

Assessing The Delivery of Police Services by the Women and Children Protection Desk in the 4th District of Pangasinan

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ABSTRACT

This study assessed the delivery of police services of the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan in terms of reliability, responsiveness, assurance, empathy, and tangibles. It also determined the extent of challenges encountered and examined whether a significant relationship exists between the services delivered and the challenges encountered. A quantitative descriptive research design was employed using a structured questionnaire administered to 399 female respondents with prior experience with WCPD services. The weighted mean was used to determine the extent of service delivery and challenges, while the Spearman Rank-Order Correlation Coefficient (rs) was used to test the relationship between variables at a 0.05 level of significance. The findings revealed that the WCPD delivered services to a Very Great Extent across all dimensions. However, challenges such as manpower shortages, heavy workload, limited resources, and facility constraints were also experienced to a Very Great Extent. The correlation analysis showed a weak but significant relationship ($rs = 0.3846$, $p < 0.05$) between services delivered and challenges encountered, leading to the rejection of the null hypothesis. The study concludes that while the WCPD demonstrates strong service performance, addressing operational challenges is essential to sustain and enhance service quality. It is recommended that personnel deployment be increased, continuous training be provided, facilities be improved, and coordination with other agencies be strengthened.

Keywords: Assessing, Delivery, Police Services, Women and Children Protection Desk

INTRODUCTION

The protection of women and children has long been a pressing concern in the Philippines due to the rising number of cases involving abuse, violence, and exploitation. In many instances, victims of gender-based violence encounter not only physical and psychological harm but also barriers in seeking justice and support. Recognizing this, the Philippine government, through the Philippine National Police (PNP), established the Women and Children Protection Desk (WCPD) in every police station. This initiative was institutionalized through Republic Act No. 9262, otherwise known as the Anti-Violence Against Women and Their Children Act of 2004, which mandates the state to provide mechanisms that will ensure the safety, dignity, and rights of women and children.

The WCPD serves as a frontline unit specifically tasked to respond to complaints involving women and children. These desks are designed to provide immediate and accessible services such as receiving and documenting complaints, investigating reports, and ensuring that victims are treated with compassion, respect, and confidentiality. Police officers assigned to the WCPD, usually female personnel, are given specialized training to handle sensitive cases like domestic violence, sexual abuse, human trafficking, and child exploitation (Philippine National Police, 2020). Beyond enforcement, the WCPD also acts as a bridge between victims and other agencies such as the Department of Social Welfare and Development (DSWD), medical institutions, and legal aid providers. The establishment of these desks reflects the government's recognition of the vulnerabilities of women and children and its duty to provide a protective environment where victims can seek justice and assistance without fear or hesitation.

However, despite the existence of such protective mechanisms, challenges persist in their implementation. Reports from various communities have identified issues such as slow response times, lack of adequately trained

personnel, insufficient facilities, and limited logistical resources (Montiel & De Guzman, 2019). These gaps often result in delays in case handling, inconsistencies in the delivery of services, and sometimes, secondary victimization of complainants. Moreover, the availability and effectiveness of WCPDs vary from one locality to another, depending on the level of resources, training, and support provided by both the local government and the police force.

Moreover, in the 4th District of Pangasinan which includes Dagupan City and the municipalities of Manaoag, Mangaldan, San Fabian, and San Jacinto, the role of the WCPD is particularly crucial. With its diverse socio-economic setting, cases involving women and children may manifest differently, ranging from domestic violence in rural households to exploitation and abuse in more urbanized areas. Therefore, it is necessary to examine whether the WCPDs in the district are fulfilling their responsibilities effectively and consistently. Identifying strengths and weaknesses in their service delivery will provide valuable insights into how protection mechanisms function on the ground.

This study aims to assess the delivery of police services of the Women and Children Protection Desk in the 4th District of Pangasinan. Specifically, it will evaluate factors such as the availability and competency of assigned personnel, the timeliness and quality of response to reported cases, the level of confidentiality maintained, and the extent of support extended to victims throughout the process. By identifying both successes and shortcomings, the study hopes to provide recommendations that will guide the improvement of policies, training programs, and allocation of resources. Ultimately, the results of this research may contribute not only to strengthening the protection of women and children in Pangasinan but also to informing efforts in other parts of the Philippines where the need for effective WCPD services is equally urgent.

THEORITICAL FRAMEWORK

The Theoretical framework of this study is anchored on the principle that the effectiveness of police service delivery by the Women and Children Protection Desk (WCPD) is influenced by the quality of services provided and the challenges encountered in delivering these services. The Service Quality (SERVQUAL) Theory by Parasuraman, Zeithaml, and Berry (1988), which explains that the quality of services can be evaluated using five dimensions: reliability, responsiveness, assurance, empathy, and tangibles. These dimensions serve as the primary indicators used to assess the extent of services delivered by the WCPD. The Victim-Centered Approach (Alexandria, 2023; UN Women, 2016), which emphasizes the importance of treating victims with dignity, confidentiality, and compassion. This approach highlights the role of law enforcement agencies in ensuring that women and children who seek assistance are treated with sensitivity and respect throughout the reporting and investigation process.

