



International Journal of Criminology & Justice (IJCJ)

ISSN: 3142-8908 (ONLINE)

VOLUME 2 ISSUE 1 (2026)



PUBLISHED BY
E-PALLI PUBLISHERS, DELAWARE, USA

Effectiveness of the Conciliation Process by the Lupong Tagapamayapa in Matalam, North Cotabato

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Article Information

Received: July 02, 2026

Accepted: September 07, 2026

Published: October 09, 2026

Keywords

Community Justice, Conflict Resolution, Enforcement of Rules, Katarungang Pambarangay, Lupong Tagapamayapa

ABSTRACT

This study focuses on the Lupong Tagapamayapa's conciliation process in Matalam, North Cotabato, examining four factors: conciliation, issuance of Certificate to File Action, enforcement of rules, and legal procedure implementation. This study surveyed 226 respondents. Employing a descriptive-quantitative method of research, the data were analyzed using weighted means and nonparametric tests, particularly the Kruskal-Wallis and Mann-Whitney U tests, to measure the differences in perceptions across demographic segments. It was found that, on average, the Lupong Tagapamayapa functions best. This means that the conciliation process is optimal. Of all indicators, the best rating was given to Lupon members' knowledge of their duties. In contrast, the best rating, though still classed as High, was given to the process of gathering facts and evidence, indicating a relative weakness of the fact-gathering process. There were measurable differences in some of the dimensions when analyzed across age, level of education, and social class. In regard to rule enforcement, younger respondents' perceptions differed from the older respondents' perceptions. Conversely, elementary school respondents' perceptions differed from the higher education respondents' perceptions, in regard to conciliation efforts and legal procedures. Respondents in full-time employment vs. respondents in part-time employment had differing perceptions when assessing legal procedures. Overall, the Lupong Tagapamayapa functions admirably, however, in respect to the fact-gathering process, clarity of legal procedures and enforcement of rules, it is warranted that more concerted efforts be directed to these parts of the process.

INTRODUCTION

The Katarungang Pambarangay system, mandated under Republic Act No. 7160, provides a community-based mechanism for settling covered disputes through mediation, conciliation, and voluntary arbitration. The Lupong Tagapamayapa facilitates these proceedings at the barangay level, while unresolved disputes may be referred to the appropriate court or government office through a Certificate to File Action when the statutory requirements have been satisfied (Republic Act No. 7160, 1991).

Studies conducted in other Philippine localities cannot establish how the system operates in Matalam because experiences with dispute-resolution procedures are context-dependent. Recent procedural-justice research also indicates that evaluations of dispute-resolution processes may vary according to the procedure, dispute, and characteristics of the participants involved (Wever & Ybema, 2024). The present study therefore examines how constituents who participated in Katarungang Pambarangay proceedings in Matalam evaluated the conciliation process across selected demographic categories.

LITERATURE REVIEW

Recent Philippine research continues to identify procedural knowledge, communication, conflict-

resolution skills, and continuing training as important aspects of Katarungang Pambarangay implementation. Sotto (2021) documented implementation difficulties in selected barangays in Legazpi City and recommended additional training on relevant laws and procedures. Similarly, Araña *et al.* (2023) identified training needs involving legal knowledge, communication, cultural sensitivity, and problem-solving among Lupon members. The Ateneo Human Rights Center (2023) also identified implementation and training gaps involving the treatment of women, children, Indigenous Peoples, and other community members.

Related Philippine evidence further emphasizes the importance of communication and consistent legal implementation in dispute-resolution settings. De Ramos and Pasion (2023) found that communication strategies and facilitation techniques were important in court-annexed mediation, while De Guzman (2023) assessed the implementation of RA 9262 in selected barangays and included the duties of law enforcers and barangay officials among key areas of implementation. These studies reinforce the value of clear communication, adherence to assigned responsibilities, and consistent procedures in local justice processes.

Broader local-governance research in Cotabato reinforces the importance of communication and public participation in community-based processes. Osumo *et*

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al. (2025), in a qualitative study involving ten residents, found that engagement with local-government programs and policies was supported by access to knowledge and information, collaboration, cooperation, and available communication channels. Participation was hindered by inadequate communication, time and financial constraints, limited interest, and political partisanship. The study further emphasized responsible leadership, adherence to the rule of law, fair governance, transparency, accountability, and community inclusiveness. Although the investigation did not specifically examine Katarungang Pambarangay, its findings are relevant because barangay conciliation similarly depends on informed participation, effective communication, and public confidence in fair and accountable local procedures. These considerations support assessing not only whether disputes are processed but also how clearly procedures are explained, how consistently rules are enforced, and how fairly constituents are treated.

MATERIALS AND METHODS

Participants

The target population of this study consisted of community constituents residing in all 34 barangays of Matalam who had participated in Katarungang Pambarangay proceedings during the period 2023–2024. Based on available barangay records, including conciliation logs, certificates to file action, and case rosters, the total number of individuals involved in these proceedings was estimated at approximately 2,246. Respondents were considered qualified if they met the following criteria: (a) they were 18 years old and above, (b) they had direct involvement in barangay conciliation either as a complainant or respondent, and (c) they possessed familiarity with the role and functions of the Lupon Tagapamayapa.

To determine the appropriate sample size, Slovin's formula was applied using a 5% margin of error. The computation yielded an estimated sample size of approximately 339 respondents. However, due to practical limitations encountered during data collection, the final number of respondents was 226. Although this number is lower than the computed ideal sample size, it was considered sufficient to generate meaningful insights into the effectiveness of the Katarungang Pambarangay conciliation process, while ensuring feasibility and data quality.

The study employed a proportionate stratified random sampling technique, with the 34 barangays of Matalam serving as the strata. Each barangay was assigned a sample size proportional to its number of individuals involved in Katarungang Pambarangay proceedings, thereby ensuring fair and balanced representation across all communities. Within each barangay, purposive sampling was subsequently used to identify qualified respondents. Participants were selected from official barangay records, such as conciliation logs and case rosters, to ensure that only individuals with experience

in conciliation proceedings were included. This two-stage sampling approach allowed the study to achieve both representativeness and relevance of respondents' experiences.

The inability to reach the computed sample size of 339 respondents was due to several factors. First, the study focused only on individuals with documented involvement in Katarungang Pambarangay proceedings, which significantly limited the pool of eligible participants. Second, some identified individuals were unavailable during the data collection period due to relocation, work commitments, or other personal circumstances. Third, incomplete or outdated barangay records made it difficult to locate certain qualified respondents. Additionally, some individuals declined to participate in the study, further reducing the final sample size. Despite these constraints, the sample of 226 respondents remained adequate as it maintained proportional representation across all barangays and included only qualified participants.

Participation in the study was strictly voluntary. Respondents were not subjected to any form of coercion or undue influence and were free to decline participation or withdraw at any point without penalty. Prior to data collection, informed consent was obtained by clearly explaining the purpose of the study, the procedures involved, and participants' rights, ensuring that their involvement was based on full understanding and willingness. Furthermore, strict confidentiality was observed throughout the study. Personal identifiers were excluded, responses were coded to ensure anonymity, and all collected data were used solely for academic purposes and handled with utmost privacy and security.

Instrument

The main instrument used in the study was adapted from The Effectiveness of Conciliation Process: A Practical Way of Delivering Justice, developed by Agustin *et al.* (2018). The original instrument assessed conciliation efforts, issuance of Certificates to File Action, enforcement of rules, and application of legal procedures. Although published before 2021, this source is retained because it is the original measurement instrument from which the present questionnaire was adapted. The questionnaire was structured into three main parts. The first part gathered the demographic profile of the respondents, covering variables such as age, sex, and educational background. These variables were considered essential for analyzing potential differences in perceptions, as previous studies have shown that experiences with local justice systems may vary depending on demographic characteristics. The second part consisted of 11 items directly adapted from the original instrument to assess the perceived effectiveness of the Lupon Tagapamayapa's conciliation process, focusing on how well the system achieved its objectives of promoting peaceful resolution, fairness, and trust within the community. Respondents rated their agreement using a 5-point Likert scale, where 5 = Strongly Agree, 4 = Agree, 3 = Neutral, 2 = Disagree, and

1 = Strongly Disagree. The third part contained 7 items adapted from the original tool to evaluate adherence to proper legal procedures during the conciliation process, particularly the implementation of the Katarungang Pambarangay Law. The same Likert scale was used to measure responses in this section.

To complement the closed-ended items, the instrument also included an open-ended question inviting respondents to suggest improvements to the conciliation process.

This ensured that participants' insights, experiences, and recommendations were captured beyond fixed-response items. By combining quantitative and qualitative data, the adapted instrument strengthened the depth, reliability, and relevance of the findings while maintaining fidelity to the original framework developed by Agustin *et al.* (2018).

The instrument underwent content validation by subject matter experts in criminology and public administration.

