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# Utilization of Online Registration Towards E-governance in Selected Barangays of North Caloocan: Basis for Enhancement Plan

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**Abstract**

The growing demand for efficient, transparent, and accessible public services has accelerated the adoption of digital governance systems among local government units. This study examines the utilization of online registration in enhancing e-governance in the People's Day program in selected barangays of District 3, North Caloocan. Specifically, the research evaluates the effectiveness of an online registration system in terms of ease of navigation, reasonableness of waiting time, fairness and equality, efficiency of service delivery, and accessibility of services. A descriptive–quantitative research design was employed, involving 50 respondents composed of community officers and constituents who regularly participate in the People's Day program. Data were gathered using structured survey questionnaires and analyzed through frequency distribution, percentage, and weighted mean. The findings reveal that while the current walk-in system is generally understandable for users, it is limited by long waiting times and operational inefficiencies. Respondents demonstrated a favorable perception toward the proposed online registration system, indicating that it could significantly reduce waiting time, improve transparency, enhance service efficiency, and minimize favoritism associated with the "palakasan" system. However, the results also highlight the existence of a digital divide, emphasizing the importance of inclusive implementation strategies. The study recommends the adoption of a hybrid service delivery model combining online registration with assisted walk-in services to ensure equitable access while strengthening e-governance at the local level.

## INTRODUCTION

The digital era has drastically changed how the state and its citizens interact in the quickly changing twenty-first century. E-governance has become more than just a fad in technology; it is now a key component of public administration that promotes efficiency, openness, and active citizen participation (United Nations Department of Economic and Social Affairs [UN DESA], 2020). Information and communication technology (ICT) integration has evolved from luxury to a necessity as governments around the world work to modernize their operations (World Bank, 2016). This paradigm change has the revolutionary potential to eliminate long-standing bureaucratic obstacles, democratizing access to necessary services and guaranteeing that governance is a concrete, responsive service provided directly to the people rather than an abstract idea.

In the Philippine context, the push for digital transformation is increasingly critical. Government agencies and Local Government Units (LGUs) are recognizing that leveraging technology can streamline processes, minimize administrative bottlenecks, and drastically improve accessibility for residents. Initiatives

championed by the Department of Information and Communications Technology (DICT), such as the National Government Portal and various e-serbisyo platforms, underscore the national agenda to make public services more accessible and to heighten citizen satisfaction through digital means (Department of Information and Communications Technology [DICT], 2021). However, the true test of these digital innovations lies in their implementation at the grassroots level, where the interaction between the government and the community is most frequent and vital (Carillo & Cruz, 2020).

Within this broader framework of digital governance, the "People's Day" program stands as a critical community-focused initiative designed to bring the government closer to its constituents. This program presents a unique opportunity to explore how online registration systems can enhance the delivery of government services. Specifically, this study focuses on the implementation and impact of such systems in District 3, North Caloocan, spanning Barangays 178 to 188. These barangays represent a dense and dynamic urban population where the demand for public services—ranging from medical assistance to burial aid and other social services—is consistently high.

These vital services have traditionally been provided primarily through manual, traditional methods. Despite their good intentions, these traditional methods frequently lead to serious inefficiencies. Long lines, crowding, and restricted accessibility for residents are common outcomes of the current walk-in system, which is typified by manual registration and in-person processing. Many of the constituents are from low-income families, and they frequently struggle to wait in line for hours without knowing if they will be accommodated on that particular day. In addition to impeding the program's efficacy, these logistical difficulties put a strain on the LGU's resources and try the community's patience (Local Government Academy, 2018).

In addition to the practical challenges of managing time and crowds, traditional manual systems are frequently beset by feelings of injustice. The prevalence of the "palakasan system," a colloquial term for patronage or favoritism where personal connections influence the speed and quality of service delivery—has been identified as a critical issue in local governance. This system puts obstacles in the way of people without connections and erodes public trust.