The Systems Theory proposed by von Bertalanffy (1968), which explains that organizations function as interconnected systems composed of inputs, processes, and outputs. In this study, the input consists of the respondents' assessment of WCPD services, the process involves data collection and statistical analysis, and the output includes the identification of challenges and the formulation of recommendations to improve service delivery. Through this framework, the study examines how the delivery of services and the challenges encountered are related and how these factors contribute to improving the effectiveness of WCPD services in the 4th District of Pangasinan.

Objective of the Study

This study aims to assess the delivery of police services of the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan.

Statement of the Problem

Specifically, it aims to answer the following questions:

What is the extent of the services delivered by the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan along the areas of:

- a. Reliability
- b. Responsiveness
- c. Assurance
- d. Empathy
- e. Tangibles

What is the extent of the challenges encountered in the delivery of services by the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan along the above-mentioned areas?

Is there a significant relationship between the services delivered and the challenges encountered by the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan?

What can be recommended to improve the delivery of services by the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan?

METHODOLOGY

This study employed a quantitative research design to assess the delivery of police services of the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan. Specifically, the descriptive survey method was utilized to gather numerical data regarding the respondents' perceptions and experiences in relation to service delivery and challenges encountered. A structured survey questionnaire was developed by the researchers as the primary data-gathering instrument. The questionnaire used a Likert-type scale to quantify the respondents' assessments of WCPD services in terms of reliability, responsiveness, assurance, empathy, and tangibles, as well as the challenges encountered in service delivery. This approach enabled the collection of measurable and comparable data suitable for statistical analysis. The primary source of data was the survey questionnaire, which was developed by the researchers. The questionnaire was structured based on an extensive review of secondary sources, such as books, journals, articles, and online materials. These secondary sources guided the formulation of questionnaire items and supported the conceptual framework of the study.

Population of the Study

The study included a total of three hundred ninety-nine (399) valid respondents who were residents of the 4th District of Pangasinan. Specifically, the respondents were distributed as follows: one hundred four (104) from Mangaldan, one hundred fifty-five (155) from Dagupan, twenty-five (25) from San Jacinto, forty-seven (47) from San Fabian, and sixty-eight (68) from Manaoag. The respondents were selected to represent the residents of each municipality in the district and to provide relevant data regarding their perceptions and experiences related to the services of the Women and Children Protection Desk (WCPD). The researchers used a structured survey questionnaire with a Likert-scale format to collect quantifiable data on the respondents' perceptions, experiences, and level of extent with the services provided.

Data Gathering Instruments

The researchers constructed a structured questionnaire as the primary research instrument for this study. The questionnaire consisted solely of closed-ended questions. For Part I contains the Extent of Services by the Women and Children Protection Desk (WCPD) along the following area; Reliability, Responsiveness, Assurance, Empathy and Tangibles; Part II contains the Extent of Challenges Encountered in Service Delivery along the following area; Reliability, Responsiveness, Assurance, Empathy and Tangibles; For PART III contains the recommendation section. After validation, the questionnaires were distributed to the respondents. Approval was secured from the Mayor of each municipality prior to the conduct of the study. The respondents were properly informed about the purpose of the research, and informed consent was obtained before the administration of the instrument. The respondents answered the questionnaire individually in a private setting to ensure honesty and confidentiality. After completion, the researchers collected the questionnaires for data analysis. All responses were carefully coded to facilitate statistical treatment. The Weighted Mean was used to determine the extent of services delivered and the extent of challenges encountered by the Women and Children Protection Desk (WCPD) in terms of reliability, responsiveness, assurance, empathy, and tangibles.

Data Analysis

The weighted mean was computed to obtain the average score of the respondents' ratings for each indicator using the Likert scale. The formula used in computing the weighted mean is: The Formula used in computing the weighted mean was:

Where: \bar{x} = Weighted Mean

Σ = Summation

f = Frequency of responses

x = Weight assigned to each response

n = Number of respondents

The computed weighted mean for each indicator was interpreted using the following statistical limits:

The Extent of Service Delivered by The Women and Children Protection Desk (WCPD)

Numerical Evaluation	Descriptive Equivalent
3.25 - 4.00	Very Great Extent
2.50 - 3.24	Great Extent
1.75 - 2.49	Less Extent
1.00 - 1.74	Very Less Extent