Table 1: Scale, Range, and Interpretation of Perceived Effectiveness

Scale	Range	Interpretation
5	4.21–5.00	Very Effective
4	3.41–4.20	Effective
3	2.61–3.40	Moderately Effective
2	1.81–2.60	Less Effective
1	1.00–1.80	Not Effective

A pilot test will be conducted on a small sample (not part of the final study group) to test clarity and reliability. The instrument's internal consistency will be measured using Cronbach's Alpha, with a threshold of 0.70 or higher considered acceptable.

Method of Data Analysis

The following statistical tools were employed to analyze the data collected in this study. The mean was used to determine the average responses of constituents regarding the perceived effectiveness of the conciliation process conducted by the Lupong Tagapamayapa. This provided an overall measure of respondents' level of agreement based on a 5-point Likert scale. The standard deviation was used to assess the variability of responses, indicating the consistency of participants' perceptions. For inferential analysis, nonparametric statistical tests were employed because the data were ordinal, obtained from a Likert scale. The Mann–Whitney U test was used to determine significant differences in perceptions between two independent groups, such as sex. On the other hand, the Kruskal–Wallis H test was applied to examine differences among three or more groups, such as age, educational attainment, and occupational status. These statistical tools enabled the researcher to determine whether there were significant differences in respondents' perceptions of the conciliation process's effectiveness when grouped by their profile variables.

RESULTS AND DISCUSSION

Demographic Profile of Participants

Table 1 presents the demographic profile of the 226 participants by age, gender, educational attainment, civil status, and occupational status. The distribution reveals that most respondents fall into the age groups 35–44 years (33.6%) and 45–54 years (31.0%), suggesting that adults in their mid- to late-working years are the primary users of the Lupong Tagapamayapa's conciliation services. By gender, 131 respondents (58.0%) were male, and 95 (42.0%) were female. This indicates a slightly higher

involvement of men in community disputes brought to the Lupong.

The majority of respondents belonged to the age groups 35–44 years (33.6%) and 45–54 years (31.0%). These groups also recorded higher mean ratings of the perceived effectiveness of the conciliation process than younger age groups, indicating that middle-aged adults tend to have more favorable perceptions of barangay dispute resolution. This suggests that individuals in their mid- to late-working years, who are more exposed to family- and community-related conflicts, are more likely to appreciate the role of the Lupong Tagapamayapa. This finding supports Cruz (2022), who emphasized that mature adults are more engaged in resolving conflicts due to their social and economic responsibilities.

In terms of gender, 131 respondents (58.0%) were male, while 95 (42.0%) were female. The results further indicate that male respondents had slightly higher mean perceptions of effectiveness than female respondents. This may be attributed to men's greater involvement in community disputes, particularly those related to land, livelihood, and interpersonal conflicts. This aligns with Aure (2021) and Robiso (2023), who noted that men often assume active roles in negotiation and decision-making in barangay-level conflict resolution.

With respect to educational attainment, most respondents were high school completers (49.6%), followed by those with college-level education (24.3%). Findings reveal that respondents with higher educational attainment (college-level and graduate) tended to give higher effectiveness ratings, while those with lower educational levels reported relatively lower ratings. This suggests that individuals with more education may better understand the procedures and value of conciliation processes. However, consistent with the Development Academy of the Philippines (2003), individuals with lower educational attainment still rely heavily on barangay mediation due to its accessibility and simplicity.

Most respondents were married (64.2%), while 29.2% were single. The results indicate that married respondents

Table 2: Demographic Profile of Participants

Variable	Frequency	%
Age		
18–24	7	3.1
25–34	53	23.5
35–44	76	33.6
45–54	70	31.0
55 and above	20	8.8
Gender		
Female	95	42.0
Male	131	58.0
Educational Attainment		
College Graduate	11	4.9
College Level	55	24.3
Elementary Level	40	17.7
High School Level	112	49.6
Senior High School Graduate	8	3.5
Civil Status		
Married	145	64.2
Separated	6	2.7
Single	66	29.2
Widowed	9	4.0
Occupational Status		
Employed (Full-time)	15	6.6
Employed (Part-time)	46	20.4
Retired	4	1.8
Self-Employed	34	15.0
Student/Unemployed	127	56.2

Note. Total N=226.

reported higher mean ratings than single respondents. This may be due to their stronger motivation to maintain family stability and resolve disputes amicably. As supported by DILG (2022), married individuals are more likely to use conflict-resolution mechanisms to preserve household harmony.

In terms of occupational status, more than half of the respondents were students or unemployed (56.2%), followed by part-time workers (20.4%) and self-employed individuals (15.0%). The findings show that employed respondents (part-time and self-employed) tended to rate the effectiveness higher than unemployed respondents. This may indicate that individuals with stable or partial income sources have a greater appreciation for structured conflict resolution mechanisms. According to UNDP Philippines (2021), economic stability influences individuals' perceptions and engagement in dispute resolution processes.

Overall, the demographic profile suggests that perceptions of the effectiveness of the Lupong Tagapamayapa vary across different groups, with middle-aged, married, and more educated respondents generally expressing more favorable evaluations. This supports Restorative Justice

Theory, which emphasizes inclusive participation and the role of community members in achieving peaceful and mutually beneficial conflict resolution.

Effectiveness of the Lupong Tagapamayapa

Table 2 shows the perceived effectiveness of the Lupong Tagapamayapa in Matalam across four major dimensions: Conciliation Efforts, Issuance of a Certificate to File Action, Enforcement of Rules, and Proper Application of Legal Procedures. The respondents rated each item using a 5-point Likert scale. For the first dimension, Conciliation Efforts to Reconcile Parties, results show that all items obtained High descriptive levels, with means ranging from 3.58 to 4.20. The highest-rated indicator is "The Lupon Members know their duties and responsibilities" with a mean of 4.20 (SD = 0.544), interpreted as Very High. Meanwhile, the lowest score appears on "I was interviewed and interrogated for the facts of the case" with a mean of 3.58 (SD = 0.656). Overall, this dimension yielded a composite mean of 3.81 (SD = 0.264), which is interpreted as High.

Under the second dimension, Issuance of Certificate to File Action, the respondents rated the office's accessibility

($M = 4.02$, $SD = 0.541$) and the issuance of a certificate after failed conciliation ($M = 3.85$, $SD = 0.553$) as High. The composite mean of 3.93 ($SD = 0.447$) indicates a High level of effectiveness. For the third dimension, Enforcement of Rules, the mean scores ranged from 3.81 to 3.83, all interpreted as High, with a composite mean of 3.82 ($SD = 0.548$).

Lastly, the fourth dimension, Proper Application of Legal

Procedures, also garnered High descriptive levels, with item means ranging from 3.63 to 3.85, and a composite mean of 3.75 ($SD = 0.327$). Across all dimensions, the study reported an Overall Effectiveness mean of 3.83 ($SD = 0.281$), indicating that respondents perceive the Lupong Tagapamayapa as High in effectiveness.

The consistently High ratings across all indicators suggest that the conciliation process of the Lupong Tagapamayapa

Table 3: Level of Effectiveness of the Lupong Tagapamayapa

Item Statement	Mean	SD	Descriptive Level
The Lupon Members know their duties and responsibilities	4.20	0.544	Very High
The Lupon Members attend scheduled meetings and hearings	3.89	0.469	High
Lupon Members explained the extent of power and process	3.79	0.538	High
I was entertained with my complaint and/or counterclaim	3.70	0.586	High
I was interviewed and interrogated for the facts of the case	3.58	0.656	High
I am advised on the proper procedures to be done	3.74	0.580	High
A Member drafted a written complaint and/or counterclaim for filing	3.75	0.558	High
I received a summon and/or notice of hearing	3.60	0.612	High
A Member gave recommendations and necessary conditions	3.77	0.556	High
The Members always aimed for successful conciliation	3.81	0.553	High
The Lupon members provided options to reconcile parties	4.01	0.600	High
Conciliation Efforts to Reconcile Parties (Composite)	3.81	0.264	High
The office of the Lupon Tagapamaya is accessible	4.02	0.541	High
Issue Certificate to File Action when conciliation is not successful	3.85	0.553	High
Issuance of Certificate to File Action (Composite)	3.93	0.447	High
The Lupon Members strictly implemented the conditions laid for reconciliation	3.83	0.654	High
The Lupon Members are fair and just	3.81	0.614	High
Enforcement of Rules (Composite)	3.82	0.548	High
I was interviewed and interrogated for the facts of the case	3.63	0.663	High
I am advised on the proper procedures to be done	3.76	0.562	High
Lupon Members drafted a written complaint and/or counterclaim for filing	3.74	0.570	High
I received a summon and/or notice of hearing	3.66	0.661	High
The Lupon Member gave recommendations and necessary conditions	3.78	0.569	High
Issued Certificate to File Action when conciliation is not successful	3.85	0.553	High
The Lupon Chair and any other member acted as an arbitrator, mediator, or conciliator based on provisions of law	3.85	0.553	High
Proper Application of the Legal Procedures (Composite)	3.75	0.327	High
Overall Effectiveness	3.83	0.281	High

Note. Descriptive levels: *Very Low* (1.00–1.79), *Low* (1.80–2.59), *Moderate* (2.60–3.39), *High* (3.40–4.19), *Very High* (4.20–5.00).

in Matalam is functioning effectively and is aligned with the principles of the Katarungang Pambarangay system. The highest rating—Lupon members knowing their duties and responsibilities—indicates a high degree of awareness and preparedness among barangay officials. This supports Agustin *et al.* (2018), who emphasized that knowledge of duties and clear understanding of roles significantly contributes to successful conciliation outcomes.