Acknowledging these difficulties, the incorporation of an online registration system is suggested as a tactical way to improve the program's efficacy and promote more general e-governance objectives. A digital registration platform provides a way to standardize the intake procedure, guaranteeing that service slots are distributed impartially or on a first-come, first-served basis, independent of personal influence. It is expected that this change will eliminate the prejudices connected to the "palakasan system" and foster a sense of justice and equality among the participants. Theoretically, the government can guarantee that all citizens, irrespective of their social status, have fair access to the services offered on People's Day by switching to a digital platform.

By analyzing their potential to improve community involvement, service delivery, and government accountability, this study seeks to evaluate the role of online registrations in bolstering e-governance. According to the study, local governments can accomplish both operational efficiency for the administration and public service satisfaction by utilizing technology (UN DESA, 2020).

Online registration promises more convenience for the constituents, especially those in Barangays 178 to 188. Residents can schedule appointments without having to endure the physical strain of standing in line for hours, which is a benefit that is particularly important for vulnerable populations like senior citizens, people with disabilities (PWDs), and people with limited mobility or time. The system respects the

beneficiaries' time and dignity by cutting down on wait times and expediting the processing of requirements.

For the LGU, the adoption of digital tools aids in better resource allocation. Knowing the number of registrants in advance allows the administration to prepare the necessary logistics, manpower, and resources, thereby reducing administrative inefficiencies. Furthermore, digital data collection provides a clearer demographic profile of the respondents—tracking age, gender, and specific needs—which is essential for evidence-based policy making.

However, technology does not operate in a vacuum; it relies on human agents for successful implementation. Therefore, this study specifically investigates the experiences and perspectives of community officers, whose roles are pivotal in the program's success. These officers serve as a bridge between the digital system and the community. Their ability to adapt to new technologies, manage the online platforms, and assist constituents who may lack digital literacy is a determining factor in whether the system succeeds or fails (Heeks, 2018). The research seeks to identify the challenges these officers face in implementing and managing online systems, providing insights that can help design better support systems and training programs.

Ultimately, this study not only seeks to provide practical insights into the implementation of digital tools in local governance but also aims to contribute to broader discussions on the potential of e-governance to transform public service delivery in urban settings. It delves into the specific implementation of online registrations for People's Day, focusing on their impact on service efficiency, community participation, and the overall perception of government responsiveness.

The research attempts to highlight the opportunities and difficulties related to this digital transformation by looking at the lived experiences of both community officers and constituents. The results are meant to provide practical insights and evidence-based suggestions for enhancing e-governance procedures in urban areas. By doing this, this study hopes to promote the idea of a technologically sophisticated local government that is also incredibly inclusive, transparent, and answerable to the people it serves.

## SIGNIFICANCE OF THE STUDY

This study holds substantial significance for various stakeholders, highlighting its potential impact on governance, community development, and technological innovation in public administration.

**For Local Government Units (LGUs):** The research provides practical insights into how online registration systems can enhance the efficiency and accessibility of programs like People's Day. It offers evidence-based recommendations to improve service delivery, reduce administrative inefficiencies, and foster greater transparency in governance.

**For Community Officers:** By examining the role of community officers in the implementation of online registration systems, the study identifies the challenges and opportunities in their operations. The findings can help design better support systems and training programs, enabling these officers to more effectively fulfill their roles.

**For Residents of District 3, North Caloocan:** This research underscores the potential benefits of adopting digital tools, such as increased access to government services and reduced barriers to participation. It aims to empower residents by making public services more convenient and user-friendly.

**For Policymakers and E - Governance Advocates:** The study contributes to the growing body of knowledge on e-governance, providing a case study of its application at the local level. Policymakers can

use the findings to inform the development of scalable and sustainable digital initiatives in other urban areas.

**For Researchers:** This study serves as a valuable reference for researchers exploring the intersections of technology, governance, and community engagement. It opens avenues for further investigations into the long-term impacts of digital transformation on local governance.

Ultimately, this research emphasizes the potential of online registration systems to enhance e-governance by fostering a more inclusive, efficient, and responsive government, contributing to the overall development of communities in urban settings.