To Determine the Extent of Challenges Encountered in Service Delivery

Numerical Evaluation	Descriptive Equivalent
3.25 - 4.00	Very Great Extent
2.50 - 3.24	Great Extent
1.75 - 2.49	Less Extent
1.00 - 1.74	Very Less Extent
RS-VALUE	Verbal Interpretation
0.00–0.19	Very Weak Relationship
0.20–0.39	Weak Relationship
0.40–0.59	Moderate Relationship
0.60–0.79	Strong Relationship
0.80–1.00	Very Strong Relationship

To Determine the Significant Relationship Between the Extent of Services Delivered and the Extent of Challenges Encountered by the Woman and Children Desk in the 4th District of Pangasinan,

The Spearman Rank-Order Correlation Coefficient (rs) was employed. The interpretation of the Spearman correlation coefficient (rs) was based on the following scale;

RESULTS AND DISCUSSION

This chapter presents the data gathered from the three hundred ninety-nine (399) respondents regarding their assessment of the delivery of police services of the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan. The data are organized according to the Statement of the Problem and are presented using tables, followed by analysis and interpretation.

Extent of Services Delivered by the Women and Children Protection Desk (WCPD)

In Terms of Reliability

Table I shows the extent of services delivered by the Women and Children Protection Desk (WCPD) in terms of Reliability with an average weighted mean of 3.68 described as Very Great Extent.

TABLE I		
EXTENT OF SERVICES DELIVERED BY THE WOMEN AND CHILDREN PROTECTION DESK (WCPD) IN TERMS OF RELIABILITY		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
The WCPD provides services as promised to clients.	3.91	Very Great Extent
Proper procedures are consistently followed in handling cases.	3.69	Very Great Extent
Clients can rely on the WCPD to handle cases efficiently.	3.67	Very Great Extent
Records and documents are processed correctly.	3.61	Very Great Extent
Cases are handled accurately and without errors.	3.51	Very Great Extent
AVERAGE WEIGHTED MEAN	3.68	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The results indicate that the delivery of services by the Women and Children Protection Desk (WCPD) under the Philippine National Police in the 4th District of Pangasinan is assessed to a **Very Great Extent** in terms of reliability, with an average weighted mean of **3.68**. All indicators fall within the range interpreted as “Very Great Extent,” which means that respondents strongly perceive the WCPD as dependable and consistent in performing its duties.

The highest mean score of 3.91 was obtained by the statement “The WCPD provides services as promised to clients,” indicating that respondents highly trust the WCPD in fulfilling its commitments. This suggests that the desk consistently delivers the services it pledges to provide.

Meanwhile, the statement “Cases are handled accurately and without errors” received the lowest mean of 3.51, but it still falls under the “Very Great Extent” category. This implies that although minor improvements may still be possible, case handling is generally precise and properly managed.

The remaining indicators proper procedure compliance 3.69, correct processing of records and documents 3.61, and efficient case handling 3.67 further confirm that the WCPD maintains systematic processes and organized documentation practices.

Overall, the composite mean of 3.68 signifies that respondents view the WCPD as highly reliable in delivering services. This means that victims and clients can depend on the desk for accurate documentation, proper case management, and consistent adherence to procedures. The findings suggest that the WCPD in the 4th District of Pangasinan effectively upholds its mandate to provide trustworthy and efficient police services to women and children.

In Terms of Responsiveness

Table II indicates that the Women and Children Protection Desk (WCPD) delivered services in terms of Responsiveness to a Very Great Extent, as reflected by an average weighted mean of 3.65.

TABLE II		
Extent of Services Delivered by the Women and Children Protection Desk (Wcpd) In Terms of Responsiveness		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
WCPD personnel respond promptly to reported cases.	3.82	Very Great Extent
Clients are informed about the progress of their cases on time.	3.65	Very Great Extent
WCPD personnel are willing to help clients at any time.	3.63	Very Great Extent
Complaints and concerns are addressed without unnecessary delay.	3.62	Very Great Extent
Assistance is provided immediately when needed.	3.53	Very Great Extent
AVERAGE WEIGHTED MEAN	3.65	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The findings reveal that the Women and Children Protection Desk (WCPD) of the Philippine National Police in the 4th District of Pangasinan demonstrates a **Very Great Extent** of responsiveness, with an average weighted mean of **3.65**.

All indicators received ratings within the “Very Great Extent” category, indicating that respondents strongly agree that WCPD personnel are prompt, attentive, and proactive in addressing reported cases.

The highest mean score of 3.82 was obtained by the statement “WCPD personnel respond promptly to reported cases.” This suggests that immediate response to complaints is one of the strengths of the desk, reflecting efficiency and urgency in handling sensitive situations involving women and children.

The statement “Assistance is provided immediately when needed” received a mean of 3.53, which, although the lowest among the indicators, still falls under “Very Great Extent.” This implies that respondents generally experience timely support, though there may still be minor areas for improvement in immediate service provision.