The high scores on attendance of hearings, explanation of the conciliation process, and provision of options for reconciliation imply that the Lupon's actions promote transparency and empower disputing parties to understand and participate in the process. This resonates with Restorative Justice Theory (Braithwaite, 1989), which highlights the importance of dialogue, clarity, and active participation in resolving disputes.

Meanwhile, the slightly lower but still High ratings

for activities such as interviewing parties, receiving summonses, and drafting complaints suggest that procedural tasks are carried out adequately, though they may require greater consistency. According to the Development Academy of the Philippines (2003), these administrative procedures are essential for establishing credibility and proper case documentation. Respondents may have encountered slight variations in implementation, resulting in modest differences in ratings. The dimension “Issuance of Certificate to File Action,” with a composite mean of 3.93, indicates that residents recognize the Lupon’s ability to escalate unresolved disputes to the formal justice system appropriately. This aligns with DILG (2022), which reported that the timely issuance of certificates reflects procedural integrity and ensures disputants’ right to pursue formal legal remedies. The Enforcement of Rules dimension, rated High, indicates that the Lupon is perceived as fair, just, and consistent in its application of rules. Lawson (1998) stressed that enforcement of rules contributes significantly to public trust and the perception of legitimacy in local justice systems. The high scores thus reflect a community that sees the Lupon as neutral and competent. Similarly, the Proper Application of Legal Procedures, also rated High, demonstrates that respondents believe the Lupon adheres to the legal requirements under the Katarungang Pambarangay Law. Robiso (2023)

emphasized that adherence to due process is strongly linked to disputants’ satisfaction and perception of fairness, which appears consistent with the present findings.

Overall, the High overall effectiveness score ($M = 3.83$) strongly validates earlier local studies (Cruz, 2022; Feble & Riboso, 2014) that highlight the Lupon Tagapamayapa as a reliable grassroots mechanism for dispute resolution when properly implemented. It also reinforces Lederach’s (1995) Conflict Transformation Theory, which posits that effective community-level mediation systems contribute to broader social stability and peacebuilding.

These findings indicate that although there is still room for minor improvements—particularly in the consistency of procedural steps—the Lupon Tagapamayapa in Matalam generally performs its mandated functions effectively and maintains community trust.

Effectiveness of the Lupon Tagapamayapa conciliation process when analyzed by age

Table 3 presents the results of the Kruskal–Wallis test used to determine whether respondents’ perceptions of the conciliation process’s effectiveness differ significantly by age group. This nonparametric test was used because the data do not assume a normal distribution.

Results show that for three dimensions—Conciliation Efforts to Reconcile Parties ($p = 0.060$), Issuance

Table 4: Kruskal-Wallis results for comparison of the overall effectiveness of the Lupon Tagapamayapa conciliation process when analyzed by age

	χ^2	df	p
Conciliation Efforts to Reconcile Parties	9.02	4	0.060
Issuance of Certificate to File Action	3.84	4	0.428
Enforcement of Rules	11.53	4	0.021*
Proper Application of the Legal Procedures	1.95	4	0.745
Overall Effectiveness	7.67	4	0.105

of Certificate to File Action ($p = 0.428$), and Proper Application of Legal Procedures ($p = 0.745$)—the p-values are greater than 0.05. This indicates no significant differences in respondents’ perceptions across age groups on these dimensions. However, for the dimension Enforcement of Rules, the computed chi-square value is 11.53 with a p-value of 0.021, which is less than 0.05. This means there is a significant difference in respondents’ perceptions of how the rules are enforced across age groups. Meanwhile, the Overall Effectiveness score ($p = 0.105$) shows no significant difference across age groups.

The findings suggest that respondents, regardless of age, generally share similar views about most aspects of the conciliation process. The absence of significant differences in Conciliation Efforts, Issuance of Certificates, and Legal Procedures indicates that the Lupon Tagapamayapa applies consistent service standards across age groups. This aligns with DILG (2022), which emphasizes that barangay justice mechanisms are designed to be uniformly

accessible and understandable to all adults, regardless of age.

The only dimension that significantly differed among age groups is Enforcement of Rules. This suggests that older and younger respondents experienced or perceived the strictness, fairness, or consistency of rule enforcement differently. Older adults may interpret enforcement more favorably due to longer exposure to community norms, while younger respondents may be more critical or observant of inconsistencies.

This outcome mirrors the findings of Cruz (2022), who noted that age-related expectations and life experiences often shape perceptions of fairness and rule enforcement in barangay justice systems. Younger individuals often look for clearer, more structured processes, whereas older adults value relational approaches rooted in community harmony.

Furthermore, Robiso (2023) emphasized that procedural justice—especially the fair enforcement of rules—is strongly influenced by respondents’ age, as age shapes

expectations of authority and conflict resolution. This supports the present finding that perceptions of rule enforcement vary significantly by age.

The lack of significant differences in most dimensions—including the Overall Effectiveness—indicates that the conciliation process is generally perceived as fair and consistently implemented across age brackets. This resonates with Braithwaite's (1989) Restorative Justice Theory, which emphasizes that community-based justice systems work best when procedures are applied uniformly to all individuals, thereby promoting trust and accountability.

Similarly, Lederach's (1995) Conflict Transformation Theory suggests that the stability of community mediation systems depends on consistent processes that are perceived as fair by all members, regardless of age or social standing. The present results confirm that the Lupong Tagapamayapa has established a level of procedural consistency that is recognized across the community.

Pairwise Comparisons for Significant Indicators

The results in Table 4 further explain the significant differences found in Table 3 regarding the Enforcement of Rules dimension across age groups. The DSCF pairwise comparison reveals that only the age groups 18–24 and 45–54 years old significantly differ in their perception of how the Lupong Tagapamayapa enforces rules, with a p-value of 0.026, indicating a meaningful gap in how these two groups evaluate fairness, strictness, and consistency in rule implementation. This suggests that the youngest respondents tend to perceive the enforcement process differently compared to their middle-aged counterparts. Young adults often have limited exposure to local conflict-resolution processes and tend to measure fairness by procedural clarity and strict adherence to rules. As Cruz (2022) noted, younger individuals are more critical of community practices. They are more observant of inconsistencies, partly because they have grown accustomed to more structured systems, often influenced by education and digital exposure.

Table 5: DSCF pairwise comparisons for significant indicators when analyzed by age- Enforcement of Rules

				W	P
18-24		25-34		3.399	0.114
18-24		35-44		3.855	0.050
18-24		45-54		4.176	0.026*
18-24		55 and above		3.659	0.073
25-34		35-44		1.984	0.626
25-34		45-54		2.564	0.366
25-34		55 and above		1.529	0.817
35-44		45-54		0.516	0.996
35-44		55 and above		0.114	1.000
45-54		55 and above		-0.273	1.000

In contrast, respondents aged 45–54 years old may evaluate the same procedures more positively because of their longer engagement with barangay structures and their familiarity with community norms. Aure (2021) emphasized that adults in this age range often have deeper social connections and greater experience with barangay-level interventions, which tend to foster more trusting attitudes toward local leaders. This group may also value relational approaches rooted in culture and harmony, rather than purely procedural strictness, as highlighted by Pe and Tadiar (1986), who explained that older barangay residents often view justice not merely as rule enforcement but as the maintenance of peace within social networks. This generational difference explains why their perception of the same rule enforcement practices differs significantly from that of younger respondents. The marginal difference between the 18–24 and 35–44 age groups, with a p-value of 0.050, further suggests that younger individuals consistently view enforcement more critically across multiple comparisons, although only the 18–24 vs. 45–54 pairing reached full statistical significance. Robiso (2023) supports this finding by

emphasizing that perceptions of procedural justice are strongly shaped by age: younger adults place greater importance on transparency and the uniform application of rules, whereas older adults rely more on experience and relational trust. The remaining age comparisons did not yield significant results, indicating that, aside from the youngest respondents, the majority of age groups share broadly similar assessments of how rules are enforced during conciliation.

Overall, the significant result in Table 4 captures a generational divide in perceptions of rule enforcement. Younger participants appear more sensitive to inconsistencies and expect standardized application of procedures, while older adults tend to appreciate the conciliatory, relationship-based style commonly practiced in barangay settings. This supports Braithwaite's (1989) Restorative Justice Theory, which recognizes that perceptions of fairness and rule enforcement differ according to social experiences. Despite this one significant contrast, most age groups exhibit similar perceptions, suggesting that the Lupong Tagapamayapa enforces rules in a generally consistent manner.