## STATEMENT OF THE PROBLEM

The growing demand for efficient and accessible public services has highlighted the limitations of traditional governance methods, particularly in urban areas like District 3, North Caloocan. Programs such as People's Day, designed to bring essential government services closer to the community, often face logistical challenges, including long queues, inefficiencies in in - person interview, and limited accessibility for residents. These issues hinder the program's effectiveness and its ability to meet the needs of the community.

Specifically, it sought answers to the following questions:

1. What is the demographic Profile of the respondents in terms of:
   - **Age**
   - **Gender**
   - **Educational Attainment**
2. How do the respondents assess the Utilization of Online Registration Towards E-Governance in a Selected Barangay at North Caloocan in terms of:
   - **Ease of Navigation**
   - **Reasonableness of Waiting Time**
   - **Fairness and Equality**
   - **Efficiency of Service Delivery**
   - **Accessibility of Services**
3. Is there a significant relationship between the respondents when grouped according to their Profile?
4. Is there a significant difference in the Assessment of the respondents on the Utilization of Online Registration Towards E-Governance in a Selected Barangay at North Caloocan based on stated variables at SOP 2?
5. What are the challenges encountered by the respondents on the Utilization of Online Registration Towards E-Governance in a Selected Brgy at North Caloocan?
6. Based on the findings of the study, what (Enhanced) recommendation might be proposed?

This study seeks to address these questions, aiming to provide actionable insights into leveraging digital technology to improve local service delivery and strengthen e-governance practices in urban communities.

## HYPOTHESES

$H_{o1}$: There is no significant relationship between the demographic profile of the respondents and their assessment of the online registration system.

$H_{o2}$: There is no significant difference in the assessment of the respondents on the Utilization of Online Registration Towards E-Governance in District 3, North Caloocan when grouped according to their dem-

ographic profile.

## SCOPE AND DELIMITATION OF THE STUDY

This research focuses on the integration of online registration systems into the People's Day program in District 3, North Caloocan, particularly in Barangays 178 to 188. The study examines how these systems impact the efficiency, accessibility, and overall effectiveness of the program, as well as their role in enhancing e-governance practices.

### *SCOPE*

**Geographic Scope:** The study is limited to Barangay 178 to 188 in District 3, North Caloocan. These areas were selected due to their active participation in the People's Day initiative.
**Participants:** The research involves community officers responsible for managing People's Day activities and 50 constituents who utilize the program's services.
**Time Frame:** The study focuses on the implementation and evaluation of online registration systems during a specific period of the People's Day program.
**Key Variables:** The study evaluates the impact of online registration systems on service efficiency, community participation, and constituent satisfaction.

### *DELIMITATION*

**Technological Focus:** The study is confined to the use of online registration systems and does not explore other technological tools that may be used in e-governance.
**Program – Specific:** The research is limited to the People's Day program and does not assess the broader application of online systems in other government services.
**Generalizability:** Findings may not be fully generalizable to other districts or municipalities, as they are specific to the socioeconomic and technological context of Barangays 178 to 188 in North Caloocan.
**Excluded Variables:** The study does not deeply investigate external factors such as political influences, budgetary constraints, or cultural attitudes towards digitalization, which may indirectly affect the program's success.
By focusing on these defined parameters, the study aims to provide an in- depth analysis of the effectiveness of online registration systems within the specific context of People's Day in District 3, while acknowledging its limitations in broader application.

## DEFINITION OF TERMS

**E-Governance:** A component of public administration that utilizes Information and Communication Technology (ICT) to promote efficiency, openness, and active citizen participation. In this research, it is the broader framework utilized to modernize the operations of the LGU and democratize access to services.
**Online Registration System:** A digital platform proposed as a tactical solution to standardize the intake procedure for the People's Day program. It is designed to allow residents to schedule appointments remotely, ensuring service slots are distributed impartially or on a first-come, first-served basis.