Other indicators, such as willingness to help clients at any time 3.63, addressing complaints without unnecessary delay 3.62, and informing clients about case progress on time 3.65, further confirm that WCPD personnel maintain open communication and active follow-up with clients.

Overall, the composite mean of 3.65 indicates that the WCPD is highly responsive in delivering its services. This means that clients perceive the desk as efficient, approachable, and committed to providing timely assistance and updates, which are essential in handling cases involving women and children.

In Terms of Assurance

Table III shows that the Women and Children Protection Desk (WCPD) delivered services in terms of Assurance to a Very Great Extent, with five indicators yielding an average weighted mean of 3.61.

TABLE III		
EXTENT OF SERVICES DELIVERED BY THE WOMEN AND CHILDREN PROTECTION DESK (WCPD) IN TERMS OF ASSURANCE		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
WCPD personnel clearly explain procedures and legal processes.	3.72	Very Great Extent
WCPD personnel are knowledgeable in handling women and children’s cases.	3.63	Very Great Extent
Clients feel safe when dealing with the WCPD.	3.63	Very Great Extent
WCPD personnel are courteous and professional.	3.57	Very Great Extent
The behavior of WCPD personnel instills confidence in clients.	3.52	Very Great Extent
AVERAGE WEIGHTED MEAN	3.61	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The data indicate that the Assurance dimension of the services delivered by the Women and Children Protection Desk (WCPD) was rated to a **Very Great Extent**, with an overall average weighted mean of **3.61**. This means



that respondents generally perceive the WCPD personnel as competent, trustworthy, and capable of providing reliable service.

Among the indicators, “WCPD personnel clearly explain procedures and legal processes” received the highest weighted mean of 3.72, suggesting that clients strongly agree that personnel effectively communicate important legal information and procedural steps. This reflects transparency and clarity in service delivery.

The indicators “Clients feel safe when dealing with the WCPD” 3.63 and “WCPD personnel are knowledgeable in handling women and children’s cases” 3.63 also obtained high ratings, indicating that respondents recognize the expertise of personnel and feel secure when seeking assistance.

Meanwhile, “WCPD personnel are courteous and professional” 3.57 and “The behavior of WCPD personnel instills confidence in clients” 3.52 were likewise rated to a Very Great Extent, demonstrating that personnel maintain respectful conduct and are able to build client trust.

Overall, the findings show that the WCPD performs strongly in terms of assurance, as clients perceive the personnel to be knowledgeable, professional, and capable of fostering safety and confidence.

In Terms of Empathy

Table IV shows that the Women and Children Protection Desk (WCPD) delivered services in terms of Empathy to a Very Great Extent, as evidenced by five indicators with an overall average weighted mean of 3.64.

TABLE IV		
Extent of Services Delivered by the Women and Children Protection Desk (WCPD) in Terms of Empathy		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
Individual needs of clients are given importance.	3.75	Very Great Extent
WCPD personnel treat clients with respect and dignity.	3.69	Very Great Extent
WCPD personnel show compassion toward women and children victims.	3.64	Very Great Extent
Clients feel understood when they share their concerns.	3.60	Very Great Extent
WCPD personnel listen carefully to client's problems.	3.54	Very Great Extent
AVERAGE WEIGHTED MEAN	3.64	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents’ assessment of the Empathy dimension of the services delivered by the Women and Children Protection Desk (WCPD). The overall average weighted mean of **3.64**, interpreted as **Very Great Extent**, indicates that clients perceive a high level of care, understanding, and personalized attention from WCPD personnel.



Among the indicators, “Individual needs of clients are given importance” obtained the highest weighted mean of 3.75, suggesting that respondents strongly agree that WCPD personnel prioritize the specific concerns and circumstances of each client. This reflects a client-centered approach in service delivery.

The indicators “WCPD personnel treat clients with respect and dignity” 3.69 and “WCPD personnel show compassion toward women and children victims” 3.64 also received high ratings, indicating that personnel demonstrate sensitivity and humane treatment when handling cases.

Furthermore, “Clients feel understood when they share their concerns” 3.60 and “WCPD personnel listen carefully to clients’ problems” 3.54 were rated to a Very Great Extent, implying that respondents generally feel heard and emotionally supported.

Overall, the findings reveal that the WCPD performs very well in terms of empathy, as personnel are perceived to be respectful, compassionate, attentive, and responsive to the individual needs of women and children clients.

In Terms of Tangibles

Table V shows the extent of services delivered by the Women and Children Protection Desk (WCPD) in terms of Tangibles with an average weighted mean of 3.66 described as Very Great Extent.