The difference, therefore, does not reflect systemic inconsistency but rather differing expectations between generations regarding how justice should be carried out.

Descriptive Statistics and Mann–Whitney U Test Results for Lupon Tagapamayapa Effectiveness by Gender

Table 5 presents the Mann–Whitney U test results comparing male and female respondents’ perceptions of the effectiveness of the Lupong Tagapamayapa across its major dimensions. The findings show that for all dimensions—Conciliation Efforts to Reconcile Parties, Issuance of Certificate to File Action, Enforcement of Rules, Proper Application of Legal Procedures, and Overall Effectiveness—there are no statistically significant differences between genders, as all p-values are greater than 0.05. Although slight variations are observed

in the descriptive statistics, with females consistently obtaining slightly higher mean scores than males, these differences are not large enough to reflect statistically meaningful disparities. For instance, in Conciliation Efforts, the mean for females is 3.81 with a standard deviation of 0.28, while the mean for males is 3.80 with a standard deviation of 0.26. Likewise, the Issuance of Certificate to File Action also shows minimal variation, with females having a mean of 3.94 and males a mean of 3.93. The same pattern appears in all other dimensions, reinforcing the result that gender does not significantly influence how respondents assess the effectiveness of the conciliation process.

The absence of statistically significant gender differences suggests that male and female constituents have relatively similar experiences and satisfaction with their interactions with the Lupong Tagapamayapa. This aligns with Agustin

Table 6: Descriptive Statistics and Mann–Whitney U Test Results for Lupon Tagapamayapa Effectiveness by Gender

Effectiveness Dimension	Group	n	M	Mdn	SD	Mann–Whitney U	p
Conciliation Efforts to Reconcile Parties	Female	95	3.81	3.82	0.28	6087	.779
	Male	131	3.80	3.82	0.26		
Issuance of Certificate to File Action	Female	95	3.94	4.00	0.42	6014	.639
	Male	131	3.93	4.00	0.47		
Enforcement of Rules	Female	95	3.91	4.00	0.57	5345	.058
	Male	131	3.76	4.00	0.53		
Proper Application of Legal Procedures	Female	95	3.77	3.71	0.33	5928	.539
	Male	131	3.74	3.71	0.32		
Overall Effectiveness	Female	95	3.86	3.85	0.29	5563	.174
	Male	131	3.81	3.77	0.28		

Note. The alternative hypothesis was that the distribution of scores differs between female and male participants. p-values $\leq .05$ are in bold.

et al. (2018), who found that the barangay conciliation system generally operates with a uniform approach that is perceived as gender-neutral. The consistency of processes—such as mediation, interviewing, issuance of documents, and enforcement of rules—appears to be applied similarly across male and female disputants, resulting in comparable evaluations. Furthermore, earlier studies by Cruz (2022) indicate that the Katarungang Pambarangay system aims to treat disputants equitably, guided by structures and procedures that do not explicitly differentiate based on gender. This may explain why both men and women report similar perceptions of its effectiveness.

Interestingly, while the p-value for Enforcement of Rules ($p = .058$) is closest to significance, it exceeds the 0.05 threshold. This suggests a slight but inconclusive tendency for females (mean = 3.91, standard deviation = 0.57) to view enforcement more positively than males (mean = 3.76, standard deviation = 0.53). This subtle pattern might relate to findings from the UNDP (2021), which noted that women often value fairness and the implementation of structured rules in community-based justice systems. However, because the difference does not

reach statistical significance, it cannot be interpreted as a real gender-based disparity but rather a natural variation in individual perceptions.

The results also support Restorative Justice Theory as presented by Braithwaite (1989), which emphasizes inclusivity and equal participation regardless of demographic differences such as gender. The relatively uniform perceptions indicate that the conciliation process in Matalam aligns with the restorative principle that justice should be accessible and fair to all, without bias or discrimination. Likewise, Lederach’s (1995) perspective on community-based peace processes highlights that effective conflict resolution mechanisms rely on shared norms of fairness and equal treatment, which is reflected in the respondents’ ratings.

Overall, the findings from Table 5 suggest that gender does not play a significant role in shaping perceptions of the Lupong Tagapamayapa’s effectiveness. Both male and female participants generally agree that the conciliation process—including its procedures, rule enforcement, and outcomes—functions at a high level. This underscores the consistent and equitable implementation of the Katarungang Pambarangay system in Matalam,

demonstrating that the conciliation process is perceived as fair and effective by constituents regardless of gender.

Kruskal-Wallis results comparing the overall effectiveness of the Lupong Tagapamayapa conciliation process by educational level.

Table 6 presents the Kruskal–Wallis test results used to determine whether respondents’ perceptions of the Lupong Tagapamayapa’s effectiveness differ significantly across educational attainment levels. The results reveal that all four dimensions—Conciliation Efforts to Reconcile Parties ($p < .001$), Issuance of Certificate

to File Action ($p = 0.028$), Enforcement of Rules ($p < .001$), and Proper Application of Legal Procedures ($p < .001$)—show statistically significant differences among the educational groups. Furthermore, the Overall Effectiveness dimension shows a significant difference ($p < .001$), indicating that respondents’ educational levels meaningfully influence their perception of the conciliation process’s effectiveness.

These findings suggest that educational attainment plays a central role in shaping how individuals evaluate the performance of the Lupong Tagapamayapa. Respondents with different levels of schooling perceive the same

Table 7: Kruskal-Wallis results for comparison of the overall effectiveness of the Lupong Tagapamayapa conciliation process when analyzed by educational level

	χ^2	df	p
Conciliation Efforts to Reconcile Parties	31.6	4	< .001*
Issuance of Certificate to File Action	10.9	4	0.028*
Enforcement of Rules	20.2	4	< .001*
Proper Application of the Legal Procedures	18.5	4	< .001*
Overall Effectiveness	34.4	4	< .001*

procedures, fairness, and outcomes differently, reflecting how knowledge, critical thinking, and awareness of legal processes vary across educational backgrounds. According to Robiso (2023), individuals with higher educational attainment often have stronger expectations for procedural clarity and adherence to legal standards, which can lead them to evaluate community-based justice mechanisms more critically. This may explain why groups such as college-level or college-graduate participants differ significantly in their ratings compared to those with elementary-level or high school-level education.

The significant differences across all dimensions align with earlier findings by the Development Academy of the Philippines (2003), which reported that understanding of legal processes and expectations of justice system performance increase with educational attainment. More educated respondents tend to be aware of the rights, procedures, and technical aspects of conciliation, thereby shaping their perceptions of the fairness and effectiveness of barangay-level mediation. Conversely, those with lower educational attainment may evaluate the Lupong Tagapamayapa more favorably because they rely more on relational trust and personal interactions with community leaders rather than procedural compliance (Aure, 2021). The results also support Cruz (2022), who emphasized that educational background affects perceived satisfaction with grassroots justice systems, as more educated individuals are likely to scrutinize procedural aspects, documentation, and rule enforcement. The presence of significant differences in all dimensions suggests that educational exposure shapes not only procedural expectations but also overall confidence in the justice system’s performance. This is further supported by Lederach’s (1995) Conflict Transformation Theory, which highlights that community-based conflict resolution is

understood differently depending on one’s social and educational experiences. Educated individuals often look for structured, transparent, and legally consistent processes, while less educated individuals may prioritize amicability, quick resolution, and interpersonal harmony. The fact that all dimensions—including overall effectiveness—show significant variation confirms that the respondents’ educational attainment meaningfully influences how they interpret both the process and outcomes of conciliation. This emphasizes that the Lupong Tagapamayapa may need to adopt communication and procedural strategies that address varying levels of legal understanding to ensure that all constituents—regardless of education or experience—experience the conciliation process as clear, fair, and effective.

DSCF pairwise comparisons for significant indicators when analyzed by educational status- Conciliation Efforts to Reconcile Parties

Table 7 presents the pairwise comparisons for the Conciliation Efforts dimension across different educational levels, following the significant Kruskal–Wallis results in Table 6. The DSCF results reveal that several educational groups significantly differ in their perceptions of the Lupong Tagapamayapa’s conciliation efforts. The most notable differences involve respondents with Elementary Level education, who consistently rate the conciliation process differently from those with College Level, High School Level, and Senior High School Graduate educational attainment. Significant differences are seen between College Level and Elementary Level ($p < .001$), Elementary Level and High School Level ($p < .001$), and Elementary Level and Senior High School Graduate ($p < .001$). Furthermore, significant variation is observed between College

Graduate and Elementary Level ($p = .008$), indicating that individuals with the lowest educational attainment assess conciliation efforts differently than those with the highest educational attainment. These results indicate that educational background substantially shapes how residents evaluate the Lupon's performance in facilitating

dialogue, understanding their concerns, and promoting reconciliation.