## REVIEW OF RELATED LITERATURE AND STUDIES

The success of online registration systems in enhancing e-governance programs has been widely studied both locally and globally. This section reviews related literature that informs the current study, categorizing

findings into local and foreign contexts.

The transition toward digital governance in the Philippines is anchored on a strict legal framework designed to modernize public service delivery. Republic Act No. 11032, officially known as the "Ease of Doing Business and Efficient Service Delivery Act of 2018," serves as the primary legislative mandate compelling all government agencies and Local Government Units (LGUs) to dismantle bureaucratic red tape. The law explicitly requires LGUs to streamline their current procedures and adopt electronic platforms to significantly reduce processing time. A critical component of this Act is the "Zero-Contact Policy," which is designed to reduce impropriety and corruption by minimizing the physical interaction between government workers and applicants, thereby enforcing a more objective, technology-driven service delivery mechanism that is blind to social standing.

In strict alignment with this legal mandate, the Department of Information and Communications Technology (DICT) (2021) formulated the "Philippine Digital Transformation Strategy 2022-2025." This strategic roadmap underscores the national agenda to make public services more accessible and to heighten citizen satisfaction through digital means. The strategy envisions a nation where government transactions are seamless, paperless, and accessible to all citizens regardless of their geographical location. It emphasizes that for digital transformation to be genuine, it must permeate down to the barangay level, ensuring that even the most basic community services are integrated into the national digital ecosystem to prevent a disconnect between national policy and local reality.

However, the existence of a national strategy does not guarantee success on the ground. Carillo and Cruz (2020) provide a critical analysis of this disconnect in their study on E-Government readiness in local government units. They argue that the true test of these digital innovations lies not in national policy, but in their actual implementation at the grassroots level. They posit that the interaction between the government and the community is most frequent and vital at the district level. Their findings suggest that while national agencies are advancing, many LGUs lag behind due to a lack of technical infrastructure and skilled personnel, creating a bottleneck where it matters most—the frontline of public service.

Local studies have extensively documented the operational benefits of shifting from manual to digital systems to address these bottlenecks. Siar (2021) conducted a comprehensive assessment of e-governance adoption in highly urbanized cities such as Quezon City and Valenzuela. Her research noted that the successful implementation of e-services—specifically online tax payments and permit processing—led to a measurable increase in both revenue collection and citizen satisfaction. This study serves as a vital "proof of concept" for North Caloocan, demonstrating that even in highly populated and dense urban areas, the transition to digital services is not only feasible but yields high returns in public trust and administrative order.

Furthermore, Panganiban (2020) emphasizes the critical importance of data integrity in local governance. His study highlights that online registration systems provide an effective and essential source of constituent data, whereas manual logbooks often result in lost, incomplete, or illegible records. This digital data collection allows for better demographic profiling, which is essential for evidence-based policymaking. Panganiban argues that when an LGU moves to an online system, they are not just saving paper; they are building a robust database that allows them to predict trends, allocate resources more smartly, and understand the specific needs of their constituents without the errors inherent in manual encoding.

Validating these concerns regarding manual processes, the Local Government Academy (2018) published findings on service delivery and citizen satisfaction, noting that traditional systems frequently lead to serious inefficiencies. Their report highlights that logistical difficulties, such as long lines, overcrowding,

and the manual encoding of forms, put a severe strain on the LGU's resources. Furthermore, these inefficiencies try the community's patience, leading to dissatisfaction and complaints. The study concludes that the automation of frontline services is the single most effective intervention for improving the "Client Satisfaction Index" of a local government unit, as it directly addresses the visible pain points of the citizenry.

In terms of institutional relevance, Campos (2019) posits that for government institutions to remain competitive, they must provide digital avenues for registration. His work suggests that as the Philippine population becomes more digitally native, with a median age that is increasingly young and tech-savvy, the government's failure to modernize results in a disconnection. He argues that digital avenues are no longer optional "add-ons" but are expected standard features of any service organization, public or private. Therefore, LGUs that fail to digitize risk alienating a significant portion of their constituency who prioritize convenience and speed.