TABLE V		
Extent Of Services Delivered by the Women and Children Protection Desk (WCPD) in Terms of Tangibles		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
The WCPD office is clean and well-maintained.	3.70	Very Great Extent
Necessary equipment and materials are available at the WCPD.	3.70	Very Great Extent
The office environment is comfortable for clients.	3.66	Very Great Extent
WCPD personnel are neat and properly uniformed.	3.63	Very Great Extent
The WCPD has adequate facilities for private consultations.	3.62	Very Great Extent
AVERAGE WEIGHTED MEAN	3.66	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents’ evaluation of the Tangibles dimension of the services delivered by the Women and Children Protection Desk (WCPD). The overall average weighted mean of **3.66**, interpreted as **Very Great Extent**, indicates that clients perceive the physical facilities, equipment, and overall environment of the WCPD as highly satisfactory. Among the indicators, “The WCPD office is clean and well-maintained” and “Necessary equipment and materials are available at the WCPD” both obtained the highest weighted mean of 3.70. This suggests that respondents strongly agree that the office maintains cleanliness and is properly equipped to handle cases effectively.



The indicator “The office environment is comfortable for clients” received a weighted mean of 3.66, reflecting that clients generally feel at ease when visiting the WCPD. Meanwhile, “WCPD personnel are neat and properly uniformed” 3.63 and “The WCPD has adequate facilities for private consultations” 3.62 were also rated to a Very Great Extent, indicating that professionalism and confidentiality are observed in the physical setup.

Overall, the findings reveal that the WCPD performs very well in terms of tangibles, as the office environment, facilities, equipment, and personnel appearance contribute positively to clients’ overall experience and perception of service quality.

Summary of Results on Delivery Services of Women and Children Protection and Children (WCPD)

Table VI shows the summary of result of the Women and Children Protection Desk (WCPD) Services Delivered in all areas with a Grand Mean of 3.65, which corresponds to a descriptive rating of Very Great Extent.

TABLE VI		
Summary of Result on Delivery Services		
AREA	WEIGHTED MEAN	DESCRIPTIVE RATING
Reliability	3.68	Very Great Extent
Tangibles	3.66	Very Great Extent
Responsiveness	3.65	Very Great Extent
Empathy	3.64	Very Great Extent
Assurance	3.61	Very Great Extent
GRAND MEAN	3.65	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The summary of results on delivery services shows that all service quality dimensions are rated at a “Very Great Extent,” with a grand mean of 3.65, indicating a consistently high level of performance across all areas. Among the dimensions, Reliability (3.68) obtained the highest mean, suggesting that respondents highly value the delivery service’s ability to perform dependably and accurately. This is followed closely by Tangibles (3.66) and Responsiveness (3.65), which indicate that the physical aspects of the service and the promptness in addressing customer needs are also strongly evident.

Meanwhile, Empathy (3.64) and Assurance (3.61), although slightly lower, still fall within the same descriptive rating of “Very Great Extent,” showing that customers feel well cared for and confident in the service providers.

Overall, the narrow range of scores implies that the delivery service demonstrates consistency and balance in all service quality dimensions, with no major weaknesses observed. This suggests that the service provider is effectively meeting customer expectations in all areas.

Extent of Challenges Encountered by The Women and Children Protection Desk (WCPD)

In Terms of Reality

Table VII shows the extent of challenges encountered by the Women and Children Protection Desk (WCPD) in terms of Reliability with an average weighted mean of 3.64 described as Very Great Extent.

TABLE VII		
Extent of the Challenges Encountered in Service Delivery in Women and Children Protection Desk (WCPD) in Terms of Reliability		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
Lack of manpower affects the accuracy of service delivery.	3.72	Very Great Extent
Changes in assigned personnel affected the continuity of my case.	3.66	Very Great Extent
Heavy workload of personnel affected consistency in service delivery	3.64	Very Great Extent
Limited coordination with other agencies affects reliable service delivery.	3.62	Very Great Extent
Incomplete records cause delays in case handling.	3.54	Very Great Extent
AVERAGE WEIGHTED MEAN	3.64	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents’ assessment of the challenges affecting the reliability of service delivery of the Women and Children Protection Desk (WCPD). The overall average weighted mean of **3.64**, interpreted as **Very Great Extent**, indicates that respondents strongly perceive these factors as significantly affecting the consistency and reliability of services.

Among the indicators, “Lack of manpower affects the accuracy of service delivery” obtained the highest weighted mean of 3.72, suggesting that insufficient personnel is viewed as the most significant challenge impacting service performance. This implies that staffing concerns may directly influence the quality and efficiency of case handling.

The indicator “Changes in assigned personnel affected the continuity of my case” 3.66 and “Heavy workload of personnel affected consistency in service delivery” 3.64 were also rated to a Very Great Extent, indicating that workload pressures and reassignment of personnel may disrupt case continuity and service consistency.

