concurrently, there has been a drive for more inclusive and equitable financial decision-making at both domestic and governmental levels. Legislation like the Magna Carta of Women (Republic Act No. 9710) and the integration of Gender and Development (GAD) budgets in governmental planning illustrate a commitment to improving gender-responsive budgeting (Delgado, 2017; Pedrosa-Pacoy, 2012). Zamboanga City created a dedicated gender office to integrate women's demands into public spending, hence improving access to services including as healthcare, education, and vocational training (Moreno, 2023). Research in Mindanao demonstrates that couples who jointly make financial decisions are more likely to allocate resources equitably (Ashraf et al., 2023). A study among married professionals in Occidental Mindoro indicated that budgeting is often a joint effort, with both partners actively managing income, savings, and debt (Declaro-Ruedas & Guico, 2023). These cases show a progressive and promising shift towards shared financial responsibility in Filipino homes. Women are prominently leading in financial inclusion. Despite generally low financial literacy rates in the Philippines, women are more likely than men to open bank accounts, manage household finances, and participate in savings groups. Studies demonstrate that women display enhanced prudence and deliberation in their spending, often opting for products or things that benefit the entire household (Klappa et al., 2015). Despite the encouraging developments, challenges remain. In many rural or disadvantaged communities, patriarchal norms and limited access to information persistently hinder women's involvement in financial decision-making. Improving local expertise, promoting transparent communication among partners, and creating inclusive financial education programs can facilitate the formation of more equitable households where both women and men collaboratively manage resources to ensure the family's welfare.

2.2 Gender-based Violence due to Socioeconomic Disparities

Violence is a complex phenomenon that occurs because of various overlapping factors such as biological – neurological, physiological, and chemical influences, socialization, cognitive, and situational factors (Bartol, n.d.). In some violent cases like adolescent physical abuse, exposure to neighborhood violence, and witnessing domestic violence,

socioeconomic status are vital factors (Covey et al., 2013). These socioeconomic factors also influence gender-based violence including physical violence, sexual violence, psychological/ emotional violence, economic/ financial violence, cultural/ harmful traditional practices, digital/ online violence, and structural/ institutional violence. Victims are more vulnerable to other types of violence because of socioeconomic deprivation which includes feminization of poverty wherein women are becoming generally more economically vulnerable than men. These gender inequalities are deeply rooted and systemically demonstrated in many cultures and societies (Satyen et al., 2024). Hence, gender-based violence is often normalized by cultural attitudes and practices that romanticized the male dominance and female subordination (Jose et al., 2025).

High degree of gender inequality results in a higher prevalence of women discrimination. Discrimination happens when women are inferior to men because of the belief that both gender should not be treated equally. During this level of gender inequality, there is an occurrence of abuse and rape using physical force (Kearns et al., 2021) due to power imbalance between women and men. Because of the continued women's subordination status, the occurrence of violence against women may hinder women's full participation in all spheres of life (International Planned Parenthood Federation [IPPF], n.d). Reducing crime against women may be influenced by socioeconomic status. In fact, Jose et al. (2025) showed that high access to education, low gender disparity in education, low poverty, and increased household access to electricity positively influenced the reduction of this type of violence. On the other hand, women are more vulnerable to violence when they have lower socioeconomic positions (Dabaghi et al., 2023). Since socioeconomic status significantly influence the quality of life and privileges of individual in the society, the occurrence of intimate partner violence (IPV) may happen by increasing the risk of victimization. Because of socioeconomic disadvantage, there is a high risk of disagreement and conflicts in intimate relationship as male controls the income. With low socioeconomic status in terms of insufficient family income and living in rented houses due to poverty and economic hardships, the higher chance of abuse occurrence and women violence (Reyal et al., 2024).

Accordingly, Kebede, et al. (2021) revealed that there is a positive relationship between wealth inequality and IPV prevalence across 20 countries with low-and middle-income economic status. This violence on women is also evident in Vietnam wherein IPV

prevalence is due to socioeconomic inequality. Specifically, IPV prevalence was disproportionately higher among women from lower socioeconomic backgrounds. This inequality is significantly influenced by socioeconomic factors such as husbands' occupation, women's education, and class disparities (Dang & Le, 2025). In the case of Indonesia, married women aged 15-49 with lower wealth quintiles significantly more likely to experience IPV, underscoring poverty as a vital risk factor (Laksono et al., 2023). Considering a community-level perspective, IPV rates increased in areas with higher poverty rates and prevalent gender inequities. Women's employment and education were protective factors, while male unemployment and acceptance of wife-beating norms heightened risks (Vyas & Heise, 2016). Thus, unemployment and low education levels are significant contributors of IPV prevalence wherein women are facing economic abuse like controlling access to finances (Antai et al., 2014).

Addressing Gender-Based Violence (GBV) due to socioeconomic disparities requires multi-layered approach that tackles both economic inequality and gender norms. This approach includes social and economic empowerment (Gibbs et al., 2020; Lwamba et al., 2022), community engagement and education related to gender transformation (Doyle et al., 2018; Hillenbrand et al., 2023; Yount et al., 2022), and social safety nets and legal and policy reforms (Worldbank, 2024; Pereira et al., 2023; Peterman & Roy, 2022).

2.3 Violence Response Mechanisms

The League of Cities of the Philippines (2021) identified several response mechanisms to address violence, specifically, gender-based violence and violence against women and children, which are part of the gender mainstreaming and Gender and Development (GAD) interventions. Establishment of crisis centers and safe spaces, dedicated VAWC desks and ordinances, institutional mechanisms and funding and capacity building and community engagement are the key violence response initiatives implemented by the local government units. The establishment of crisis center and shelters serve as a temporary shelter for VAWC survivors. Physical safety, access to psychosocial, legal, financial and health assistance are available on the centers. Halfway houses in Tayabas city have a GAD crisis center that provide 24/7 protection while Tangub City has Bahay Pag-asa which is a women's crisis center that cater to the community and neighboring barangays. In addition, Quezon City has the City Protection Center which is considered as one-stop

shop for gender-based violence survivors that offers services related on psychological, medical and legal. This City Protection Center is accessible to victims of violence such as children, LGBTQIA and women.

The presence of barangay VAWC desks is an important initiative of the LGU's response to violence. Staff are trained to handle cases and complaints and give preliminary interventions. Barangay VAWC desks officers formed a federation like the LGU of Roxas City in order to standardize and enhance the services among the survivors or victims of violence. Some LGU's like the Quezon City have passed ordinances on anti-discrimination and safe spaces in order to protect women's rights, child protection and the safety of the people in public places. Among these ordinances are SOGIE, anti-catcalling and safe spaces act.

Furthermore, the University of the Philippines Diliman Gender Office (2021) came up with a protocol for gender-based violence prevention and response. This framework includes multi-sectoral and survivor centered approach. In a survivor-centered approach, all staffs are capacitated to give priority to survivor's rights, wishes and need. The intervention focuses on promoting dignity and respect, ensuring the absence of discrimination, confidentiality and safety. For the multi-sectoral protocol, LGUs and the security, legal, employment, psychological and health sectors joint together to implement the gender-based violence prevention and response. This gives violence survivors the access to emotional support, security measures, safe housing, legal aid and medical treatment. The PDGO also gives importance on the standardized violence response procedures like psychosocial first aid, referral system, and case management and monitoring. The psychosocial first aid and referral system involve providing initial support to violence survivors prioritizing their safety, and linking them to the appropriate sectors which may help them. The progress of the violence survivors is monitored from the initial contact, referral, follow up, and ensuring appropriate support and assessing the outcomes. Institutional mechanisms and safeguards are also adopted to address gender-violence like training and capacity building, confidentiality protocols and non-disclosure agreements, and support networks and safe spaces. The protocol also emphasizes the importance of coordination with the barangay and city ordinances in cases where incidents are outside the university's jurisdiction. PDGO leverages on the existing Philippine laws like Safe Spaces Act and Anti-Violence Against Women and Their Children Act. Lastly, community engagement like information

campaigns and training programs are important to raise awareness, encourage reporting of violence and empowering the parties involve such as the survivors and the responders. The above mentioned mechanisms and safeguards are rooted in the local and national laws that maintains the dignity of the survivor, guaranteeing the coordinated services on the different sectors and maintaining confidentiality. Boxer and Sloan-Power (2013) discussed a framework on the experiences of children and adolescents, the process and how they adapt to violence in their environments. According to them, violence is an ecologically pervasive phenomenon that occurs at home, schools, neighborhood and also in media exposure. It presents 4-dimensional outline in assessing the exposure to violence, i.e. the circumstances in which it transpires, the nature and severity of the violence, the type of experience (direct victimization, observation, or indirect exposure) and its duration throughout time. Exposure to violence is related to adverse mental and behavioral health outcomes such as aggression, substance use, depression, anxiety, and posttraumatic stress. These effects are often persisted into adulthood. The paper also focused on the role of the coping mechanisms, such as maladaptive like withdrawal and avoidance and adaptive like problem-solving and emotional regulation. Personal, family and community support and school-based interventions show promise in reducing harm to the survivors of violence. The paper suggested on contextually sensitive and longitudinal research about the marginalized youth in order to understand fully the resilience and come up with an effective and responsive violence interventions.

Lowe et. al (2022) conducted a study on the interventions about community-based prevention of violence against women (VAW) in the low- and middle-income countries like Rwanda, Peru, India and Afghanistan. They found that community action on violence against women is affected by leadership organization, social norms and the collective perceptions of violence as a problem in the society. Community prevention efforts become successful if there are safe spaces for discussing the violence against women, leaders who are active and respected and the public recognition of violence against women as a problem. The researchers said that interventions should be locally adapted and build to create ownership and develop sustainability in preventing VAW.

In the study of Alsina et al (2023), they found that interventions can significantly reduce the danger of intimate partner violence (IPV) in the low-and-middle income countries. The major interventions

that were used in the study are counselling to small group of people, economic empowerment, mobilizing the community, intimate partner violence assessment and referral mechanisms. Gender was also considered in the study and found that the gender of participants is correlated to a difference in intervention effects, such that the interventions for both men and women or for men alone is more effective than the interventions for women only. Individual support and counseling and IPV assessment in health care are interventions for women while community mobilization and small group counseling are intended for men. The researchers highlighted the importance of creating a theory-driven and locally adapted intervention involving men and give emphasis on a broader implementation of the proven and standardized strategies to achieve the goal of ending VAW.