To illustrate the practical application of these concepts, Abucejo et al. (2022) developed the "Digital Barangay Office Scheduling System" (DBOSS). Their experimental study found that implementing a dedicated scheduling system significantly improved office efficiency. Specifically, it eliminated the problem of "double booking" and drastically reduced the time staff spent on managing appointments. This study provides direct empirical evidence that even simple digital interventions can resolve complex logistical chaos in barangay halls, proving that complex infrastructure is not always needed to achieve significant operational improvements.

Beyond operational efficiency, a unique aspect of Philippine governance addressed in the literature is the influence of cultural norms. Batalla (2015) investigated the persistence of the "Palakasan" or "Padrino" system in Philippine governance. This term refers to patronage politics where access to vital government services often depends on whether a constituent has a personal connection within the administrative offices. Batalla argues that this cultural norm massively undermines public trust, as it creates an environment of inequality where personal connections matter more than genuine need. In a manual system, it is easy for a staff member to insert a friend into the queue ahead of others, perpetuating a cycle of unfairness.

Addressing this sociological issue, Francisco and Nuñez (2020) offer a technological solution. Their study on LGU digitalization in Metro Manila suggests that automated queuing and registration systems are effective in breaking this cycle of patronage. Their findings indicate that when constituents perceive a system as automated—where a computer assigns the slot based on a timestamp—their trust in the fairness of the process increases significantly. They attribute the outcome to a neutral machine rather than a potentially biased worker, thereby reducing allegations of favoritism and increasing the perceived legitimacy of the local government.

Despite the benefits, the local landscape is fraught with challenges regarding accessibility. Tiglao et al. (2020) focused their research on urban poor communities in Metro Manila to analyze the "digital divide." They found that while smartphone penetration is high, "meaningful connectivity"—the ability to use devices for complex government transactions—remains varied. They warn that if the interface of an online system is too complex or requires high-bandwidth data, the target beneficiaries (often from lower-income families) will revert to walk-in methods, rendering the online system obsolete for the very people it was meant to help.

Supporting this view, the Department of Information and Communications Technology (2020), in their National ICT Household Survey (NICTHS) 2019, provides statistical backing to this claim. The survey reveals that internet access is not uniform across all demographics. It highlights that while social media

usage is ubiquitous, the use of the internet for "vital services" such as government transactions is significantly lower. This discrepancy suggests a lack of digital literacy or confidence among the population, which implies that any new system in North Caloocan must be accompanied by educational support or simplified design to be effective.

Moreover, Bajar (2020) examined government agency websites in the Philippines and found that user engagement levels remain low due to poor interface design. He observed that many platforms act as static information boards rather than interactive service tools. His critique points out that many government sites are "supply-driven" (built because the law says so) rather than "demand-driven" (built to help the user), leading to low adoption rates. This study serves as a warning that building the system is only half the battle; ensuring it is user-friendly is equally critical.

Finally, Lagura (2017) observed a similar trend in the Davao Region, noting "limited adoption and underutilization" of existing web portals. His study suggests that simply having a system is insufficient if the population is not trained to use it. He recommends that any technological rollout must be accompanied by a strong information campaign and community-based training to ensure that the "digital divide" does not become a barrier to basic services. This is particularly relevant for "People's Day" programs which cater to a diverse demographic including the elderly.

Globally, the shift towards Electronic Governance (E-Governance) is viewed as a fundamental transformation of public administration. The United Nations Department of Economic and Social Affairs (UN DESA) (2020) defines e-governance as more than just a fad in technology; it is a key component of public administration that promotes efficiency, openness, and active citizen participation. The UN highlights that the true value of e-governance lies in its ability to offer an "always-on" government, removing the temporal and spatial barriers that traditionally hinder public service delivery. By allowing citizens to access services 24/7, governments can shift from a reactive, office-hour-based model to a proactive, service-oriented model that respects the time of the citizenry.