Meanwhile, “Limited coordination with other agencies affects reliable service delivery” 3.62 and “Incomplete records cause delays in case handling” 3.54 likewise received high ratings, suggesting that inter-agency collaboration and proper documentation are important factors in ensuring efficient service delivery.

Overall, the findings reveal that although the WCPD performs strongly in delivering services, respondents recognize several operational challenges particularly manpower shortage and workload that significantly affect the reliability and continuity of services.

In Terms of Responsiveness

Table VIII indicates that the Women and Children Protection Desk (WCPD) challenges encountered in terms of Responsiveness to a Very Great Extent, as reflected by an average weighted mean of 3.60.

TABLE VIII		
Extent of the Challenges Encountered in Service Delivery in Women and Children Protection Desk (Wcpd) in Terms of Responsiveness		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
High number of cases caused delays in response time.	3.75	Very Great Extent
Insufficient personnel on duty slows down case response	3.65	Very Great Extent
Lack of transportation or mobility affects prompt response to my case	3.63	Very Great Extent
Delays occurred due to multiple cases being handled.	3.50	Very Great Extent
Limited resources delay immediate action.	3.49	Very Great Extent
AVERAGE WEIGHTED MEAN	3.60	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents’ assessment of the extent of challenges encountered in service delivery in terms of responsiveness of the Women and Children Protection Desk (WCPD). The overall average weighted mean of **3.60**, interpreted as **Very Great Extent**, indicates that respondents strongly perceive these factors as significantly affecting the promptness of service delivery.

Among the indicators, “High number of cases caused delays in response time” obtained the highest weighted mean of 3.75, suggesting that the volume of cases is the primary factor contributing to slower response times. This implies that case congestion greatly impacts the ability of personnel to respond immediately.

The indicator “Insufficient personnel on duty slows down case response” 3.65 and “Lack of transportation or mobility affects prompt response to my case” 3.63 were also rated to a Very Great Extent, highlighting manpower shortages and mobility limitations as major barriers to timely action.

Meanwhile, “Delays occurred due to multiple cases being handled” 3.50 and “Limited resources delay immediate action” 3.49 likewise received high ratings, indicating that resource constraints and workload demand contribute to slower service responsiveness. Overall, the findings reveal that while the WCPD aims to provide prompt assistance, operational challenges such as high case volume, limited personnel, and inadequate resources significantly affect the responsiveness of service delivery.

In Terms of Assurance

Table IX shows that the Women and Children Protection Desk (WCPD) encountered challenges in terms of Assurance to a Very Great Extent, as evidenced by the five indicators which yielded an average weighted mean of 3.57. This result indicates

that issues related to assurance such as the competence, credibility, and ability of personnel to instill trust and confidence among clients are highly evident in the delivery of services.

TABLE IX		
Extent of the Challenges Encountered in Service Delivery in Women and Children Protection Desk (WCPD) in Terms of Assurance		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
Pressure from workload affects personnel confidence in decision-making.	3.63	Very Great Extent
Limited access to updated laws and guidelines affects service assurance.	3.57	Very Great Extent
Limited specialization affected the quality of assistance I received.	3.57	Very Great Extent
Some personnel appeared unsure when handling my case.	3.56	Very Great Extent
Legal procedures were difficult for me to understand.	3.50	Very Great Extent
AVERAGE WEIGHTED MEAN	3.57	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents’ assessment of the extent of challenges encountered in service delivery in terms of assurance of the Women and Children Protection Desk (WCPD). The overall average weighted mean of 3.57, interpreted as Very Great Extent, indicates that respondents strongly perceive these factors as significantly affecting the confidence, competence, and credibility of service delivery.

Among the indicators, “Pressure from workload affects personnel confidence in decision-making” obtained the highest weighted mean of 3.63, suggesting that heavy workload is the most prominent factor influencing the assurance dimension. This implies that excessive responsibilities may reduce personnel confidence and affect the quality of decision-making.

The indicators “Limited access to updated laws and guidelines affects service assurance” 3.57 and “Limited specialization affected the quality of assistance I received” 3.57 were also rated to a Very Great Extent, indicating that continuous training and updated legal knowledge are essential to maintaining strong service assurance.

Meanwhile, “Some personnel appeared unsure when handling my case” 3.56 and “Legal procedures were difficult for me to understand” 3.50 likewise received high ratings, suggesting that perceived uncertainty and complexity of procedures may lessen clients’ confidence in the service process.

Overall, the findings reveal that although assurance in service delivery is generally strong, respondents recognize that workload pressure, limited specialization, and the need for updated legal knowledge significantly influence the level of confidence and trust in WCPD services.