2.4 LGU Data Management System

The Department of Social Welfare and Development (2012) came up with the Gender- Responsive Case Management (GRCM) method to help with cases of violence against women and children (VAWC) in the Philippines. The purpose of this strategy is to help social workers safeguard victims in a way that is thorough, focused on the victim, and takes gender into account. It describes a five-step process: (1) initial support responses; (2) gender-based assessment using specialized tools to assess the context, support networks, and needs; (3) intervention planning and implementation consisting of coordinated, individualized, and contextually appropriate service strategies; (4) monitoring and evaluation to assess progress, identify shortcomings, and modify interventions with the participation of the survivor; and (5) closure/termination and follow-up, signifying the end of formal intervention and the start of follow-up services support. GRCM guidelines give detailed instructions for assessment, strategies for intervention and collaborations that are rights-based and gender responsive. Also, roles and responsibilities are defined across the levels of government, supporting training and technical assistance and observing to ethical standards in the guidelines. In general, it serves as a comprehensive guide to professionalize, standardize and enhance the support and protection extended to women survivors of violence.

Enhancing the evidence-based interventions across different sectors, particularly on Sexual and Reproductive Health and Rights (SRHR) and Gender-Based Violence (GBV) is the main agenda of the United Nations Population Fund (2025). It helps the Philippine government establish policies and

programs that are founded on human rights and focus on the dignity, safety, and well-being of survivors. The Philippine government is still committed to fighting GBV because of the National Action Plan to End Violence Against Women (NAP EVAW) for 2025–2030. Establishing GBV data systems to get reliable, timely, and useful evidence that helps decision makers and improve service delivery and coordination is an important part of the plan. Representatives from the Department of Social Welfare and Development (DSWD) and the Philippine Commission on Women (PCW) attended the Expert Group Meeting (EGM) organized by the UNFPA Asia-Pacific Regional Office in Bangkok, Thailand, in July 2024. It was pointed out that the presence and administrative statistics are important in dealing with GBV. The meeting stressed the need for digitized, ethical, and standardized data systems in all sectors.

2.5 Gender as a Capability: An offshoot framework from Amartya Sen

The theoretical foundation of this study is grounded primarily on the Capability Approach developed by Sen (1999) which shifts the focus of development and freedom from the traditional conventions of income and accumulation of wealth to the actual opportunities and capabilities that people possess to live the lives that they strongly value and desire. Under this framework, Sen (1999) describes “Functionings” as a state of being that people achieve like being healthy, having access to opportunities, and others. Functionings can be attained depending on a person’s actual opportunities given their social and personal circumstances which Sen (1999) calls as “Capabilities”.

These dimensions of human development are often hindered by socioeconomic challenges called “Unfreedom” which deprives the people of the opportunity to achieve the state of being that they place significant importance and value on. Gender (operationalized in this study as sex at birth—male or female), as a form of capability continues to be a significant determinant of humans’ “functionings”. In this study, data is collected from barangay complaints blotter book and these records are classified into their corresponding types. Key informant interviews were also conducted which enabled the creation of thematic characterization of community members in each barangay. Sex, education attainment, employment status, income, and economic opportunities were the primary factors that the study considered as capabilities. Barangay initiatives for economic empowerment and response to disputes among residents were investigated to represent

“functionings”. Hence, by corroborating deprivations of capabilities and actual deviation from the ideal functionings caused by conflicts among residents of each barangays would allow for a thematic analysis of the gendered economic affairs of humans.

3 DATA AND METHODOLOGY

3.1 Research Methodology

This study employed a mixed-methods approach using qualitative and quantitative research methods to explore and understand the gender dimension embedded within the barangay complaints system in selected communities in Sta. Mesa, Manila. The qualitative design was considered appropriate for capturing in-depth insights, perceptions, and experiences regarding how gender influences access to, participation in, and outcomes of the barangay-level justice and complaints processes. Meanwhile, quantitative analytic tools were also employed to draw meaningful analyses and insights from the frequency of cases and their disaggregated details. The inputs consist of the PSA Profile of the Barangay Community, an interview questionnaire to analyze the gender dimension of the Barangay Complaint System, and the consolidated records of complaints in the Barangay Blotter Book.

The first input is limited to data from the Philippine Statistics Authority (PSA) using its Philippine Standard Geographic Code (PSGC), which provides the type of barangay and its total population. The second input is the research questionnaire for the Key Informant Interview, which the researchers developed, and it has three (3) major parts: (a) Gendered Division of Labor; (b) Gender-based Violence due to Socioeconomic Disparities; and (c) Barangay Data Collection and Action. Lastly, the researchers requested that the barangay officials provide access to their barangay blotter book for the consolidation of reports to support the results of the key informant interviews.

An expert reviewed and validated the interview questionnaire, and the researchers obtained Ethics Clearance to ensure the ethical conduct of this study, as the data collection process requires human participants.

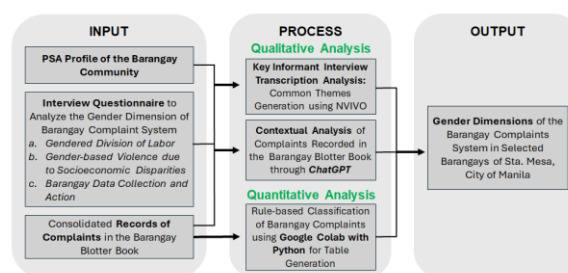


Figure 1. Conceptual Framework for Analyzing the

Gender Dimensions of the Barangay Complaints System

In terms of the process, key informant interviews and contextual analysis were employed as part of the qualitative method to understand the gender dimensions of the Barangay Complaint System. Semi-structured interviews were conducted with barangay officials, Lupon Tagapamayapa members, ex officio members, the gender focal person, and women's desk officers. These key informant interviews explored the division of labor in the community, gender-based violence, and Barangay data collection and action. Moreover, the transcripts of the key informant interviews were imported into the NVivo software to generate common themes among the responses of the key informants in relation to the review of the related literature and using the KII instrument as the guidebook.

Additionally, the contextual analysis was conducted to support the information gathered from the key informant interviews. The cases in the Barangay Blotter Books from 2023 to 2025 were consolidated for this purpose. The researchers consolidated the critical information from the recorded complaints, which included immediate complaints, the gender of complainants and respondents, the nature of the involved parties, the root cause of the complaint, age segmentation, and the actions taken by the barangay officials, as well as the expected actions and resolutions of the involved parties. The consolidated information was uploaded to ChatGPT, including the prompt, "*conduct a contextual analysis of the consolidated barangay report focusing on the gender dimensions, gender patterns and distribution, resolution trends, and potential gender-based disparities in case and complaint treatment.*"

Lastly, researchers employed a rule-based classification of the barangay complaints using Google Colab with Python. This tool helps in the generation of consolidated and disaggregated details of the barangay complaints in terms of respondents' and complainants' sex and involvement, barangay, and resolution.

3.2 Data, Sampling, and Limitations

Selected barangay communities and officials in the City of Manila were selected through purposive sampling; these are the nearby barangays adjacent to the PUP Main Campus, specifically Sta. Mesa, Manila. Judgment sampling is a major type of purposive sampling that enables researchers to select participants based on specific criteria, who shall be knowledgeable about the complaints received, heard, and resolved at the barangay level, making it

more appropriate for the early stages of an exploratory study (Babbie, 2021; Cooper, 2014; Jackson, 2009). These include Barangays 587, 591, 592, 629, and 630. The key informants were the barangay officials, personnel, and staff who had served the community from 2023 to 2025, which is also the coverage of consolidated complaints. These key informants provided sufficient knowledge about the nature of complaints at the barangay level, including the frequency of cases, resolutions, and even the backgrounds of the complainants and respondents.

The key informant interviews were conducted face-to-face at their respective Barangay Hall and offices, which lasted for about two (2) hours. This type of interview ensures that the data are gathered directly from the respondents (Pandey & Pandey, 2015). Moreover, the anonymity of the respondents and the confidentiality of their responses were ensured throughout the interview process. In terms of the consolidated reports, all complaints registered in the Barangay Blotter Book were collected and considered part of the contextual analysis, providing further insight into the actual situations of the communities based on the reported complaints and compared to the information gathered during the key informant interviews.

However, one key limitation of this study is its limited geographic scope, as it focused only on five purposively selected barangays in Sta. Mesa, Manila. While this allowed for an in-depth and context-specific exploration of the gender dimensions in the barangay complaints system, the findings may not apply to other barangays in Manila or to different regions in the Philippines. The selected barangays may have unique institutional practices or community dynamics that do not reflect broader patterns. Moreover, relying on key informants, primarily barangay officials and personnel, may limit the inclusion of diverse community perspectives, particularly those of ordinary residents or complainants who may experience the system differently. Consequently, the study provides valuable localized insights but may not capture the full spectrum of gender-related issues present in other barangay contexts. Furthermore, generated tables using Google Colab with Python were manually confirmed to check and ensure the validity of the rule-based classification of complaints.

4 RESULTS AND DISCUSSIONS

The results of this study are presented in three main sections and discussed accordingly to show the gender dimension of barangay complaints system in

the local government of Manila City specifically in Sta. Mesa (Barangays 587, 591, 592, 629, and 630).

From the reviewed literature and studies, the instrument used in the conduct of key informant interviews became the guidebook in generating the common themes from the answers of the barangay officials and personnel using NVIVO. Hence, insights were drawn based on coverage of responses from high to low as discussed in section IV. A.

Since the study aims to provide valuable localized insights without haphazard generalizations, the cases lodged in each of the barangays' blotter books were processed using a ChatGPT prompt. Then, a case-specific narrative is presented for each of the selected barangays. Transcriptions from the key informant interviews were also incorporated to corroborate the contents of the blotter book vis-à-vis the perspective of the barangay officials and personnel as discussed in section IV. B.

Lastly, a descriptive analysis of the summation of all complaints lodged in the blotter books of all the selected barangays is presented in section IV. C.

4.1 The Common Denominator in the Key Informant Interviews

This section narrates the commonalities of answers of the key informants from each of the selected barangays during the interview. It covers their recollection regarding the issues of divide between men and women such as capacities and opportunities for work, presence and resolutions of violence, and data recording and initiatives of the barangays. *See appendix C for the complete report of coverage as quantified in percent.*

4.1.1 Gendered Division of Labor

The traditional trends of labor (or work) being associated with gender have slowly diminished. This is evident in the high coverage (28.50%) of answers pertaining to gender equality when compared to the other generated themes such as strictly men or women alone are capable for being employed in the household. This suggests that the respondents largely perceive that employment is not constrained by gender but is suitable for both men and women. However, a small portion of the respondents still reflected gender associations in terms of employment such as men are considered the "provider" for the family and these were mentioned by Coltrane & Adams (2008) and Bayudan & Dacuycuy (2016) referring to "shifts" in the recent labor trends.