West (2004) analyzes the global trends of e-government, positing that the progression typically moves through specific stages: from simple information dissemination (static websites) to two-way communication, and finally to full-service transaction and integration. He argues that reaching the "transactional stage"—where citizens can start and finish a process online without visiting an office—is the critical tipping point for LGUs to realize actual cost savings and efficiency gains. Without reaching this stage, e-government remains merely symbolic, offering information but no tangible reduction in bureaucratic burden.

The World Bank (2016) adds that ICT integration has evolved from a luxury to a necessity as governments around the world work to modernize their operations. Their "Digital Dividends" report argues that the internet promotes development by lowering the cost of information. However, they also warn that if the "analog complements" (regulations and skills) are absent, the digital investment will not yield the expected returns. This concept is vital for the proposed study, suggesting that technology must be paired with capable staff and clear policies to avoid the "productivity paradox" where investment in IT fails to improve output.

**Ease of Navigation**

The fundamental success of any electronic governance initiative is primarily determined by how intuitively a citizen can interact with the digital platform. This interaction is theoretically anchored in the Technology Acceptance Model (TAM), which posits that an individual's "intention to use" a system is heavily dictated by their Perceived Ease of Use (PEOU). PEOU is defined as the degree to which a person believes that utilizing a particular technology will be entirely free of effort. In the context of the People's Day program

in North Caloocan, if the registration interface is streamlined, requires minimal data entry, and is optimized to load quickly on limited mobile data, the perceived ease of use increases, thereby guaranteeing higher adoption rates across the community.

The transition from traditional manual registration to digital navigation is often obstructed by a significant "design-reality gap". Bajar (2020) conducted a comprehensive assessment of government agency websites in the Philippines and discovered that user engagement remains persistently low specifically due to poor interface design. He observed that many existing platforms function merely as static information boards rather than interactive, service-oriented tools. This "supply-driven" approach—where systems are built primarily to satisfy legal mandates rather than to assist the user—results in low adoption rates. His findings serve as a critical warning that building a system is only half the battle; ensuring it is user-friendly and highly navigable is equally critical to its success.

The challenge of navigating these digital tools is particularly acute in urban poor communities, such as Barangays 178 to 188 in District 3. While smartphone penetration in Metro Manila is high, Tiglao et al. (2020) highlight that "meaningful connectivity"—the actual capacity to use devices for complex government transactions—remains highly varied and inconsistent. They warn that if a navigation interface is too complex or requires high-bandwidth data, the target beneficiaries from lower-income families will inevitably revert to traditional walk-in methods, rendering the online system obsolete for the very people it was meant to help.

This lack of digital confidence is further evidenced by statistical data from the National ICT Household Survey (NICTHS) 2019. The survey reveals that while social media usage is nearly ubiquitous, the use of the internet for "vital services" such as government transactions is significantly lower. This discrepancy suggests a widespread lack of digital literacy or confidence in navigating official platforms, which implies that any new system in North Caloocan must be accompanied by simplified design or dedicated educational support to be truly effective.

A pivotal finding within the localized context of this study is the "Walk-In Paradox". While the majority of respondents (64%) find the current manual walk-in process "easy to navigate," this ease does not translate to satisfaction with service efficiency. This gap between the "ease of knowing the steps" and the "difficulty of actually receiving the service" creates a strong impetus for modernization. Therefore, an effective online system must replicate the intuitive nature of the physical line while eliminating the underlying logistical bottlenecks.

As cautioned by Heeks (2018), e-governance initiatives in developing nations often fail when system designs assume a level of digital literacy or hardware access that does not exist in the actual target population. He argues that to ensure successful navigation, systems must be designed for the "reality" of the user—considering constraints like slow data and older hardware—rather than the idealized "design" of the developer. Ultimately, providing digital avenues for registration is no longer an optional "add-on" but a standard feature expected by a population that prioritizes convenience and speed.