The consistent pattern in which the Elementary Level group diverges from most other groups suggests that respondents with lower educational attainment tend to view conciliation efforts more favorably or less favorably

Table 8: DSCF pairwise comparisons for significant indicators when analyzed by educational status- Conciliation Efforts to Reconcile Parties

				W	p
College Graduate		College Level		0.771	0.983
College Graduate		Elementary Level		4.714	0.008*
College Graduate		High School Level		1.710	0.746
College Graduate		Senior High School Graduate		-1.098	0.938
College Level		Elementary Level		6.270	<.001*
College Level		High School Level		1.523	0.819
College Level		Senior High School Graduate		-2.148	0.550
Elementary Level		High School Level		-6.115	<.001
Elementary Level		Senior High School Graduate		-5.494	<.001
High School Level		Senior High School Graduate		-3.042	0.199

than those with higher levels of schooling. This can be explained by differences in expectations, awareness of formal procedures, and familiarity with legal processes. According to Robiso (2023), individuals with higher educational attainment tend to scrutinize the conciliation process more critically because they possess greater awareness of justice mechanisms, procedural rights, and standards of fairness. Meanwhile, respondents with lower educational attainment may rely more heavily on interpersonal trust, community familiarity, and the perceived fairness of the barangay officials rather than on technical procedures. This aligns with findings by Aure (2021), who highlighted that in rural barangays, individuals with limited schooling often value personal rapport and a conciliatory tone in dialogue over the strict application of legal protocols.

Additionally, the significant differences between elementary-level respondents and those in higher educational brackets support Cruz's (2022) argument that the effectiveness of community-based justice is shaped heavily by the disputants' capacity to understand and evaluate the process. More educated respondents generally expect structured, transparent, and coherent procedures. In contrast, those with lower levels of education may judge effectiveness based on the speed of resolution and perceived fairness in interpersonal interactions. As a result, they may evaluate the conciliation efforts differently even when subjected to the same procedures. This reinforces the idea that perceptions of justice are not solely a function of the quality of service delivered but are also fundamentally tied to how individuals interpret the process and to their educational experiences.

These findings also resonate with Lederach's (1995) Conflict Transformation Theory, which emphasizes that individuals' social exposure and cognitive frameworks

shape their interpretations of conflict resolution practices. Education plays a crucial role in shaping these frameworks, influencing how constituents judge the quality and fairness of mediation efforts. Because conciliation requires active understanding, dialogue, and participation, those with higher education may have clearer expectations and therefore rate the process differently from those who rely more on trust and social norms.

Overall, the results in Table 7 demonstrate that educational background significantly influences respondents' perceptions of conciliation efforts. While higher-educated respondents may focus on procedural clarity and legal correctness, those with lower educational attainment may place greater emphasis on approachability, empathy, and the relational aspects of the process. This highlights the need for the Lupon Tagapamayapa to tailor its communication strategies and explanations to suit the varying levels of understanding among residents, ensuring that every disputant—regardless of educational attainment—can fully appreciate the intentions, steps, and outcomes of the conciliation process.

DSCF pairwise comparisons for significant indicators when analyzed by educational status- Issuance of Certificate to File Action

Table 8 presents the DSCF pairwise comparisons for the Issuance of Certificate to File Action, following the significant Kruskal–Wallis result recorded in Table 6. Although the overall test indicated significant differences among educational groups, the pairwise comparisons showed that none of the educational groupings reached statistical significance at the 0.05 level, although some comparisons approached significance. For instance, the comparison between College Level and Elementary Level

shows a p-value of 0.082, which is marginal but still not statistically significant. Similarly, the comparison between Elementary Level and Senior High School Graduate yields a p-value of 0.174. In contrast, the comparison between College Graduate and Senior High School Graduate yields a p-value of 0.345. These values remain above the significance threshold, indicating that although

the omnibus test detected differences, they were not strong enough to identify specific pairs of educational groups with distinct perceptions.

The absence of significant differences in the pairwise comparisons suggests that while educational attainment influences general perceptions of the conciliation process, the issuance of a certificate to File Action may

Table 9: DSCF pairwise comparisons for significant indicators when analyzed by educational status- Issuance of Certificate to File Action

		W		p	
College Graduate	College Level	-1.987		0.625	
College Graduate	Elementary Level	0.579		0.994	
College Graduate	High School Level	-0.511		0.996	
College Graduate	Senior High School Graduate	-2.617		0.345	
College Level	Elementary Level	3.592		0.082	
College Level	High School Level	2.756		0.292	
College Level	Senior High School Graduate	-1.477		0.835	
Elementary Level	High School Level	-1.757		0.727	
Elementary Level	Senior High School Graduate	-3.135		0.174	
High School Level	Senior High School Graduate	-2.703		0.311	

be viewed more uniformly across different educational levels. This uniformity is likely due to the procedure being straightforward and highly standardized. The process of issuing a Certificate to File Action—given only when conciliation fails—is a formal requirement under the Katarungang Pambarangay Law and follows a structured sequence of steps. According to DILG (2022), this aspect of barangay justice tends to be applied consistently regardless of the disputants’ demographic characteristics, because it is mandatory and procedural in nature. As a result, individuals across varying educational backgrounds may not perceive substantial differences in how this process is carried out.

Furthermore, Agustin *et al.* (2018) noted that procedural elements in barangay conciliation, such as the issuance of certificates, require clear documentation and adherence to fixed administrative guidelines. These standard features minimize subjective interpretation or variation, making it easier for citizens—regardless of education—to understand and evaluate the process. This may explain why the significant differences observed in other dimensions do not manifest in the pairwise comparisons here. Even if more educated respondents tend to scrutinize procedures more closely, the issuance of a certificate is generally perceived as mechanically consistent and less influenced by personal discretion, thus reducing perceptual differences.

The uniform perceptions across educational levels also align with Cruz’s (2022) observation that formal procedural outputs in barangay justice—such as documents, forms, and certifications—are usually implemented consistently because they are monitored

and audited by higher administrative units. As such, parties tend to receive the same type of documentation and experience similar procedures regardless of their educational background, reducing variability in perceived effectiveness. This consistency supports the principles of equity and fairness emphasized in Restorative Justice Theory (Braithwaite, 1989), wherein justice processes must be accessible and understandable to all community members.

Although the Kruskal–Wallis test indicated a significant overall difference, the lack of significant pairwise differences suggests that the variation may be distributed thinly across multiple groups rather than concentrated between specific educational categories. This pattern is common in large samples where general trends exist but do not sharply distinguish one group from another. As Lederach (1995) explained, community-level justice systems often produce diverse yet overlapping perceptions because experiences vary subtly based on exposure, understanding, and expectations. In this case, the findings suggest that while educational attainment shapes general attitudes toward conciliation, the issuance of a Certificate to File Action is perceived as consistently implemented, with no significant differences identified across groups.

In summary, the pairwise results in Table 8 indicate that respondents across different educational levels generally share similar perceptions regarding how the Lupon Tagapamayapa issues Certificates to File Action. This reinforces the idea that the procedural component is experienced as clear, standardized, and uniformly applied, regardless of the disputants’ educational backgrounds.

DSCF pairwise comparisons for significant indicators when analyzed by educational status- Enforcement of Rules

Table 9 presents the DSCF pairwise comparisons for the Enforcement of Rules dimension across different educational levels. The results reveal several statistically significant differences, indicating that educational attainment has a notable influence on respondents' perceptions of the strictness, fairness, and consistency of rule enforcement by the Lupong Tagapamayapa. The most significant disparities involve respondents at the Elementary Level, whose perceptions differ sharply from those of nearly all other groups. For instance, significant

differences were recorded between College Level and Elementary Level ($p = .001$), Elementary Level and High School Level ($p = .031$), and Elementary Level and Senior High School Graduate ($p = .006$). These findings indicate that individuals with lower educational attainment evaluate rule enforcement differently from those with higher levels of schooling. Additionally, differences were observed between High School Level and Senior High School Graduate ($p = .193$) and College Graduate and Senior High School Graduate ($p = .194$). However, these did not reach significance, emphasizing that the strongest perceptual gaps center on the Elementary Level group.