Aside from general employment perceptions, equality of opportunity in starting a business was

also explored. There were four categories generated: (a) Barriers in Business Development, (b) Local Support or Assistance, (c) Perception & Practice of Gender Equality in Business, and (d) Role of Capacity Building in the Barangay. Among these, perception and practice of gender equality in business accumulated the highest coverage (23.41%). This can be interpreted as **business opportunities being perceived to be fair and not limited to specific genders but are accessible to both men and women.** In connection with the result above, many believe that the role of the barangay in honing the skills and capabilities of the people in the community plays a crucial role in the business success of both men and women, emphasizing the role the barangays in shaping business growth for both genders (role of capacity building in the barangay, 15.34%) (League of Cities of the Philippines, 2021; UPDGO, 2021; and Philippine Commission on Women, 2023). However, barriers in creating businesses were also acknowledged by some of the key informants (9.49%) while financial assistance from the local government had small to minimal effect, underscoring the lack of constant and direct initiative to help the people succeed.

In terms of household dynamics and the role that gender plays in it, three categories were generated namely, (a) Gender Stereotypes, (b) Internal Arrangements in the Household, and (c) Predominant Role of Women in Financial Management. A high coverage of 18.55% (Predominant Role of Women in Financial Management) highlights the frequency of households with women managing financial matters. This finding indicates a **persistent contradiction: despite progress in equality amongst employment and business, the handling of finances inside the household remains disproportionate towards women;** where women are understood as better financial managers and men are stereotyped as irresponsible spenders whose earnings need safeguarding related to women's role in financial management in the household as described by Moreno (2023), Ashraf et al. (2023), and Declaro-Ruedas & Guico (2023). Only a few respondents agreed that the task of managing finances depends on the situation and the internal arrangement of households.

These stereotyped perceptions of financial management extend to household caregiving roles. Under this question, two categories were generated (a) Evolving and Flexible Household Roles, and (b) Persistence of Traditional Roles. The findings revealed that while the perceived role of caregiving

has positively stemmed from the traditional roles, **these traditional roles remain persistent and dominant, suggesting that women are still seen as the default caregivers** as evidenced by the findings of San Juan & Fernandez (2020) and Chen, Kim, & Lee (2016). The answers of the respondents reflect the contrasting roles of gender in public versus private settings. In the public setting, gender roles have evolved and has somewhat achieved gender equality yet, in the private (or household level) stereotypes and traditional roles are still prevalent.

4.1.2 Gender-based Violence due to Socio-economic Disparities

Socio-Economic Disparities and Gender-based Violence often intersect inside domestic spaces, particularly environments that are characterized by financial constraints and power dynamics. Three themes were generated: (a) Perception and Varying Forms of Domestic Abuse, (b) Role of Barangay in Domestic Abuse, and (c) Underreporting of Domestic Violence. Perception and varying forms of domestic Abuse (16.36%) showed a distinct dominance compared to its counterparts. **This signifies that the respondents are most likely aware that domestic abuse is an issue, has varying types (Bartol, n.d.; Covey et al., 2013; and Satyen et al., 2024), and is not limited to just physical abuse of men towards women but can also be committed by women towards men.** This breaks the conventional stereotype that men are often the ones committing these atrocious acts.

Nevertheless, the role of the barangay in domestic abuse (9.39%) has also shown high coverage suggesting that the barangay plays a crucial role in how domestic abuse is prevented, mediated, and handled. **However, underreporting of domestic abuse remains rampant despite an evident effort from the barangays.** Respondents revealed minimal acknowledgment that domestic abuse happens in their community, and another actively denied its existence. This further rationalizes the important role that the barangays play in conflict mediation as mentioned by Gibbs et al. (2020), Lwamba et al. (2022), and Doyle et al. (2018).

Domestic abuse varies in terms of causes. The following highlights education attainment as a factor to this issue. The following themes were generated: (a) Education as a Protective or Risk Factor, and (b) Unemployment and Educational Attainment. With a remarkable high coverage of 47.82%, education as a protective or risk factor was actively mentioned by the respondents. This signifies the key part that **education attainment plays inside the household**

where some respondents stated that being educated enhances a person's ability to decide, understand, and give respect to their partners (Jose et al., 2025; Kearns et al., 2021; and IPPF, n.d.). However, some respondents also noted that domestic abuse still exists whether or not a person has achieved a high level of education. Moreover, it is evident that the traditional norms where men are often linked to work and income, and women to caregiving are still prevalent.

4.1.3 Barangay Data and Addressing Intervention

The examination of the scope and extent of training programs at the barangay level is crucial to understanding the strategic direction of community development efforts. The following themes were generated: (a) Limited Autonomy and Dependent on External Support, (b) Training for Security, Safety, and Community Preparedness, and (c) Training for Livelihood and Economic Development. The results suggest that **through the help of sponsors and other national government agencies (12.71%), some barangays have the opportunity to hold training sessions** that gear their community towards security, safety, and preparedness as well as livelihood and economic development of their community members. However, no direct initiatives specifically designed for women are being conducted by the barangays.

In terms of which community members are prioritized in these training sessions the following themes were generated: (a) Gendered Participation in Community Training, (b) Other community relevant groups, (c) Role-based access and community involvement. The category with the highest percentage coverage was Role-Based Community Involvement (17.10%), which shows that **the opportunities for attending these training and business courses may not yet be fully accommodating for all community members and mostly relies on their active involvement in the community.** In relation to this, several respondents reported that some community-relevant groups (such as unemployed, youth, and homeless) were given more chances to attend these training sessions while only a small portion of the respondents perceived that gender played a role on how opportunities to attend these training sessions were determined.

In another note, three categories were generated pertaining to how the barangays keep track of the income of their community members which revealed gaps in data collection and management: (a) Constraints on Data Accuracy due to Data

Privacy, (b) Incomplete Data Management, and (c) Lack of Systematic Gender-Related Data Collection. With the highest coverage (24.10%), the results suggest that **while the barangay does collect data, barangay data systems remain underdeveloped which effectively limits the accuracy and capacity to monitor overall income between community members because of its sensitive characteristic** (Constraints on Accuracy due to Data Privacy 6.47%). This is supported by the responses of the respondents where some emphasized that there is a lack of formal record-keeping and that their surveys mostly consist of the number of household members (Lack of Systemic Gender-Related Data Collection). Information on Socio-economic factors remain undisclosed.

Lastly, the study explored the plans of the barangays regarding collaboration with local businesses to increase employment opportunities for women generating two categories: (a) Limited Localized Programs and (b) Sustainable Economic Solutions vs Short-term Aid. Results suggest that some barangays have a **preference on creating sustainable economic growth within their community members rather than quick fixes and others make use of their limited resources to create localized initiatives at the barangay level, although the selection and scope of these programs are limited**. In both categories, it can be inferred that the priorities of the barangays remained widely inclusive in terms of the gender differences between community members. No plan of increasing employment opportunities for women alone was mentioned.

4.2 The Barangay-specific Narratives

This section narrates the patterns of lodged cases from 2023 to 2025 for each of the selected barangays. It is analyzed according to the nature of the complaints, men-women involvement, and resolution/outcome. In addition, the transcriptions from the key informant interviews were incorporated.

4.2.1 Barangay 587

Table 1: Nature of Complaint (Barangay 587)

Complaint Category	No. of Cases	Percentage (%)
Others	17	48.57%
Theft	8	22.86%
Physical Altercation	2	5.71%
Traffic/Collision	2	5.71%
Threat	8	22.86%
Non-payment of Debt	1	2.86%
Ordinance Violation	0	0.00%
Trespassing	0	0.00%
Total	35	100.0%

This table shows that theft (22.86%) and threats (22.86%) were the most common nature of complaints among the cases filed in the blotter book of Barangay 587. This was followed by physical altercations (5.71%), traffic-related complaints (5.71%), and non-payment of debt (2.86%). However, it can be noted that the majority of the complaints lodged in the barangay complaint system were not classified according to the pre-identified nature of complaints. These cases were classified as others (48.57%), including cases such as animal and pet attack, salary payment concerns, damage to properties and cars, electric jumpers, and fire incidents.

Table 2 shows that among the three involved persons in cases classified as non-payment of debt, 33.3% were disclosed as male complainants, and another 33.3% were disclosed as male and female respondents, respectively. Complaints classified as "others" recorded the highest number of persons involved, which includes cases like animal and pet attack, salary payment concerns, damage to properties and cars, electric jumpers, and fire incidents. In these cases, males were considered as the primary complainant (35.42%) and primary respondent (19.44%), followed by females as complainant (25%) and respondents (4.17%), while other complaints with no specific gender of respondents and complainants. There are also 12 individuals involved in physical altercations, of whom males were the primary complainants (33.33%) and respondents (33.33%), followed by female respondents (16.67%) and complainants (16.67%).

Moreover, theft recorded the second-highest number of involved individuals in Barangay 587, with 53 persons involved. Among them, 26.42% were male complainants, 11.32% male respondents, 7.55% female complainants, and the remaining information was not disclosed. Cases like threats involve 20 residents, and 50% of them were male complainants, 20% male respondents, and the remaining information was undisclosed. Similarly, males were the primary complainants (28.57%) for traffic-related complaints and primary respondents (57.14%), followed by female complainants (14.29%), and the remaining cases with undisclosed gender information. Furthermore, among the 239 persons involved in the cases in Barangay 587, males (34.31%) are considered the dominant complainant-residents over females (17.99%), while 12.97% are undisclosed. On the other hand, males (19.67%) are also considered the dominant respondent-residents, followed by females (3.77%). However, no sufficient

information was provided on the gender of 11.30% of the respondent-residents.

In addition, the contextual analysis for Barangay 587 relative to the results of the key informant interviews (KII) provides a deeper insight into community dynamics that both confirms and complicates earlier findings. Barangay 587 emerges as a notable example of an effective community-based conflict resolution it achieved despite the systemic capacity gaps evident in the consolidated analysis of the Barangays. This barangay exhibits a high concentration of neighbor-related interpersonal complaints such as noise disturbances, gossip-fueled verbal conflicts, and disputes over borrowing or shared spaces, with women more prominent as

complainants in domestic grievances and neighborhood feuds, while men are frequently involved in altercations and threats. This gendered pattern is strongly consistent across the data sets and key informant interview (KII) results, echoing broader evidence from the community and academic literature that traditional gender roles persist in conflict engagement, with women favoring mediation and men more likely to escalate conflicts formally and proceed to legal action. Such patterns align with the findings of Bayudan and Dacuycuy (2016), who highlight persistent traditional gender roles in Filipino households, extending this dynamic into community-level conflict management.