In Terms of Empathy



Table X shows that the Women and Children Protection Desk (WCPD) delivered services in terms of Empathy to a **Very Great Extent**, as evidenced by the five indicators with an overall average weighted mean of 3.57. This suggests that respondents generally perceive WCPD personnel as understanding and considerate when handling clients. It probably indicates that officers make efforts to listen and respond to the needs of women and children in difficult situations. Although empathy may not be their primary function, it is still observed in their interactions. Overall, the result implies that empathetic service is consistently practiced and contributes positively to client experience.

TABLE X		
Extent of the Challenges Encountered in Service Delivery in Women and Children Protection Desk (WCPD) in Terms of Empathy		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
Time constraints reduce the ability to fully listen to clients' concerns.	3.73	Very Great Extent
Personnel seemed emotionally stressed when interacting with clients.	3.63	Very Great Extent
Heavy workload limited the attention given to my case.	3.54	Very Great Extent
Sensitivity of cases affected the emotional availability of personnel.	3.50	Very Great Extent
Lack of counseling support affected how personnel responded to clients.	3.47	Very Great Extent
AVERAGE WEIGHTED MEAN	3.57	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table presents the respondents' assessment of the extent of challenges encountered in service delivery in terms of empathy of the Women and Children Protection Desk (WCPD). The overall average weighted mean of **3.57**, interpreted as **Very Great Extent**, indicates that respondents strongly perceive these factors as significantly affecting the level of empathy demonstrated by personnel.

Among the indicators, "Time constraints reduce the ability to fully listen to clients' concerns" obtained the highest weighted mean of 3.73, suggesting that limited time due to workload is the most significant factor affecting empathetic interaction. This implies that personnel may struggle to provide full emotional attention when handling multiple responsibilities.

The indicator "Personnel seemed emotionally stressed when interacting with clients" 3.63 also received a high rating, indicating that work-related stress may influence how personnel connect with and support clients. Additionally, "Heavy workload limited the attention given to my case" 3.54 and "Sensitivity of cases affected the emotional availability of personnel" 3.50 were rated to a Very Great Extent, further emphasizing the emotional demands of handling sensitive cases involving women and children.

Meanwhile, “Lack of counseling support affected how personnel responded to clients” 3.47 also received a high rating, highlighting the importance of providing psychological or counseling support to personnel to help them manage stress and maintain compassionate service.

Overall, the findings reveal that while empathy remains evident in service delivery, operational pressures such as time constraints, workload, emotional stress, and limited support systems significantly affect the extent to which personnel can consistently demonstrate empathetic care.

In Terms of Tangibles

Table XI shows the extent of services delivered by the Women and Children Protection Desk (WCPD) in terms of Tangibles with an average weighted mean of **3.59**, described as **Very Great Extent**. This suggests that respondents perceive physical facilities, equipment, and overall environment as significantly influencing service delivery. It probably indicates that available resources and infrastructure play an important role in supporting WCPD operations. However, it may also reflect existing limitations in facilities and materials. Overall, the findings imply that tangible aspects greatly affect the quality and efficiency of services provided.

TABLE XI		
Extent of the Challenges Encountered in Service Delivery in Women and Children Protection Desk (WCPD) in Terms of Tangibles		
n=399		
INDICATORS	WEIGHTED MEAN	DESCRIPTIVE RATING
Inadequate facilities affected the quality of service provided.	3.66	Very Great Extent
Insufficient budget affects maintenance of WCPD facilities and equipment.	3.63	Very Great Extent
Limited private spaces compromise confidentiality of clients.	3.56	Very Great Extent
Lack of equipment delayed the processing of my case.	3.54	Very Great Extent
Poor office layout affects comfort and accessibility for clients.	3.54	Very Great Extent
AVERAGE WEIGHTED MEAN	3.59	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table shows respondents’ assessment of challenges in service delivery related to tangibles at the Women and Children Protection Desk (WCPD). With an overall weighted mean of 3.59 (Very Great Extent), respondents perceive physical and material limitations as significantly affecting service delivery.

“Inadequate facilities affected the quality of service provided” received the highest mean (3.66), indicating that facility conditions greatly influence service quality. “Insufficient budget affects maintenance of WCPD facilities and equipment” (3.63) also highlights financial constraints as a key issue.

Other indicators limited private spaces compromising confidentiality (3.56), lack of equipment causing delays (3.54), and poor office layout affecting comfort and accessibility (3.54) were all rated to a Very Great Extent.

Overall, the findings suggest that facility limitations, insufficient resources, and budget constraints significantly impact service quality, efficiency, and confidentiality, emphasizing the need for improvements in infrastructure and resource allocation.

Summary of Result on Challenges Encountered of Women and Children Protection Desk (WCPD)

Table XII shows the summary of result of the Women and Children Protection Desk (WCPD) Challenges Encountered in all areas with a Grand Mean of 3.59, which corresponds to a descriptive rating of Very Great Extent.