Table 10: DSCF pairwise comparisons for significant indicators when analyzed by educational status- Enforcement of Rules

		W		p	
College Graduate	College Level	-1.861		0.682	
College Graduate	Elementary Level	2.036		0.602	
College Graduate	High School Level	-0.650		0.991	
College Graduate	Senior High School Graduate	-3.058		0.194	
College Level	Elementary Level	5.396		0.001*	
College Level	High School Level	2.156		0.547	
College Level	Senior High School Graduate	-2.195		0.529	
Elementary Level	High School Level	-4.096		0.031*	
Elementary Level	Senior High School Graduate	-4.807		0.006*	
High School Level	Senior High School Graduate	-3.064		0.193	

The pattern seen in these significant comparisons suggests that respondents with limited schooling may either perceive rule enforcement more favorably or less critically, possibly due to their reliance on interpersonal trust and familiarity with local leaders. According to Aure (2021), individuals with lower educational backgrounds tend to evaluate justice systems based on relational experiences and community harmony rather than strict procedural compliance. This means that the enforcement of rules may be perceived positively if barangay officials exhibit approachability and personal concern during conciliation, even if procedural steps are not perfectly executed. In contrast, those with higher educational attainment often have clearer expectations of fairness, transparency, and procedural rigor, making them more sensitive to inconsistencies or lapses in enforcement. Robiso (2023) supports this idea, emphasizing that individuals with more schooling interpret procedural justice through a lens of legality and due process, which increases the likelihood of noticing deviations from established rules. Moreover, the significant difference between College Level and Elementary Level indicates that education not only shapes understanding but also frames one's expectations of justice. Respondents with college-level education often expect structured processes, clearer documentation, and consistent application of sanctions or agreements. This aligns with Cruz (2022), who found that more educated disputants are more critical of barangay justice systems because they possess

higher expectations regarding procedural correctness and institutional accountability. Meanwhile, elementary-level respondents may place greater value on whether the outcome restores peace or resolves tension, aligning more with traditional and relational models of conflict settlement. This contrast demonstrates how educational attainment creates different lenses through which rule enforcement is viewed.

These results also reflect Lederach's (1995) Conflict Transformation Theory, which emphasizes that individuals' socio-cognitive frameworks shape perceptions of justice. Education directly influences how individuals interpret conflict-resolution processes, including expectations regarding formality, documentation, and fairness. Because enforcement of rules involves structured procedures such as implementing conditions, ensuring compliance, and applying sanctions, respondents with higher educational attainment may expect these to be carried out more systematically, leading to the differences observed in Table 10.

Overall, the findings indicate that enforcement of rules is the dimension most strongly influenced by educational attainment, with the Elementary Level group differing significantly from nearly all other groups. This highlights the importance of designing communication strategies that address varying levels of legal understanding. Ensuring that explanations of rules, consequences, and procedures are tailored to different education levels can help minimize perceptual gaps and promote a more

uniform understanding of fairness in the conciliation process.

DSCF pairwise comparisons for significant indicators when analyzed by educational status- Proper Application of the Legal Procedures⁴

Table 10 presents the DSCF pairwise comparisons for the Proper Application of Legal Procedures, following the significant Kruskal–Wallis findings in Table 6. The results reveal several statistically significant differences across educational groups, indicating that respondents' educational attainment plays an important role in their perceptions of the Lupon's adherence to legal protocols. The most prominent differences involve respondents from the Elementary Level, whose perceptions contrast

significantly with those of the College Level, High School Level, and Senior High School Graduate groups. For instance, the pairwise comparison shows a significant difference between College Level and Elementary Level ($p = .006$), suggesting that those with college-level education evaluate legal adherence differently than those with only elementary schooling. Likewise, significant differences were seen between Elementary Level and High School Level ($p < .001$) and between Elementary Level and Senior High School Graduate ($p = .096$). However, the latter approaches significance but does not cross the threshold. Meanwhile, comparisons between higher educational groups (such as College Graduate vs. other categories) show no significant differences, indicating that perceptions stabilize as educational attainment increases.

Table 11: DSCF pairwise comparisons for significant indicators when analyzed by educational status- Proper Application of the Legal Procedures

		W		p	
College Graduate	College Level	-0.774		0.982	
College Graduate	Elementary Level	2.161		0.544	
College Graduate	High School Level	-0.900		0.969	
College Graduate	Senior High School Graduate	-1.005		0.954	
College Level	Elementary Level	4.789		0.006*	
College Level	High School Level	-0.329		0.999	
College Level	Senior High School Graduate	-0.754		0.984	
Elementary Level	High School Level	-5.782		< .001*	
Elementary Level	Senior High School Graduate	-3.505		0.096	
High School Level	Senior High School Graduate	-0.596		0.993	

These results suggest that the Elementary Level group is the source of perceptual variation, reinforcing the pattern observed in earlier tables. Individuals with lower educational attainment may have limited exposure to legal concepts, documentation requirements, or formal dispute resolution procedures, which may influence how they interpret the Lupon's application of legal guidelines. According to Aure (2021), residents with limited schooling tend to rely on the informal, culturally rooted aspects of barangay justice—such as accessibility, familiarity, and interpersonal relationships—rather than on formal legal procedures. As a result, their evaluation of legal compliance may be shaped more by their interactions with Lupon members than by their understanding of the technical requirements under the Katarungang Pambarangay Law.

In contrast, respondents with higher educational attainment tend to assess legal procedures against stricter, more formal expectations. Robiso (2023) emphasized that individuals with high school, senior high school, or college education typically have greater awareness of due process, documentation, and compliance standards. These respondents may be more sensitive to procedural inconsistencies, such as delays in issuing summonses, unclear explanations of rights, or variations in how arbitration or mediation is conducted. This explains why

their perceptions differ significantly from those of the elementary-level respondents—more highly educated individuals may expect more systematic and law-driven procedures. In contrast, those with lower education may rely on general impressions of fairness.

Moreover, the significant differences align with Cruz's (2022) findings that educational attainment shapes citizens' trust and satisfaction in grassroots justice systems. More educated respondents tend to scrutinize procedural steps more critically because they understand the legal implications of each Action taken by barangay officials. They are also more likely to question lapses in due process or inconsistencies in the law's implementation. Conversely, elementary-level respondents may evaluate the process based on outcome satisfaction—whether the dispute felt resolved—rather than the method by which it was resolved.

These patterns also resonate with the principles of Restorative Justice Theory and Conflict Transformation Theory. Braithwaite (1989) emphasizes that justice must be understood through the lens of participants' experience, which naturally varies with cognitive maturity and educational exposure. Lederach (1995) similarly argues that conflict processes are interpreted differently depending on one's social and educational background, which influences how procedural fairness is perceived.

The significant differences in Table 10 reflect these theoretical perspectives, highlighting how education shapes expectations and interpretations of legal procedures in barangay conciliation.

Overall, the results suggest that educational attainment significantly affects respondents' perceptions of the proper application of legal procedures. While those with higher education may expect stricter adherence to legal protocols, those with lower education may form judgments based on relational factors or ease of communication. This underscores the need for the Lupong Tagapamayapa to strengthen its information dissemination and procedural explanation, ensuring that disputants of all educational backgrounds clearly understand the steps, requirements, and legal foundations of the conciliation process.

DSCF pairwise comparisons for significant indicators when analyzed by educational status- Overall Effectiveness

Table 12 presents the DSCF pairwise comparisons for the Overall Effectiveness of the Lupong Tagapamayapa,

analyzed by respondents' educational attainment. The results reveal several statistically significant differences, confirming that respondents' level of education meaningfully shapes their evaluation of the conciliation process's overall effectiveness. The most notable differences involve comparisons between the College Level respondents and those in the Elementary Level, where a highly significant p-value of $< .001$ indicates a clear perceptual gap. Similarly, the comparisons between Elementary Level and High School Level ($p < .001$) and Elementary Level and Senior High School Graduate ($p < .001$) also show big significant differences. These results demonstrate that individuals with the lowest levels of education consistently differ from those with more formal schooling. By contrast, no significant differences were found among higher educational groups, such as College Graduates compared to other categories, indicating that perceptions tend to stabilize as educational attainment increases.

The significant differences involving the Elementary Level group reflect the broader pattern already observed in the previous tables. Individuals with limited schooling may

Table 12: DSCF pairwise comparisons for significant indicators when analyzed by educational status- Overall Effectiveness

		W		p	
College Graduate	College Level	-1.655		0.769	
College Graduate	Elementary Level	3.223		0.152	
College Graduate	High School Level	-0.564		0.995	
College Graduate	Senior High School Graduate	-3.394		0.115	
College Level	Elementary Level	7.031		$< .001^*$	
College Level	High School Level	2.230		0.513	
College Level	Senior High School Graduate	-2.394		0.439	
Elementary Level	High School Level	-6.089		$< .001^*$	
Elementary Level	Senior High School Graduate	-5.595		$< .001^*$	
High School Level	Senior High School Graduate	-3.497		0.097	

evaluate the Lupong Tagapamayapa based on personal interactions, accessibility, and perceived sincerity of officials rather than formal legal steps. According to Aure (2021), respondents with lower educational attainment often rely on relational trust and community norms, placing greater emphasis on friendliness, approachability, and quick resolutions rather than technical competence or procedural adherence. As a result, they may perceive the Lupon as highly effective due to familiarity with the officials, or as less effective if they struggle to understand the process. This variability contributes to strong contrasts with the perceptions of more educated respondents.