Table 2: Gender of Involved Persons vs. Nature of Complaints (Barangay 587)

Nature of Complaints	Complainant			Respondents			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Non-payment of Debt	33.33%	0.00%	0.00%	33.33%	33.33%	0.00%	3
Others	35.42%	25.00%	11.81%	19.44%	4.17%	4.17%	144
Physical Altercation	33.33%	16.67%	0.00%	33.33%	16.67%	0.00%	12
Theft	26.42%	7.55%	16.98%	11.32%	0.00%	37.74%	53
Threat	50.00%	0.00%	25.00%	20.00%	0.00%	5.00%	20
Traffic/Collision	28.57%	14.29%	0.00%	57.14%	0.00%	0.00%	7
Total Percentage	34.31%	17.99%	12.97%	19.67%	3.77%	11.30%	239

Barangay 587's success in resolving conflicts through barangay-mediated agreements diverges from the overall picture of limited barangay autonomy and unresolved serious complaints reflected in the aggregate data. This suggests that effective local governance and mediation are possible when certain conditions are present, such as active, respected leadership and community recognition of interpersonal conflict as a legitimate concern, which were consistent with Lowe et al.'s (2022) findings on community-based violence prevention in low- and middle-income contexts. In the key informant interview, it was revealed that many cases were just lodged at the barangay level for recording purposes only and will immediately be endorsed to the local police precinct. This suggests that institutional capacity, while limited broadly, can be enhanced at the micro level to yield tangible improvements in dispute resolution outcomes.

The barangay's demographic profile also reveals important insights, with the 18–30 age group dominating both complainant and respondent categories, frequently residing in shared household or rental arrangements. This younger demographic's particular housing context likely contributes to the nature of complaints, as disputes over shared spaces and borrowing reflect day-to-day tensions typical of such living situations. While Barangay 587 tends to record interpersonal disputes and verbal conflicts

rather than more explicit physical violence, the overall complaint records still show a significant portion of physical altercations and threats, alongside a large portion of complaints categorized as "Others." This is an indication of the barangay's effective early intervention and mediation practices, which may prevent escalation to serious violence, especially given the known underreporting of domestic violence and gender-based abuse discussed in the literature (Yount, 2022). The prominence of interpersonal conflict themes across the contextual analysis and complaint data underscores the interconnected nature of social stressors and economic inequalities, as noted by the World Bank (2021), which manifest in everyday neighborhood tensions.

Recommendations

1. Partnership with other local government offices and other government agencies, and non-governmental organizations (NGOs) in offering skill-based training towards livelihood improvement.
2. High cases of theft, threats, and property-related damages and issues necessitate an increase in barangay tanod and local police visibility in the community.
3. Establishment of the barangay complaint tracking system to address hundreds of cases that are left unresolved due to no follow-up and a lack of case

monitoring activities. Moreover, to define the number of days in terms of the nature of complaints, necessary to conduct follow-ups in cases with no feedback from the complainants.

4.2.2. Barangay 591

Barangay 591 has a population of 2, 948 with a total of 656 households based on the 2020 Census of Population and Housing.

Traffic/collision, theft, physical altercation and others are the common cases that were lodged in Barangay 591 with a total of 64 cases. "Others" got the highest number with 27 cases or 42.19% followed by "traffic/collision" with 12 cases (18.75%). Table 3 also shows that there are eleven (11) or 17.19% and 8 or 12.50% cases for "theft" and "physical altercation", respectively. "Threat" has 3 cases while "non-payment of debt", trespassing and "ordinance violation" has 1 case each.

Table 3. Complaint Category and Number of Cases in Barangay 591

Complaint Category	No. of Cases	Percentage (%)
Others	27	42.19%
Theft	11	17.19%
Physical Altercation	8	12.50%
Traffic/Collision	12	18.75%
Threat	3	4.69%
Non-payment of Debt	1	1.56%
Ordinance Violation	1	1.56%
Trespassing	1	1.56%
Total	64	100.0%

Table 4 presents the distribution of complaints according to nature and the breakdown according to gender of both the complainants and respondents with a total of 428 involved individuals. "Others" got the highest number of involved persons with 221, followed by "traffic/collision" (87), "theft" (57), and "physical altercation" (46). "Threat" (9), "non-payment of debts" (3), "ordinance violation" (3) and "trespassing" (2) are complaints with a small number of involved individuals.

Table 4. Distribution of Complaints According to Gender and Nature of Complaints in Barangay 591

Nature of Complaints	Complainant			Respondents			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Non-payment of Debt	33.33%	0.00%	0.00%	33.33%	33.33%	0.00%	3
Ordinance Violation	33.33%	0.00%	0.00%	33.33%	33.33%	0.00%	3
Others	36.65%	23.08%	12.22%	17.19%	3.62%	7.24%	221
Physical Altercation	34.78%	21.74%	0.00%	34.78%	8.70%	0.00%	46
Theft	38.60%	3.51%	19.30%	21.05%	0.00%	17.54%	57
Threat	33.33%	33.33%	0.00%	33.33%	0.00%	0.00%	9
Traffic/Collision	25.29%	6.90%	14.94%	34.48%	0.00%	18.39%	87
Trespassing	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%	2
Total Percentage	34.35%	16.82%	11.92%	23.83%	3.27%	9.81%	428

In terms of gender-related complaints, men are often complainants and respondents in the different types

of complaints. Male-complainants have the largest number of involved persons with 34.35%, followed by female-complainants with 16.82%, and undisclosed with 11.92%. The male-complainant is particularly high in "trespassing" with 50%, "theft" with 38.60%, "others" with 36.65% and "physical altercation" with 34.78%. "Non-payment of debt", "ordinance violation", and "threat" got 33.33% each while "traffic/collision" obtained the lowest percentage of involved persons with 25.29%. "Threat" has the largest female-complainants with 33.33% followed by "others" with 23.08% and "physical altercation" with 21.74%. For the undisclosed gender of the complainants, it can be seen on "theft" (19.30%), "traffic/collision" (14.94%) and "others" (12.22%).

For the gender-related respondents, male also got the largest percentage with 23.83%, female has 3.27% and undisclosed respondents showing 9.81%. The male-respondent is also high in "trespassing" with 50%, "physical altercation" with 34.78%, "traffic/collision" with 34.48% and "threat", "non-payment of debt", and "ordinance violation" with "33.33% each. "Non-payment of debt" and "ordinance violation" has the largest female-respondents with 33.33% each. It can be seen that "traffic/collision" (14.94%) and "theft" (17.54%) has the highest share for undisclosed gender-respondents.

Based on the interview conducted, officials from Barangay 591 perceived that sewing, beautician services and pre-school teaching are for "women only" while jobs that entails a lot of physical strength such as construction, carpentry, mechanics, and driving large trucks are for "men only". Despite the increased participation of women in education, Barangay 591 respondents said that women are still in-charge of managing finances and caretaking showing that the traditional domestic roles are still present. In the study of Coltrane & Adams, 2008; UNESCAP, 2021; ADB, 2020, discussed that in the Philippines, cultural norms have historically designated males as the principal earners and women as caregivers and homemakers, so affecting opportunities and authority to make decisions both domestically and professionally. But it is commonly recognized that large number of jobs like healthcare, business, government roles, office employment, and education at all levels, are accessible to both women and men. Respondents also agree that putting up a business is not hindered by gender, because it is dependent more on perseverance, skills and resources. Barangay 591 respondents also said that younger people are moving away from strict gender

roles to views that are based on skills, talents and opportunities. This only shows that gender roles are slowly changing in the community level.

In terms of community development, officials of Barangay 591 said that they organize regular public activities and clean up drives which addresses environmental concerns. Coordination with local government and city officials, especially in programs like youth activities and safety improvements, provides periodic seminars and basic orientation sessions—these may not be “formal training” in the traditional sense, but they are valuable learning opportunities for barangay residents. The participants in these trainings are usually the officials of barangay, council members and even youth volunteers who are active and engaged in barangay affairs. Related literature shows that there is still a struggle on getting equal access to skills trainings and job opportunities. Although women in the Philippines are doing better in educational attainment (PSA, 2023), this has not led to equal representation in technical fields or leadership roles that are mostly held by men (Chen, Padilla, & Santos, 2022). Women are less inclined to pursue specific professions due to societal constraints such as stereotyping, inadequate gender-sensitive resources, and harassment. This is evident locally due to lack of formal, gender-specific economic activities, as well as in the tendency for community training to be informal and consistent with conventional gender roles. The Government and Development (GAD) initiatives of TESDA and the implementation of complimentary training vouchers for women and vulnerable populations (TESDA, 2022; Philippine Commission on Women, 2023) are important to address the training gaps.

On the issue about domestic violence, barangay officials said that there were no specific or detailed accounts about maltreatment inside the households. However, respondents express that domestic violence exists in any community and it is a serious problem that can affect families. In addition, respondents said that domestic violence is often discussed in community seminars and addressed through barangay-level mechanisms. A quoted response from the interview, "*Wala naman po akong alam na kaso ng pagmamalupit sa loob ng tahanan dito sa barangay namin. Pero, may mga programa at seminar kami tungkol sa karahasan sa pamilya – para alam ng mga tao na dapat tumulong o mag-ulat kung may nakikita silang ganito.*" Respondents further said that educational attainment has an impact on the likelihood of domestic violence because better education leads to greater respect, understanding,

and more effective handling of family conflicts. As stated in the interview, "*Malaking bagay po ang pinag-aralan – kapag mas mataas ang natapos ng mag-asawa, mas marunong silang magdesisyon at mas may respeto sa isa't isa, kaya bihira ang away o pagmamalupit sa loob ng tahanan.*" Conversely, the literature about gender-based violence highlights that it is complex and the occurrence is due poverty and socioeconomic inequity, cultural attitudes, and exposure to violence (Bartol, n.d.; Covey et al., 2013; Satyen et al., 2024; Jose et al., 2025).

Barangay 591 has no systematic way of collecting gender-disaggregated data on work or income, but rely mainly on general observations. A direct statement from the respondent said that, "*Wala po kaming regular na data na kinokolekta tungkol sa trabaho o kita ng mga lalaki kumpara sa mga babae dito sa barangay. Karaniwan, nakikita lang namin ang mga hanapbuhay sa komunidad base sa obserbasyon at pakikisalamuha, pero walang opisyal na listahan o talaan.*" In general, Barangay 591 depicts a community in transition, where local initiatives, education, and community involvement are fostering a growing openness to gender equality, equality of opportunity, and inclusivity while traditional views on gender roles continue to influence daily practices.