TABLE XII		
Summary of Result on Challenges Encountered		
AREA	WEIGHTED MEAN	DESCRIPTIVE RATING
Reliability	3.64	Very Great Extent
Responsiveness	3.60	Very Great Extent
Tangibles	3.59	Very Great Extent
Assurance	3.57	Very Great Extent
Empathy	3.57	Very Great Extent
GRAND MEAN	3.59	Very Great Extent

Legend: 3.25 - 4.00 — **Very Great Extent**, 2.50 - 3.24 — **Great Extent**, 1.75 - 2.49 — **Less Extent**, 1.00 - 1.74 — **Very Less Extent**.

The table shows that respondents perceive challenges in all areas of WCPD service delivery to a **Very Great Extent**, with a grand mean of 3.59. This suggests that difficulties are consistently experienced across all service dimensions.

Among the areas, **Reliability (3.64)** obtained the highest mean, indicating that maintaining consistent and dependable service is probably the most challenging aspect. This is followed by **Responsiveness (3.60)** and **Tangibles (3.59)**, suggesting that timely assistance and adequate facilities are also major concerns.

Meanwhile, **Assurance (3.57)** and **Empathy (3.57)** received the lowest, though still high ratings. This is probably because WCPD primarily focuses on protection, legal procedures, and case handling, where safety and efficiency are prioritized. As a result, emotional support and personal attention may be less emphasized. Moreover, caregiving and psychosocial support are probably handled more by agencies like the Department of Social Welfare and Development (DSWD), which could explain the relatively lower ratings in these areas.

Overall, the findings indicate that operational and resource-related challenges are more prominent, while relational aspects such as empathy and assurance, although important, are probably not the primary focus of WCPD functions.

Test of Significant Relationship Between Service Delivery and Challenges Encountered by The Women and Children Protection Desk (WCPD)

Table XIV shows the significant relationship between Service Delivery and Challenges Encountered with a 0.3845 computed correlation indicates a weak positive relationship.

TABLE XIV

Test of Significant Relationship Between Services Delivered and Challenges Encountered by The Women and Children Protection Desk (WCPD) in The 4th District of Pangasinan

n=399

Variables	rs	p-value	Decision	Interpretation
Services Delivered vs Challenges Encountered	0.3846	< 0.05	Reject H ₀	Significant Relationship

Legend: 0.80 – 1.00 — **Very Strong Relationship**, 0.60 – 0.79 — **Strong Relationship**, 0.40 – 0.59 — **Moderate Relationship**, 0.20 – 0.39 — **Weak Relationship**, 0.00 – 0.19 — **Very Weak Relationship**.

The table presents the test of significant relationship between the services delivered and the challenges encountered by the Women and Children Protection Desk (WCPD) in the 4th District of Pangasinan. Using the Spearman Rank-Order Correlation, the computed correlation coefficient (rs = 0.3846) indicates a weak positive relationship between the two variables.

The computed p-value is less than the 0.05 level of significance, which means that the result is statistically significant. Therefore, the null hypothesis (H₀) stating that there is no significant relationship between the services delivered and the challenges encountered is rejected. This implies that the challenges experienced by WCPD personnel are significantly associated with the delivery of services to women and children in the 4th District of Pangasinan.

CONCLUSIONS AND RECOMMENDATIONS

This chapter presents the Conclusions and Recommendations

Conclusions

The Women and Children Protection Desk (WCPD) demonstrated a Very Great Extent of service delivery across all dimensions, namely reliability, responsiveness, assurance, empathy, and tangibles. This indicates that the WCPD consistently provides a high level of service to women and children. Therefore, the null hypothesis stating that there is no significant extent of service delivery is rejected.

The challenges encountered by the WCPD were also experienced to a Very Great Extent across all dimensions. This suggests that despite the high level of service delivery, the office continues to experience operational and structural constraints such as manpower limitations, heavy workload, and resource-related issues. Therefore, the null hypothesis stating that there is no significant extent of challenges encountered is rejected.

There is a significant relationship between service delivery and the challenges encountered. This implies that the challenges experienced by the WCPD are associated with the quality of service delivery, indicating that operational constraints may influence service performance. Therefore, the null hypothesis stating that there is no significant relationship between service delivery and challenges encountered is rejected.

Recommendations

The WCPD increase staffing levels by requesting additional trained personnel or support staff may also help reduce workload and improve accuracy. The WCPD should implement a standardized case endorsement and turnover system, including detailed documentation and digital case records to ensure continuity despite personnel changes. A case prioritization and triage system be implemented to ensure urgent cases are addressed

immediately while managing overall workload efficiently. The WCPD should ensure adequate staffing per shift, particularly during peak hours, and consider flexible scheduling or augmentation of personnel when necessary. Increased funding and proper budget allocation should be prioritized to ensure regular maintenance and upgrading of facilities.

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