On the other hand, respondents with higher educational attainment tend to have more structured expectations related to fairness, transparency, and procedural correctness. As Cruz (2022) emphasized, higher education equips individuals with greater awareness of legal rights, due process, and administrative procedures, making them more critical observers of grassroots justice systems. These respondents may evaluate the overall effectiveness

based not only on interpersonal interactions but also on how well the Lupong Tagapamayapa adheres to established policies and legal frameworks. Consequently, their assessments differ significantly from those of individuals with lower levels of education, who may not have the same level of procedural awareness.

The results are also consistent with Robiso (2023), who found that educational attainment strongly influences perceptions of justice because individuals with more schooling tend to demand clearer documentation, consistent rule enforcement, and well-defined processes. This explains why significant differences emerge specifically between lower educational groups and those who have completed secondary or tertiary education. More educated respondents generally expect the Lupon to function similarly to formal dispute resolution settings, while less educated participants interpret "effectiveness" in more relational and culturally grounded terms.

These findings also align with Restorative Justice Theory (Braithwaite, 1989), which holds that perceptions

of justice are shaped by individuals' understanding, values, and social backgrounds. Education influences how disputants internalize the meaning of fairness, impartiality, and accountability. Meanwhile, Lederach's (1995) Conflict Transformation Theory emphasizes that community-based justice is experienced differently depending on one's exposure to societal structures and institutions. As such, educational attainment becomes a key variable shaping how conflict resolution processes are interpreted and evaluated.

Overall, the results from Table 13 demonstrate that educational attainment significantly influences respondents' perceptions of the Lupong Tagapamayapa's overall effectiveness. While those with higher education tend to evaluate the process through procedural and institutional lenses, those with lower levels of education rely more heavily on relational and experiential cues. This emphasizes the importance of tailoring communication, explanations, and procedural clarifications to disputants' educational backgrounds to ensure that all community members—regardless of schooling—can fully understand, appreciate, and trust the conciliation process.

Kruskal-Wallis results comparing the overall effectiveness of the Lupong Tagapamayapa conciliation process by civil status.

Table 12 presents the results of the Kruskal–Wallis test examining whether respondents' civil status—specifically, being married, single, separated, or widowed—affects their perceptions of the Lupong Tagapamayapa's effectiveness. Across most dimensions, the findings reveal no statistically significant differences among the civil status groups. This includes Conciliation Efforts to Reconcile Parties ($p = 0.078$), Issuance of Certificate to File Action ($p = 0.200$), Enforcement of Rules ($p = 0.118$), and the Overall effectiveness ($p = 0.065$). These p -values, all greater than 0.05, indicate that regardless of whether respondents are married, single, separated, or widowed, their evaluations of the conciliation process are generally similar. This suggests that the Lupong Tagapamayapa implements its procedures consistently across different civil status categories.

However, one dimension—Proper Application of Legal Procedures—shows a statistically significant difference ($p = 0.023$), indicating that respondents' civil status

Table 13: Kruskal-Wallis results for comparison of the overall effectiveness of the Lupong Tagapamayapa conciliation process when analyzed by civil status

	χ^2	df	p
Conciliation Efforts to Reconcile Parties	6.81	3	0.078
Issuance of Certificate to File Action	4.65	3	0.200
Enforcement of Rules	5.87	3	0.118
Proper Application of the Legal Procedures	9.53	3	0.023*
Overall Effectiveness	7.24	3	0.065

influences their perception of the Lupon's adherence to legal guidelines. This indicates that while most aspects of the conciliation process are evaluated similarly by all respondents, their perceptions of procedural correctness vary by civil status. According to Cruz (2022), individuals' roles and responsibilities within family and household structures often shape how they experience and interpret justice processes. Married respondents, for example, may be more sensitive to legal clarity and procedural accuracy because disputes involving family, land, finances, or marital matters require careful documentation and adherence to legal procedures. In contrast, single or widowed individuals may perceive legal procedures differently because their disputes may be less complex or emotionally charged.

The significant differences in perceptions of legal procedures can also be explained through the lens of restorative and relational dynamics. As Aure (2021) noted, individuals in more complex household structures—such as married or separated respondents—tend to be more cautious and more observant of procedural fairness because their disputes often involve long-term relationships, shared property, or extended-family interactions. This makes them more attentive to whether

the Lupon follows proper steps, such as issuing summons, conducting interviews, documenting agreements, and applying proper mediation protocols. Meanwhile, individuals who are single or widowed may assess legal procedures based more on personal experience and emotional comfort rather than strict procedural compliance, contributing to differences in perception. Furthermore, Robiso (2023) emphasized that perceptions of fairness and due process in grassroots justice mechanisms often vary depending on one's life circumstances and the emotional or economic weight of disputes. Married or separated individuals may also experience the conciliation process more intensely because their conflicts may carry significant social or financial implications. This aligns with Lederach's (1995) Conflict Transformation Theory, which states that individuals interpret conflict processes differently depending on their relational context. Thus, civil status shapes how people understand legal procedures, leading to the significant variation noted in Table 12.

Despite the identified difference in legal procedures, the overall pattern suggests that the Lupong Tagapamayapa delivers its conciliation services uniformly across civil status groups. The lack of significant differences in most

dimensions indicates that the system's core processes—such as mediation, rule enforcement, and issuance of certificates—are generally perceived as equitable and consistently implemented. This consistency supports Braithwaite's (1989) Restorative Justice Theory, which emphasizes fairness and equality as essential components of trust in community-based justice systems.

Overall, Table 12 demonstrates that while civil status influences how respondents perceive the Lupong Tagapamayapa's adherence to legal procedures, it does not significantly affect their evaluations of most other aspects of the conciliation process. This implies that the Lupong Tagapamayapa functions in a generally equitable manner, though clearer procedural explanations may help address differences observed among specific civil status groups.

DSCF pairwise comparisons for significant indicators when analyzed by civil status- Proper Application of the Legal Procedures.

Table 14 presents the DSCF pairwise comparisons for the Proper Application of the Legal Procedures dimension across respondents' civil status groups. Although Table

13 showed a statistically significant overall difference in how legal procedures were perceived when grouped by civil status ($p = 0.023$), the pairwise comparisons in Table 14 indicate that none of the individual civil status groupings were statistically significant, as all p -values are greater than 0.05. For example, the comparison between Married and Separated respondents yields a p -value of 0.118, while Married vs. Single has a p -value of 0.584. Similarly, the comparison between Married and Widowed yields a p -value of 0.336, and the comparison between Single and Widowed yields a p -value of 0.199. These results indicate that although there are slight variations in how each civil status group views legal procedures, the differences are not statistically significant between any two specific groups.

The absence of significant pairwise differences suggests that perceptions of the implementation of legal procedures are relatively similar across most civil status categories. This means that the significant Kruskal–Wallis result in Table 12 is likely due to small, distributed variations across several groups, rather than large differences between any particular pair. This pattern is common in social science

Table 14: DSCF pairwise comparisons for significant indicators when analyzed by civil status- Proper Application of the Legal Procedures

		W		p	
Married	Separated	-3.137		0.118	
Married	Single	1.792		0.584	
Married	Widowed	-2.372		0.336	
Separated	Single	3.114		0.123	
Separated	Widowed	0.592		0.975	
Single	Widowed	-2.787		0.199	

data when the overall test indicates significance. However, the pairwise comparisons do not suggest that the variation is subtle and shared, but rather that it is concentrated in specific contrasts. According to Babbie *et al.* (2010), this type of result often occurs when differences in general trends are present but not pronounced enough between individual categories to be statistically detectable.

The lack of significant pairwise differences supports the idea that the Lupong Tagapamayapa generally implements legal procedures in a relatively uniform manner across respondents of various civil statuses. Regardless of whether an individual is married, single, separated, or widowed, their overall experience with procedural steps—such as documentation, issuance of summons, or adherence to mandated legal protocols—appears to be more similar than different. Cruz (2022) noted that barangay justice systems are designed to be accessible and consistent, particularly in rural areas, where legal procedures must be standardized to avoid biases in favor of specific social groups. This helps explain why no specific civil status group stands out as significantly different in the pairwise comparisons.

However, the slight variations seen in the p -values, even if not statistically significant, still provide meaningful insights. For example, separated respondents exhibit

somewhat different perceptions from those of married, single, and widowed individuals, although none of the differences are significant. Separated individuals often face disputes involving sensitive issues such as property, custody, or financial obligations, leading them to pay closer attention to procedural correctness. As Aure (2021) argued, individuals dealing with emotionally or legally complex disputes tend to evaluate legal procedures more critically. Meanwhile, married respondents may be more focused on maintaining household stability, and their assessments may be influenced by relational dynamics rather than purely procedural factors. These subtle differences, though not significant, align with Lederach's (1995) assertion that people interpret dispute-resolution processes in light of their relational contexts and lived experiences.