4.2.3. Barangay 592

Barangay 592 is a small locality in Manila, including 2,371 individuals distributed among 623 houses, as per the 2020 Census of Population and Housing. Despite documenting merely 22 blotter cases from 2020 to 2024, approximately 8.4% of the total complaints registered throughout the chosen barangays, the characteristics of these cases provide significant insights into the social fabric.

Table 5: Nature of Complaint (Barangay 592)

Complaint Category	No. of Cases	Percentage (%)
Other	15	68.18%
Theft	4	18.18%
Physical Altercation	2	9.09%
Traffic/Collision	0	0.00%
Threat	1	4.55%
Non-payment of Debt	0	0.00%
Ordinance Violation	0	0.00%
Trespassing	0	0.00%
Total	22	100.0%

The predominant category of complaints was classed as “Others” (68.18%), encompassing domestic issues, intergenerational power conflicts, and caring responsibilities. Theft constituted 18.18%, violent altercations comprised 9.09%, and threats represented 4.55%. No occurrences of traffic disputes, debt defaults, ordinance infringements, or

trespassing were documented. In contrast to Barangay 629, characterized by frequent street-level altercations and traffic disputes (Zimmer, 2021; Bristol & Dones, 2021), Barangay 592's conflicts are primarily household-oriented. The disagreements originate from familial and caregiver roles, and their subtle resolution embodies the cultural principles of **hiya** (shame) and **pakikisama** (harmonious relations), which deter escalation to formal authorities.

The allegations documented in Barangay 592 implicated 226 individuals. Males represented 34.07% of complainants and 13.72% of respondents, whereas females accounted for 23.45% of complainants and 8.41% of respondents. The

remainder was not released.

The data indicates that women frequently initiate complaints, especially concerning theft and domestic problems, whereas men predominantly serve as respondents in conflicts. This reflects wider gendered patterns: men are frequently associated with violence and public conflicts, whereas women's grievances typically pertain to caring and financial issues (Zimmer, 2021; Bristol & Dones, 2021). Notably, threat-related instances exhibited an equitable gender distribution (25% male, 25% female among complainants and respondents), corroborating KII results that domestic violence in Barangay 592 is not solely perpetrated by males but may also involve females (Jose et al., 2025).

Table 6: Gender of Involved Persons vs. Nature of Complaints (Barangay 592)

Nature of Complaints	Complainant			Respondent			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Others	33.71%	24.72%	16.85%	11.24%	7.87%	5.62%	178
Physical Altercation	33.33%	16.67%	0.00%	33.33%	16.67%	0.00%	12
Theft	37.50%	18.75%	12.50%	18.75%	6.25%	6.25%	32
Threat	25.00%	25.00%	0.00%	25.00%	25.00%	0.00%	4
Total Percentage	34.07%	23.45%	15.04%	13.72%	8.41%	5.31%	226

The complaint data from Barangay 592 indicates the enduring nature of gendered labor divides, with women remaining disproportionately associated with childcare and home administration, despite increased access to earning options. This underscores the phenomenon termed the "double burden" faced by Filipino women, who juggle professional responsibilities alongside unpaid home labor (San Juan & Fernandez, 2020; Chen, Kim, & Lee, 2016). Although employment and entrepreneurship are progressively regarded as gender-neutral (ADB, 2020; World Bank, 2021), societal norms persist in designating financial management responsibilities to women (Klappa et al., 2015).

The blotter data additionally exposes the convergence of socioeconomic inequalities and gender-based violence. The majority of cases categorized as "Others" originated from conflicts around caring, financial matters, or dependency issues. This corresponds with studies that associate financial strain and inequality with increased chances of intimate relationship violence (Antai et al., 2014; Dabaghi et al., 2023). Informants identified education as a protective element that improves decision-making and fosters mutual respect; yet, patriarchal norms enable the continuation of violence despite educational attainment (Dang & Le, 2025; Laksono et al., 2023).

The barangay's dependence on mediation highlights strengths in preserving harmony but also poses

dangers of underreporting, especially among women, who may prioritize familial cohesion and fear social stigma when considering formal complaints. This corresponds with results indicating that women's concerns are frequently underreported or deprioritized in comparison to men's property-related complaints (Vyas & Heise, 2016; Jose et al., 2025). Governance deficiencies are apparent in data management, since Barangay 592's record-keeping frequently neglects to disaggregate by gender or socioeconomic status, reflecting wider criticisms of barangay-level systems (DSWD, 2012; UNFPA, 2025). Although external agencies offer livelihood and training options, these are infrequently gender-responsive (TESDA, 2022; PCW, 2023).

Key Informant Interview (KII) Discussion

Key informant interviews offer profound understanding of the dynamics inside Barangay 592. Participants recognized a progressive transition towards gender-neutral employment, with both men and women increasingly regarded as competent in generating income or initiating enterprises. This impression indicates the increasing acknowledgment of women's involvement in entrepreneurship, along with research that underscores the advancement of gender equality in business possibilities (ADB, 2020; World Bank, 2021). Nonetheless, domestic responsibilities continue to be distinctly gendered: women are still anticipated to oversee financial

management and caregiving, whereas men are perceived as providers, sustaining the inequitable allocation of unpaid labor (San Juan & Fernandez, 2020).

The disputes in Barangay 592 underscore the intersection of gender, social class, and generational dynamics. Women frequently submitted grievances in marital and caregiving conflicts, although men were generally the subjects in arguments. Older folks were also frequently portrayed, highlighting authority-based issues. Many interviewees regarded education as a protective factor against abuse, promoting healthier familial relationships; nevertheless, others observed that violence continued irrespective of educational attainment. This reflects studies indicating that poverty and inequality heighten susceptibility to partner violence, but women's empowerment and education reduce risks (Antai et al., 2014; Dabaghi et al., 2023; Dang & Le, 2025; Laksono et al., 2023).

Mediation effectively preserves peace but may obscure systemic flaws, especially gender-based violence. Women frequently choose discreet settlements to maintain familial unity, resulting in underreporting (Vyas & Heise, 2016). In contrast, men's grievances, especially those concerning theft or property, frequently provoke more robust institutional reactions, underscoring systemic inequities in justice (Antai et al., 2014; IPPF, n.d.).

Barangay 592 continues to depend on external assistance from organizations like TESDA, NGOs, and corporate sponsors for livelihood and skills development. These initiatives are theoretically inclusive but frequently favor specific demographics—youth, the unemployed, or community volunteers—resulting in many women being unable to participate owing to caregiving responsibilities or systemic obstacles. The barangay's poor data profiling exacerbates the issue, since surveys typically only capture household size without disaggregated information on gender or income, undermining the foundation for effective governance (DSWD, 2012; UNFPA, 2025).

Notwithstanding these limitations, Barangay 592 demonstrates a desire for long-term livelihood planning rather than short-term help. The lack of explicit gender-responsive efforts may exclude women from economic prospects, hence perpetuating the disparities that the barrio aims to rectify (TESDA, 2022; PCW, 2023).

4.2.4. Barangay 629

Barangay 629 is diverse in terms of its residents' profile. Half of the barangay is composed of houses

with land title while the other half are informal settlers. According to 2020 Census of Population and Housing, the barangay has 4,660 residents with 1,441 households. Because of its dynamic characteristics and human nature, conflicts and issues between residents and households may not be avoided. In fact, Barangay 629 registered a significant number of complaints related to physical altercations, street-level conflicts, and vehicular incidents based on the complaint logbook of the barangay from 2020-2024.

Table 7: Nature of Complaint (Barangay 629)

Complaint Category	No. of Cases	Percentage (%)
Other	36	65.45%
Theft	6	10.91%
Physical Altercation	6	10.91%
Traffic/Collision	3	5.45%
Threat	3	5.45%
Non-payment of Debt	1	1.82%
Ordinance Violation	0	0.00%
Trespassing	0	0.00%
Total	55	100.0%

Specifically, Table 7 shows that among 55 cases, theft and physical altercation have the highest number of complainants with 10.91% each. The high percentage of complaints on theft and physical altercation were due to poverty and inequality (Radkani et al., 2023; Yi et al., 2024). These root causes were evident in the barangay because of its diversity in terms of residents composition. In addition, cases on traffic/collision and threat have 5.45% complaints each. Only 1.82% recorded complaints on non-payment of debt. On the other hand, 65.45% (36 cases) of the complaints were composed of different small percentage of complaints such as youth riots, neighborhood chaos, domestic issues/violence, and others. With these cases, the barangay could enhanced their community security measures and develop conflict resolution programs with public safety awareness on top of the barangay's efforts nowadays.

Considering gender analysis, males dominated females as being complainants and respondents. Among the 542 individuals involved in the cases, 27.68% and 21.96% are male complainants and male respondents, respectively. Meanwhile, 14.76% are female complainants and only 5.90% are female respondents. The figures showed that males are more active in filing complaints than females. This is supported by Kadir et al. (2022) which revealed that males are more frequently dissatisfied than females. Traditionally, women have been much less likely to commit violent crimes compared to men (Bristol & Dones, 2021).

Furthermore, females are more involved in theft cases as a respondent, more than 15% females,

among other types of cases in Table 8. Bristol & Dones (2021) noted that the rates of female involvement in theft and fraud have been in increasing rate but remains far less than men.

Because of technological progress and social norms, women are freed from home which resulted in higher participation not only in the labor market but also in crime market.

Table 8: Gender of Involved Persons vs. Nature of Complaints (Barangay 629)

Nature of Complaints	Complainant			Respondents			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Non-payment of Debt	50.00%	0.00%	0.00%	50.00%	0.00%	0.00%	2
Others	27.23%	15.96%	20.19%	19.01%	4.93%	12.68%	426
Physical Altercation	30.00%	10.00%	0.00%	60.00%	0.00%	0.00%	20
Theft	25.86%	5.17%	13.79%	25.86%	15.52%	13.79%	58
Threat	34.62%	23.08%	11.54%	15.38%	7.69%	7.69%	26
Traffic/Collision	30.00%	10.00%	0.00%	60.00%	0.00%	0.00%	10
Total Percentage	27.68%	14.76%	17.90%	21.96%	5.90%	11.81%	542

Although there is still a gender gap in the crime market, the number of women committing crimes is rising, partly because of decreasing socioeconomic gender gaps (Campaniello, 2014). However, 23.08% females are complainants of threat with 15.38% male respondents. This showed that females complain more on cases related to threat among other types of cases. Accordingly, 17.5% of Filipino women aged 15-19 have experienced any form of physical, sexual, and emotional violence from their intimate partners (Philippine Commission on Women [PCW], n.d.). Globally, World Health Organization (2024) also published that about 1 in 3 or 30% of women worldwide have been subjected to physical and/or sexual violence from their partners and non-partners. Hence, males are more associated with crime rates, particularly in violent offenses, (Zimmer, 2021) while women are more likely to engage in crimes without physical contact like theft (Bristol & Dones, 2021).