To ensure that the navigation remains accessible to all demographics, any technological rollout must be accompanied by community-based training and robust support mechanisms. Lagura (2017) observed a trend of underutilization in web portals, noting that simply having a system is insufficient if the population is not trained to use it. He recommends that rollouts be paired with strong information campaigns to ensure the "digital divide" does not become a barrier to basic services. This is particularly relevant for programs like People's Day, which cater to diverse groups, including the elderly and persons with disabilities, who may require additional guidance to navigate the transition to e-governance.

Beyond the individual user, the institutional framework provided by the UN DESA (2020) E-Governance Framework emphasizes that ease of navigation is a gateway to broader organizational goals. While TAM focuses on the individual's psychological decision to use the technology, the E-Governance Framework views digital tools as mechanisms for transparency and citizen engagement. A system that is difficult to navigate acts as a barrier to these goals, whereas a navigable system promotes openness by allowing constituents to see available slots and service requirements without the intervention of a human gatekeeper.
The complexity of navigating public services is also exacerbated by the "analog complements" mentioned by the World Bank (2016). If the digital registration system is navigable but the offline regulations and staff skills are lacking, the system reaches a "productivity paradox". For the People's Day program, this means the digital interface must be perfectly synchronized with the on-site operations so that the "ease" experienced online is not immediately met with "chaos" at the barangay hall, which would destroy the user's trust in the digital tool's reliability.
Finally, the navigation of digital services must be viewed as an evolutionary process that moves through stages of maturity. As West (2004) posits, e-government typically progresses from simple information dissemination to full-service transactions. For the residents of North Caloocan, reaching the "transactional stage"—where they can start and finish the registration process online with a clear path to their service—is the tipping point for actual efficiency gains. A highly navigable system facilitates this transition, moving away from symbolic "digital presence" toward functional, life-enhancing public administration.

**Reasonableness of Waiting Time**

The optimization of waiting time is perhaps the most tangible metric by which constituents judge the success of public service delivery. Traditional manual models of governance, particularly in high-density urban areas like North Caloocan, are often characterized by a reactive "walk-in" approach that lacks predictability. According to Al-Khouri (2012), these traditional models are inherently inefficient because they cannot account for the unpredictable arrival rates of citizens, leading to periods where the system is overwhelmed followed by periods of administrative idleness. This lack of demand management forces residents to invest significant portions of their day into standing in lines without any guarantee of being accommodated.
Within the specific context of the People's Day program, waiting time is not merely a logistical inconvenience but a significant barrier to access for vulnerable populations. The manual registration process currently in place often results in long queues and overcrowding, which disproportionately affects senior citizens, persons with disabilities (PWDs), and low-income individuals who cannot afford to miss a full day of work. The Local Government Academy (2018) notes that such logistical difficulties put an immense strain on the LGU's resources while simultaneously trying the community's patience. This exhaustion of patience leads to a measurable decline in the "Client Satisfaction Index," as the visibility of the "wait" becomes the primary indicator of government failure.
The shift toward digital governance is viewed as a strategic intervention to transform "chaotic floods" of applicants into "manageable streams" through prior registration. By implementing an online system, the government can effectively "smooth out" peaks in demand, ensuring that service delivery remains consistent throughout the day. International research conducted by Cao et al. (2011) validates this approach, finding that web-based appointment systems significantly increase user satisfaction by reducing total waiting time compared to standard queuing. Their data suggests that the feeling of "wasted time" is the single greatest driver of public dissatisfaction; thus, giving the user control over their schedule through online booking alleviates this primary pain point.

From a psychological perspective, the "reasonableness" of a wait is often determined by the user's sense of control and expectation. Online registration systems provide this by allowing residents to schedule specific time slots, thereby respecting the beneficiaries' time and dignity. UN DESA (2020) highlights that the true value of e-governance lies in its ability to offer an "always-on" government that removes the temporal and spatial barriers traditionally associated with public service. By allowing $24/7$ access to registration, the LGU shifts from a reactive model to a proactive, service-oriented model that minimizes the physical strain of waiting.