Overall, the findings in Table 13 suggest that although civil status affects perceptions at a general level—as shown by the Kruskal–Wallis test—the specific differences between individual groups are not statistically significant. This supports the view that the Lupong Tagapamayapa's implementation of legal procedures is broadly consistent across civil status categories. It also highlights that the variation in perceptions is likely subtle and distributed across groups, rather than sharply distinct between any two

categories. The results, therefore, reinforce the principle of fairness and uniformity in barangay conciliation processes, as emphasized by Braithwaite's (1989) Restorative Justice Theory, which argues that justice must be applied consistently to maintain community trust.

Kruskal-Wallis results comparing the overall effectiveness of the Lupong Tagapamayapa conciliation process across occupational status groups.

Table 15 presents the results of the Kruskal–Wallis test examining whether respondents' occupational status influences their perception of the effectiveness of the Lupong Tagapamayapa's conciliation process. The results show that for most dimensions—including Conciliation Efforts to Reconcile Parties ($p = 0.217$), Issuance of Certificate to File Action ($p = 0.171$), Enforcement of Rules ($p = 0.606$), and Overall effectiveness ($p = 0.078$)—the p -values are greater than 0.05. This indicates that respondents from different occupational

backgrounds, such as full-time employees, part-time workers, self-employed individuals, retired persons, and students/unemployed individuals, generally share similar perceptions of the effectiveness of the Lupong Tagapamayapa. The absence of significant differences across these dimensions suggests that conciliation services and processes are experienced relatively consistently across occupational groups, indicating uniformity in the delivery and implementation of conflict resolution procedures.

However, the dimension "Proper Application of Legal Procedures" yielded a statistically significant p -value of 0.028, indicating that perceptions differ among occupational groups in this area. This significant variation suggests that individuals' occupations—and the experiences, responsibilities, and expectations associated with them—may influence how they view the Lupon's adherence to legal protocols. According to Cruz (2022), occupational background can shape an individual's exposure to formal systems, documentation

Table 15: Kruskal-Wallis results for comparison of the overall effectiveness of the Lupong Tagapamayapa conciliation process when analyzed by occupational status

	χ^2	df	p
Conciliation Efforts to Reconcile Parties	5.77	4	0.217
Issuance of Certificate to File Action	6.41	4	0.171
Enforcement of Rules	2.72	4	0.606
Proper Application of the Legal Procedures	10.87	4	0.028*
Overall Effectiveness	8.39	4	0.078

processes, and organizational structures. For instance, full-time and part-time workers may be more aware of legal requirements and formalities due to their exposure to workplace rules and administrative procedures, making them more attentive to whether the Lupon adheres to proper legal guidelines. In contrast, students, unemployed individuals, or self-employed community members may evaluate legal procedures differently, possibly relying more on personal impressions, accessibility, or interpersonal rapport with barangay officials.

The significant result in the legal procedures dimension may also reflect the differences in the complexity of disputes experienced by different occupational groups. Aure (2021) noted that individuals who are formally employed often encounter conflicts involving contractual obligations, financial responsibilities, or work-related misunderstandings, leading them to expect greater procedural clarity and documentation during conciliation. Meanwhile, those who are unemployed or self-employed may experience disputes of a more interpersonal or community-based nature, which may not require a strong emphasis on formal legal processes. These differences in the nature and intensity of disputes may influence how individuals assess the Lupong Tagapamayapa's compliance with procedural requirements.

Furthermore, the patterns observed in Table 14 align with Lederach's (1995) Conflict Transformation Theory, which

posits that individuals interpret conflict processes in light of their social and economic contexts. Occupational status shapes a person's daily interactions, level of responsibility, and familiarity with formal systems. Thus, perceptions of fairness, legality, and procedural correctness vary with the degree to which one's occupation aligns with formalized structures. The significant differences in perceptions of legal procedures stem from varied expectations regarding formality, structure, and legal adherence across occupational groups. This is consistent with Robiso (2023), who emphasized that individuals with more exposure to structured systems tend to be more critical of legal processes, while those outside such systems may rely more on perceived intentions and relational fairness. Despite the identified difference in legal procedures, the overall pattern of results suggests that the Lupong Tagapamayapa's conciliation processes are generally perceived as effective and equitable across occupational categories. The lack of significant differences across most dimensions suggests that the system is widely regarded as inclusive and uniformly implemented, supporting the fairness principle highlighted in Braithwaite's (1989) Restorative Justice Theory. However, the noted variation in perceptions of legal procedures underscores the importance of ensuring that the Lupon clearly communicates legal steps and procedural requirements to disputants from all occupational backgrounds.

DSCF pairwise comparisons for significant indicators when analyzed by occupational status- Proper Application of the Legal Procedure.

Table 15 presents the DSCF pairwise comparisons for the Proper Application of the Legal Procedures dimension across different occupational status groups. This table follows the significant Kruskal–Wallis result in Table 14, which indicated that respondents' occupational status influenced their perceptions of how the Lupong Tagapamayapa applies legal procedures. The pairwise comparisons reveal that only one comparison was statistically significant: Employed (Full-time) versus Employed (Part-time), with a p-value of 0.038. This indicates that full-time and part-time employees differ significantly in their perceptions of the Lupon's adherence to legal procedures. Full-time employees tend to work in more structured workplace environments with contracts, policies, and formal grievance systems. As noted by Cruz

(2022), exposure to formal organizational processes often leads individuals to expect standardized and detailed procedures in community-based justice systems as well. Thus, full-time workers may have higher expectations for documentation, clarity, and consistency when evaluating the Lupong Tagapamayapa's legal procedures.

In contrast, part-time employees may operate in more flexible or less regulated work settings, which may affect their expectations regarding formality and procedural strictness. Part-time jobs often involve minimal administrative processes, less bureaucratic oversight, and more informal workplace arrangements. According to Robiso (2023), individuals who work in less structured environments tend to evaluate conflict resolution processes based on interpersonal dynamics, accessibility, and relational fairness rather than strict legal adherence. This difference in workplace exposure and expectations helps explain why full-time and part-time respondents

Table 16:DSCF pairwise comparisons for significant indicators when analyzed by occupational status- Proper Application of the Legal Procedures

		W		p	
Employed (Full-time)	Employed (Part-time)	-3.9992		0.038*	
Employed (Full-time)	Retired	-2.2105		0.521	
Employed (Full-time)	Self-Employed	-3.3266		0.129	
Employed (Full-time)	Student/Unemployed	-2.6160		0.345	
Employed (Part-time)	Retired	0.0774		1.000	
Employed (Part-time)	Self-Employed	0.8009		0.980	
Employed (Part-time)	Student/Unemployed	3.0599		0.194	
Retired	Self-Employed	0.3775		0.999	
Retired	Student/Unemployed	1.0129		0.953	
Self-Employed	Student/Unemployed	1.7582		0.726	

vary significantly in their perceptions of whether legal procedures were properly applied.

Although the other comparisons—such as full-time employees versus self-employed, full-time versus unemployed, or self-employed versus students—did not yield significant differences, the pattern still provides meaningful insight. The lack of significance across many comparisons suggests that most occupational groups perceive legal procedures in broadly comparable ways. However, the significant difference between the two employed groups highlights that workplace structure, rather than employment status alone, plays an important role in shaping how individuals interpret procedural correctness. Lederach's (1995) Conflict Transformation Theory supports this interpretation by emphasizing that individuals draw from their social and occupational environments when assessing the fairness and effectiveness of conflict processes.

Furthermore, the non-significant differences among self-employed, retired, and unemployed respondents suggest that these groups rely more on personal experience and relational trust when interpreting legal adherence. Aure (2021) noted that individuals in less formal economic

conditions often prioritize empathy, approachability, and community connection over procedural rigidity. This could explain why their perceptions do not differ significantly from other groups—they base their evaluations on interpersonal impressions rather than formal procedural benchmarks.

Overall, Table 15 shows that while most occupational groups perceive the application of legal procedures similarly, there is a distinct perceptual difference between full-time and part-time workers. This finding underscores the need for the Lupong Tagapamayapa to provide clear, consistent explanations of legal steps that are understandable to disputants, regardless of their occupational background. Ensuring clarity in legal procedures not only addresses differences in expectations but also promotes greater trust and satisfaction across all sectors of the community.

CONCLUSION

Based on the findings of the study, it can be concluded that:

The study concluded that the Lupong Tagapamayapa in Matalam is generally perceived as highly effective in

implementing conciliation efforts, enforcing rules, issuing Certificates to File Action, and applying legal procedures. The consistently high ratings across all dimensions indicate that the barangay justice system effectively promotes peaceful conflict resolution and maintains community trust.

The study further concluded that demographic factors such as educational attainment, age, civil status, and occupational status influence respondents' perceptions of specific aspects of the conciliation process, particularly in the enforcement of rules and proper application of legal procedures. Educational attainment emerged as the most influential factor, showing significant differences across all dimensions of effectiveness.

Finally, the findings concluded that despite minor perceptual differences among demographic groups, the Lupong Tagapamayapa generally implements its procedures in a fair, equitable, and consistent manner. This supports the Katarungang Pambarangay system's role as an accessible and reliable community-based mechanism for conflict resolution and social harmony.

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