The gendered patterns in crime and complaint underscores the social, economic, and cultural dynamics in the barangay. A multi-sectoral collaboration including law enforcement, educational institutions, government agencies, community organizations, and policy institutions may be considered to develop inclusive, equitable, and preventive strategies tailored to the realities experienced by both men and women. Specifically, support system for women should be strengthened given that females are more likely to be complainants in threat-related cases which is often linked to domestic and gender-based violence. There is a need to **promote gender-sensitive legal and social support services** such as accessible legal aid, gender-responsive police and court services, safe spaces and shelters, and mental health and trauma support. In addition, **enhancement of women's socioeconomic empowerment to prevent economic-driven crimes** is crucial since more women are being respondents in theft cases. This includes investment in skills

training, micro-financing, and employment programs for vulnerable women as support for low-income women to reduce economic desperation that may lead to theft.

With regard to males as complainant-dominant and respondent-dominant, especially in violent cases, there is a need to **strengthen male engagement programs in conflict resolution and behavioral interventions** including development of community-based male mentorship and behavior-development programs and encourage positive masculinity campaigns to reduce violent tendencies and respectful interactions. Involvement of youth and minors in the crimes may be addressed through **strengthening through school-based violence prevention programs and focusing on youth engagement and empowerment**. By incorporating gender-based violence (GBV) education in the curriculum, providing accessible reporting and counselling mechanisms in educational institutions, and training of barangay officials on identifying and responding to GBV cases will help the community in reducing the violence against women among youths. Moreover, other youth-related cases may be addressed through creating youth clubs and recreational activities that promote positive social interactions, implementing mentoring and like skills programs for at-risk youths, and encouraging youth participation and involvement as representation in community decision-making to promote responsibility and belonging.

Key Informant Interview

The KII results appears to be a socio-developmental picture of Barangay 629 which focused on (1) gender roles, (2) livelihood training, (3) community issues, and (4) local governance. While the respondent stated that all types of jobs are for any gender, the results showed that call center jobs are seen for females may be due to perceptions that women are

socially perceived to have greater emotional expressiveness, empathy, and patience (Hochschild, 2012; Sutton, 2015) which make them polite and have better communication skills (Mathies & Burford, 2011; Domingo-Cabarrubias, 2012). Employers actively recruit women for call center roles, assuming they possess superior interpersonal skills and emotional labor capacity (Belt et al., 2000; Vial & Cowgill, 2022). On the other hand, construction and plumbing jobs are considered for males because of the traditional view and belief that these jobs are physically demanding works. There is an exempted case wherein females are welders which indicates minor but promising shifts toward gender-neutral employment.

The barangay provides community trainings and livelihood development through the help and support of various government agencies such as TESDA, DILG, PNP, Philippine Navy, and others. These agencies provided skills training like dishwashing liquid making, food processing, and soap making which have good impact in the community since most of the residents especially women used these training as an alternative source of income. This means that these initiatives contribute to the economic empowerment and encourage self-sufficiency which result in the reduction of reliance on aid ("ayuda") (Albert et al, 2025) especially that there are critical issues raised in the misuse of government aid. In particular, some residents become dependent on "ayuda" but using it to vices such as gambling, alcohol, and cigarette. This dependency may lead to demotivation for self-improvement, productivity, and employment. As a solution, the barangay suggests that the government should provide and prioritize training programs as a long-term investment that will empower and develop the skills of the individuals. This strategy is more beneficial than cash assistance because of its long-term effect and sustainable benefits (Hajdu et al., 2020). Despite these collaborations with other agencies, barangay-initiated programs were lacking especially in issues related to Violence Against Women (VAW). There is a need for capacity building for barangay officials in crafting programs and projects including Gender and Development (GAD) planning.

Accordingly, by establishing VAW-specific programs at the barangay level may result in women empowerment especially that most households in the community are managed by women because men are too busy working and earning a living. This follows the traditional set-up of households wherein women are responsible for household and financial

management (Padmaja & Rajakumar, 2022). This also reflects the double burden faced by women like managing household affairs (domestic responsibilities), participating in livelihood training (often unpaid and informal) and focusing in employment at the same time (Chen et al., 2019).

Aside from these challenges on empowering women, the barangay is also facing different social issues involving youths, married couples, and family. There are minors who are involved in curfew violations and illegal activities. It can be noted that these minors belong to broken families and have families with low parental education and experienced substance abuse. Meanwhile, married couples and families are facing family and financial problems such as credit misuse and poor financial literacy. During these social issues, law enforcement in the barangay is responsive with police interventions and mediation of land disputes by barangay captain (punong barangay). When issues were in solve in the barangay level, it will be endorsed in the Philippine National Police (PNP) near the area. Although the barangay is responsive in the needs of the community, there is a critical gap in data profiling (socioeconomic profile) and tracking system.

Based on the narrative, Barangay 629 is a community striving for development but constrained by persistent gender norms, limited planning capacity, and reliance on short-term assistance. While community development is evident through collaborations from external agencies, the lack of barangay-initiated, gender-neutral and gender-responsive, and data-informed programming undermines long-term impact. Thus, the barangay needs (1) institutionalization of GAD Planning and Budgeting, (2) investment in education and youth engagement, (3) prioritization of data collection and profiling, and (4) continuation of skilled-based training to replace unsustainable "ayuda" dependency. The barangay may consider (1) crafting/developing of VAW-specific programs at the barangay level, (2) conducting profiling and data gathering to inform interventions, (3) promoting education and youth development programs to address root causes of crime and delinquency, and (4) partnering with institutions like Polytechnic University of the Philippines (PUP) for extension services and livelihood training (SALIN KAALAMAN) as this barangay is a one of the beneficiaries of the university before. Extension services to empower not only the residents but also the barangay officials in terms of financial literacy, awareness and knowledge on laws, GAD, and others.

Through combining enhanced security measures, conflict resolutions, public education, and social support programs, the barangay can effectively reduce the incidence of all types of crimes and community disturbances. Addressing both the immediate symptoms and underlying causes will foster a safer, more cohesive, and sustainable community.

4.2.5. Barangay 630

Barangay 630 is the smallest in terms of land area relative to the other barangays selected in this study. However, it recorded the highest population of 4,660 individuals distributed among the 1,441 identified households from the 2020 Census of Population and Housing by the Philippine Statistics Authority. This may be attributed to the two private condominiums with a dense population of both families and student renters located in the boundaries of barangay 630. This geographic smallness echoes massive recording of complaints which signifies the barangay's consistency in terms of case lodging via barangay blotter books.

Table 9 shows that theft, as a distinguishable

category of complaints in this study, is the most prevalent disorder-causing actions being reported. Physical altercation then follows which is discussed in the succeeding parts of this barangay case analysis. Traffic/collision, threat, non-payment of debt, and trespassing remained to be minimal. A significant portion (43.02%) of the sampled complaints was categorized as "other" which encompasses all other reported complaints, such as interpersonal gossips, family disputes, unsettled rents, waste disposal, and damage to property, other than the specified categories.

Table 9: Nature of Complaint (Barangay 630)

Complaint Category	No. of Cases	Percentage (%)
Other	37	43.02%
Theft	16	18.60%
Physical Altercation	11	12.79%
Traffic/Collision	8	9.30%
Threat	7	8.14%
Non-payment of Debt	5	5.81%
Ordinance Violation	0	0.00%
Trespassing	2	2.33%
Total	86	100.0%

Table 10: Gender of Involved Persons vs. Nature of Complaints (Barangay 630)

Nature of Complaints	Complainant			Respondents			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Non-payment of Debt	22.86%	5.71%	5.71%	42.86%	8.57%	14.29%	35
Others	28.73%	13.52%	12.11%	22.82%	6.76%	16.06%	355
Physical Altercation	25.00%	10.00%	2.50%	41.25%	7.50%	13.75%	80
Theft	30.61%	12.24%	12.24%	24.49%	4.08%	16.33%	147
Threat	24.00%	16.00%	12.00%	24.00%	12.00%	12.00%	75
Traffic/Collision	33.33%	16.67%	16.67%	29.17%	0.00%	4.17%	48
Trespassing	57.14%	0.00%	0.00%	28.57%	14.29%	0.00%	7
Total Percentage	28.51%	12.85%	10.98%	26.64%	6.56%	14.46%	747

Meanwhile, table 10 shows the gender-magnified analysis of the cases mentioned in the previous table. Theft had the highest number of persons involved (147) with men being the primary complainant (30.61%) and respondent (24.49%). Physical Altercation had the second highest number of persons involved (80) with the complainants (25.00%) and respondents (41.25%) mostly men. Threats followed with 75 persons involved and it followed the same pattern as the two former classifications where men were the primary complainants (24.00%) and respondents (24.00%). Next came Traffic/Collision which had 48 persons involved where men were also the primary complainants (33.33%) and respondents (29.17%). Following this, cases which involved Non-Payment of Debt had 35 people involved. Male complainants (22.86%) and respondents (42.86%) similarly dominated this category. Lastly, only 7 people were

involved with cases related to trespassing where men also dominated both complainants (57.14%) and respondents (28.57%). However, aside from these clearly categorized cases, complaints categorized as others held more than double the number of cases involving theft. These cases were a combination of: Illegal Parking, Sexual Harassment, Verbal Conflict, Dead bodies, etc. The complainants and respondents were mostly men, 28.73% and 42.86% respectively. Accordingly, interviews with several local officials revealed that these complaints mostly stemmed from disputes over finances which are often due to a lack of employment between both partners. As noted by one of the key informants, "*Kasi parehas sila walang trabaho eh*". Aside from financial disagreements, other causes like jealousy, cheating, and insecurities played a big role in increasing the number of recorded complaints. These situations are often reflected in the literature where multiple studies

report that differences in socioeconomic status and socioeconomic deprivations lead to an increase in gender-based violence (Satyen et al., 2024; Jose et al., 2025).

Data from Barangay 630 revealed that both male and female are lodging their complaints through the barangay, with male respondents dominating most categories. This could be attributed to the fact that the men in Barangay 630 were mostly working as tricycle and padyak drivers which exposed them to greater public interaction—hence, a higher risk of conflict. The women on the other hand, commonly worked as vendors and rug-makers outside of PUP. These apparent divisions of labor between men and women are consistent with studies in the Philippines where most men are positioned in technical roles while women are limited to select traditional courses like retail and childcare due to societal standards, although key informants from Barangay 630 argue that when it comes to childcare and household obligations, there is no set gender as to who will take up the responsibility as it all came down to a mutual understanding and agreement between the household heads. Thus, the disproportionate number of respondents (and complainants) between men and women cannot solely be justified by traditional gender stereotypes but also by how the society shapes and limits the opportunities, employment, and division of labor between men and women (ADB, 2020; Coltrane & Adams, 2008; UNESCAP, 2021; Lee & Adair, 2007; TESDA, 2022).

Most parties involved fell within 18-45 years old age bracket, highlighting a working-age demographic under duress. Responses from the interviewees point out that most of the involved parties under these complaints have not finished their studies and are unemployed which is consistent with the findings of Dabaghi et al., (2023)) and Jose et al., (2025) which states that educational achievements and poverty amongst other factors determines the probability of conflict in households and communities. These socioeconomic challenges faced by the respondents not only increase the likelihood of household and community disputes but also have a lasting impact on the victims which is evident in how abundant public nuisance and intoxication cases were in Barangay 630 compared to other barangays, suggesting substance use as a contributing factor in disputes. These cases can be indirectly attributed to a person's childhood experiences where early exposure to violence often resulted in aggression, substance use, depression, anxiety, and post-traumatic stress which are often carried over into adulthood (Boxer & Sloan-Power, 2013).

While many cases ended in amicable resolution, a worrying number of complaints had no recorded conclusion, which may be partially explained by the barangay's active cooperation with the DSWD and the Police due to their limited jurisdiction on cases with a higher degree of conflict. Additionally, the lack of recorded conclusions can be further attributed to the underdeveloped data collection system of the barangay where there is also an absence of socioeconomic and gender-specific data. Strengthening this aspect in the LGU-level is one of the primary goals of the National Action Plan to End Violence Against Women (NAP EVAW) where its improvements will bolster the survival and protection of the victims (DSWD, 2012).

Given the high prevalence of theft and traffic/collision, the barangay could intensify monitoring through the installed CCTVs in the vicinity and the functional public announcement megaphones. This will then allow for quicker response as well as intact documentation when official evidence is needed by authorities. On the other hand, to address the still-evident household related issues such as domestic violence, child-rearing role of women, and physical abuse within the family, the barangay could further strengthen its case resolution mechanism (involving the *Lupon*) and continuously training qualified VAWC desk officer. In terms of economic opportunities, on top of the barangay-initiated rolling stores, perfume and candle making workshops which provide daily livelihood for its residents, the barangay could encourage more residents of the barangay who need job, other than the most active segments such as the women and senior citizens, to participate in the above mentioned barangay livelihood initiatives. In addition, the barangay's cooperation with different volunteer groups such as student organizations doing internship and outreach programs as well as non-government organizations is needed to augment the limited programs of the national government particular for barangay level implementation. It could capitalize on its proximity to PUP which consistently engages with the barangay through various memoranda of agreement. Further, financial literacy trainings could be hosted by the barangay to accommodate technical experts in providing series of talks and conduct impact studies on its effectiveness.

4.3 Cross-Barangay Observations and Implications

This section provides a descriptive analysis of the summed complaints lodged in the blotter books of all the selected barangays according to the nature of the complaints, men-women involvement, and

resolution/outcome. This serves as a quick summary of the figures generated by the researchers. However, it must be noted that the patterns/trends observed only represent the selected barangays and that it could not be haphazardly used to represent the entire city of Manila. Hence, further data collection using a more rigorous sampling procedure is recommended. Male complainants appear more frequently in cases involving theft, threats, traffic-related altercations, and property damage. These cases are often framed around physical security, financial loss, or breaches of public order. In contrast, female complainants are more dominant in cases relating to interpersonal and family disputes, economic grievances such as unpaid salaries or rent, and moral or reputational concerns like defamation and harassment. This is supported by Kadir *et al.* (2022) which revealed that males are more frequently dissatisfied than females. Traditionally, women have been much less likely to commit violent crimes compared to men (Bristol & Dones, 2021). Male respondents are consistently more involved in

cases concerning physical violence, property disputes, threats, and theft (Zimmer, 2021). These complaints often depict them as aggressors or actors in public conflict. Meanwhile, female respondents are more commonly associated with economic conflicts (e.g., unpaid debts, housing disputes), domestic misunderstandings, and reputational clashes. The gender of respondents generally aligns with expected gender roles and behaviors, reinforcing how men are perceived (and documented) as actors in physical or public transgressions (Zimmer, 2021), while women are more often named in relational or domestic disagreements (Bristol & Dones, 2021). A pattern emerges where women seek help for reputation-based injuries or economic dependency issues, while men act on physical harm or resource-related disputes. These distinctions reflect broader gendered patterns in social vulnerability, as well as differing forms of harm prioritized by each gender group

Table 11: Gender of Involved Persons vs. Nature of Complaints (All Barangays)

Nature of Complaints	Complainant			Respondents			Total Number of Persons Involved
	Male	Female	Undisclosed	Male	Female	Undisclosed	
Non-payment of Debt	25.58%	4.65%	4.65%	41.86%	11.63%	11.63%	43
Ordinance Violation	33.33%	0.00%	0.00%	33.33%	33.33%	0.00%	3
Others	30.97%	18.66%	15.33%	18.73%	5.51%	10.80%	1324
Physical Altercation	29.41%	14.12%	1.18%	40.59%	8.24%	6.47%	170
Theft	31.12%	9.51%	14.41%	21.61%	4.90%	18.44%	347
Threat	30.60%	16.42%	12.69%	22.39%	8.96%	8.96%	134
Traffic/Collision	28.29%	10.53%	13.82%	35.53%	0.00%	11.84%	152
Trespassing	55.56%	0.00%	0.00%	33.33%	11.11%	0.00%	9
Total Percentage	30.66%	15.77%	13.52%	22.82%	5.64%	11.59%	2182

As seen in table 12, cases filed by both men and women often escalate toward formal interventions, either barangay hearings or referrals to police and legal authorities, suggesting indifferent trust levels in legal institutions to resolve issues quietly. Furthermore, the presence of unspecified sex of complainants of the complaints suggests gaps in implementation or limitations in barangay capacity to consistently disaggregate their data during the blotter process.

Table 12: Complainants Sex-Disaggregated Resolution Rate (All Barangays)

Complainants	Total Number of Cases	Total Number of Cases Resolved	Resolution Rate
a) Male only	126	39	30.95%
b) Female only	109	32	29.35%
c) Both Male and Female	7	5	71.42%
d) Unspecified	20	5	25.00%

There is a disparity in how complaints are treated or resolved based on gender. Men’s complaints, especially regarding theft and property damage, are more likely to lead to resolution (e.g., repayment, settlement), while women’s complaints, particularly concerning unpaid wages or moral offenses (as lumped in the “others” category), are more often documented without clear follow-up. This suggests a systemic imbalance, where property and public order violations (often affecting men) are acted upon more decisively than domestic or reputational harms (often affecting women). Social norms also play a role; men may be more encouraged to pursue assertive legal action, while women may face pressures toward compromise or silence. Across all barangays, interpersonal conflict and economic stress are the most common triggers of complaints. Women are consistently more active as complainants, particularly in cases involving moral, economic, or domestic harms, but men are more

frequently the subjects of complaints, especially in physical and public incidents. Barangay justice systems play a critical role in resolving neighborhood disputes, but follow-through and documentation quality vary. The gap between formal referrals and resolved cases highlights a potential access-to-justice issue, particularly for cases involving female complainants. A gender-responsive approach to

barangay justice, including mediation training, sensitivity to power dynamics, and documentation practices, is needed to ensure equity. Individual barangays show varying strengths: Barangay 592 shows success in family mediation, while Barangay 591 has effective legal coordination. These can be leveraged in designing peer-learning programs among barangays.

Table 13: Respondents’ Sex-Disaggregated Total Number of Complaints (All Barangays)

Nature of Complaint	Total Number of Complaints	Number of Resolved Cases				
		Male only	Female only	Both Male and Female	Unspecified	Total Number of Resolved Cases
Non-payment of Debt	8	3	1	0	1	5
Ordinance Violation	1	0	0	0	0	0
Others	132	16	22	2	3	43
Physical Altercation	29	4	2	1	0	7
Theft	45	5	1	1	1	8
Threat	19	0	2	0	0	2
Traffic/ Collision	25	10	4	1	0	15
Trespassing	3	1	0	0	0	1

5 CONCLUSION

The findings highlight that barangay complaint systems function as platforms for local conflict resolution while also reflecting deep-seated gender inequities in Filipino culture. Women persist in bearing the "double burden" of overseeing home finances and caregiving while concurrently confronting economic vulnerabilities that heighten their susceptibility to conflicts, which aligns with Chen, Kim, & Lee, 2016; Klappa et al., 2015. Conversely, men exhibit greater engagement in physical and public altercations, corroborating trends observed in extensive criminological and sociological research (Zimmer, 2021; Bristol & Dones, 2021). Mediation serves as a culturally relevant method for conflict de-escalation; nevertheless, it may suppress women's grievances due to underreporting and the need to preserve familial harmony (Vyas & Heise, 2016; Jose et al., 2025). Consequently, barangays embody both potential and obstacles: they excel in mediating interpersonal conflicts yet are constrained in tackling systemic problems of gender-based violence and inequality. A gender-responsive approach—incorporating enhanced data management, training in sensitive dispute resolution, and collaboration with higher-level legal institutions—is crucial for promoting inclusion and equity in barangay justice systems (League of Cities of the Philippines, 2021; UPDGO, 2021). The following specific findings are:

1. This tracing of gender dimension of the Barangay Complaints System within selected barangays in Maynila around Sta. Mesa, City of Manila revealed the complex DNA of both structural

and cultural impact. The blotter data shows that between male and female, women are more active as complainants, particularly in cases that involve money, debts, domestic grievances, and internal conflicts, while men appear as respondents in cases of theft, threats, and physical abuse. This finding is consistent with the studies by Klappa et al. (2015) and Declaro-Ruedas & Guico (2023), which indicate that Filipino women often act as household financiers and provide guidance for relational stability, while men are more frequently associated with disputes over property, violence, and public order, a trend also noted in the research by Zimmer (2021) and Bristol & Dones (2021).

2. Historically, gender roles were pronounced, especially in households where women assumed the responsibilities of family care and financial management, despite the increasing opportunities for employment and entrepreneurship, as noted in the research by San Juan & Fernandez, 2020; Chen, Kim, & Lee, 2016. The younger generations exhibit indications of changing perspectives, cultivating skill-oriented opportunities, in contrast to the patterns articulated by Bayudan & Dacuycuy (2016) about the transformation of domestic labor roles.

3. The study also highlighted the link between socioeconomic stress and conflict, identifying poverty, unemployment, and low educational attainment as recurrent sources for domestic conflicts and intimate partner violence, as also indicated in the study of Antai et al., 2014; Dabaghi et al., 2023; and Dang & Le, 2025. Education surfaced as both a protective and danger factor; key informants indicated that more education promotes mutual

respect in relationships; however, patriarchal standards persist, facilitating abuse despite formal learning.

4. Data management inside the barangays has revealed considerable challenges. In the assessed communities, barangay authorities acknowledged that their recordkeeping was inconsistent, often insufficient, and rarely disaggregated by gender or socioeconomic variables. Most documentation methodologies concentrated on event statistics, often neglecting factors like poverty, educational background, and gender-related complications. Some barangays relied exclusively on observational information rather than systematic profiling, illustrating the criticisms expressed by the Department of Social Welfare and Development (2012) and UNFPA (2025) over insufficient grassroots data systems. The lack of extensive data collection hinders accurate monitoring of gender disparities and the formulation of evidence-based solutions.

1. RECOMMENDATIONS

Alongside the differences in experience and means, the common ground among the selected barangays in this study is the goal to provide enabling mechanisms for their residents to achieve a good life. Having access to gender-fair economic opportunities, well-functioning barangay justice system, and safe neighborhood, the barangays could significantly help their residents fully develop their capabilities. These could all be achieved by considering the following concrete courses of action:

The following are recommended to establish data management system which could enable barangay officials deliver efficient services by utilizing information and communications technology:

1. **Develop and Upgrade Barangay Data Systems with Privacy Safeguards.** Invest in building a secure, centralized digital data management system that can accurately capture and monitor various types of community data, including socioeconomic and gender-disaggregated information. Since this has fiscal requirements, the barangays could explore “systems” being developed and offered by different entities especially researchers from the academe. Noting the need to ensure that the system includes confidentiality protocols to protect sensitive information, encouraging community members to provide accurate data. These are all possible through well-crafted and consulted memoranda of agreements between the barangay and the entities that offer such “system”. Ultimately, it is imperative to train barangay staff in data collection, entry, and analytics to improve the quality and reliability of information gathered.

2. Institutionalize a Comprehensive Complaint Tracking and Case Follow-Up System.

Formalize a barangay complaint tracking system with defined timelines for case resolution based on the nature of complaints, ensuring timely follow-ups. Hence, the barangays could establish clear guidelines and responsibilities for its officials and personnel to monitor case progress and maintain records of actions taken and conclusions reached. In addition, barangays could regularly audit the system and review unresolved cases to improve responsiveness and accountability.

The barangays having devolved local government powers and responsibilities could, through barangay resolutions, formally:

3. Implement Targeted and Sustained Socioeconomic Programs to Support Community Success.

Develop continuous livelihood and skills development programs that go beyond one-time financial assistance (*ayuda*), focusing on empowering residents toward self-sufficiency and long-term economic success. This can include job training, entrepreneurship workshops, and microfinance support.

4. Increase Barangay Tanod and Police Patrol Visibility.

Heighten the presence of barangay *tanods* and coordinate closely with local police for regular patrols and visibility in areas with high theft, threats, and property-related complaints. Barangays could also explore “community policing” efforts to build trust and promote neighborhood watch groups.

5. Institutionalize Gender and Development (GAD) Planning and Budgeting.

Formalize the integration of GAD principles in barangay planning and budgeting processes to ensure adequate resource allocation for gender equality programs and services. Regular monitoring and evaluation should be part of this process to measure impact.

6. Enhance Coordination with External Agencies to Resolve Complaints and Ensure Accountability.

It is evident that the barangays have strong ties with the police station assigned around Sta. Mesa. Hence, to strengthen this, barangays could develop formal protocols for collaboration with DSWD, police, and other relevant offices to track complaint resolutions comprehensively. Establish a system for following up on cases beyond barangay jurisdiction to improve closure rates and transparency.

7. Maximize Use of Technology for Crime Monitoring and Rapid Response.

Utilize existing CCTV infrastructure and public announcement systems to strengthen monitoring of theft, traffic incidents, and other crimes. In addition, officials

could set up a barangay emergency response team that can act quickly based on real-time surveillance and communication to support law enforcement.

Acknowledging fiscal constraints, barangays could utilize their partnerships with different groups such as the academe, non-government organizations, and other volunteer groups to:

8. Integrate Youth-Focused, School-Based Gender-Based Violence Prevention Programs.

Work with educational institutions to incorporate GBV awareness, reporting, and counseling mechanisms in the school curriculum. Train barangay officials to identify and respond to GBV cases involving youth, aiming to reduce violence among minors and encourage youth empowerment and engagement. This is attainable through continuous attendance to various stakeholders' meeting being called by the higher/basic education

institutions within the vicinity of Sta. Mesa.

9. Leverage Partnerships with Academic Institutions, NGOs, and Volunteer Groups for Program Augmentation. Utilize close relationships with nearby universities such as PUP, student organizations, NGOs, and other volunteer groups to supplement limited national government programs. This can include joint outreach, internship activities, training sessions, and other community services tailored to barangay needs.

10. Offer Financial Literacy Training and Conduct Impact Assessments. Host a series of financial literacy talks and workshops facilitated by technical experts to empower community members with better money management skills. Regular monitoring and impact studies should be conducted to assess the effectiveness and improve the delivery of these trainings.

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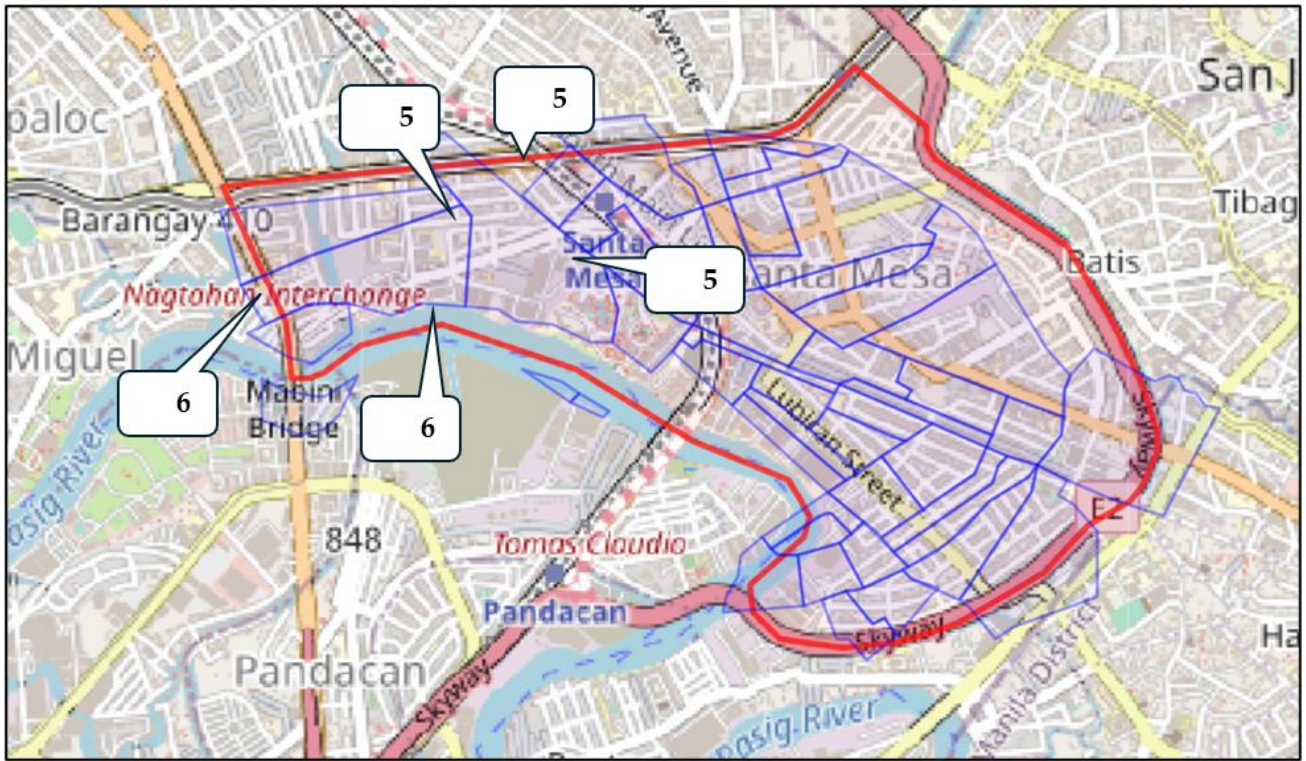
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APPENDIX A
VICINITY MAP AND POPULATION STATISTICS



Source: Streets of Philippines

Table 14: Total Number of Households and Barangay Population based on 2020 Census of Population and Housing

Barangay	No. of Barangay Population	Number of Households
Barangay 587	2,920	798
Barangay 591	2,948	656
Barangay 592	2,371	623
Barangay 629	1,633	488
Barangay 630	4,660	1,441

Source: Philippine Statistics Authority 2020 Census of Population and Housing

APPENDIX B
ETHICAL CLEARANCE

Date: May 29, 2024

To/For:

Subject: *Ethical Clearance*

From: *Chief, Research Ethics Center*

This is to inform you that your submitted documentary requirements for your research project titled **"TRACING THE GENDER DIMENSION OF BARANGAY COMPLAINTS SYSTEM IN SELECTED BARANGAYS IN THE CITY OF MANILA, PHILIPPINES"** passed the evaluation of the "Research Ethics Committee (REC) in accordance with the requirements set by the Philippine Health Research Ethics Board (PHREB).

UREC Code	2024-0001
Type of Review	EXPEDITED
Approval Date	May 29, 2024
Expiry Date	May 28, 2025
PUP-UREC Decision	Approved

The standard conditions of this approval are as follows:

1. Conduct the project strictly in accordance with the submitted and approved research protocol and other documentary requirements.
2. If changes will be done in the conduct of the research project/study that will affect the research participants, an amendment of the research protocol must be submitted to text stridancor before implementing such changes.
3. For ethical clearance that is about to expire, researcher/s must apply for resubmission of the research protocol.
4. A final report/terminal report must be submitted when the research project/study is complete.
5. Researchers must advise in writing the -UREC (email: urec@phreb.gov.ph) if the research project/study has been discontinued.

You may now commence on your research project/study. Good luck.