The institutional benefits of reducing waiting times are equally profound. When the LGU knows the number of registrants in advance, it can prepare the necessary logistics, manpower, and resources with high precision. This transition from reactive to predictive staffing is a hallmark of modern governance. Zhang et al. (2014) point out that digitizing the intake process allows for the prediction of staffing needs, effectively reducing "idle time" for employees during slow periods and preventing staff burnout during peak hours. This optimization ensures that public funds are utilized effectively while maximizing the number of constituents served per day.

Furthermore, the integration of automated reminders within registration systems has been shown to drastically improve schedule reliability. Zhao et al. (2012) found that simple SMS or email reminders significantly reduce "no-show" rates. For a program like People's Day, this means that service slots are not wasted and the schedule remains efficient. Without these digital prompts, manual systems often suffer from "schedule gaps" when people fail to show up or "bottlenecks" when too many arrive at once, both of which contribute to an overall perception of an unreasonable wait.

The "Wait-In Paradox" identified in North Caloocan specifically highlights that while many find the process easy to understand, the actual time investment is deemed unacceptable. Only 54% of respondents in the local study found their waiting time to be reasonable, despite finding the steps easy to navigate. This gap indicates that the mechanical simplicity of a walk-in line is insufficient if the output speed remains low. Modernization is therefore a survival strategy for LGUs with limited resources but growing populations, making efficiency a necessity rather than a luxury.

In addition to operational speed, the adoption of digital tools aids in better data collection, which indirectly influences waiting times by informing long-term policy. Digital data allows for the creation of demographic profiles—tracking age, gender, and specific needs—which is essential for evidence-based policymaking. Panganiban (2020) argues that when an LGU builds a robust database through online registration, it can predict trends and allocate resources more smartly to areas with the highest wait-time burdens. This long-term planning ensures that service delivery keeps pace with community growth.

The global shift toward e-governance emphasizes that reaching the "transactional stage"—where citizens can finish a process entirely online—is the critical tipping point for cost savings and efficiency. Without reaching this stage, e-government remains merely symbolic. For the People's Day program, the ultimate goal is to move beyond just registration and into integrated digital service delivery, ensuring that the time saved during the booking process is not lost during the actual service encounter.

Ultimately, the results of the North Caloocan study validate the "Operational Effectiveness Hypothesis". 64% of respondents believe that an online registration system would reduce their time spent waiting in line. This perception aligns with international literature suggesting that automation is the single most effective intervention for improving the "Client Satisfaction Index" of an LGU. By addressing the visible "pain points" of the citizenry—namely, the long queues—the government can foster a renewed sense of trust and responsiveness.

**Fairness and Equality**

A critical examine of local governance reveals that the perception of fairness is fundamental to maintaining public trust. Within the traditional manual systems of the Philippines, service delivery is often vulnerable to the "Palakasan" or "Padrino" system—a cultural phenomenon where access to vital government services is dictated by personal connections rather than objective need. Batalla (2015) investigated this persistence of patronage politics, arguing that it creates an environment of inequality where the speed and quality of service are influenced by social standing. In a manual walk-in environment, it remains relatively easy for administrative staff to insert friends or associates into the queue ahead of others, which perpetuates a cycle of unfairness and erodes the legitimacy of the local government unit (LGU).

To combat these sociological issues, the transition toward digital governance is proposed as a technological solution to enforce honesty. The core benefit of an automated system lies in its ability to reduce the discretion of public officials by applying a coded logic, such as First-In, First-Out (FIFO). Bertot, Jaeger, and Grimes (2010) argue that Information and Communication Technologies (ICTs) serve as potent anti-corruption tools precisely because they are "blind" to social connections. By replacing human gatekeepers with neutral algorithms, the government ensures that service slots are distributed impartially, thereby restoring faith in public institutions.

The impact of this shift is measurable in terms of citizen perception and institutional accountability. Francisco and Nuñez (2020) found that when constituents perceive a system as automated—where a computer assigns slots based on a timestamp—their trust in the fairness of the process increases significantly. They attribute this to the fact that constituents view a machine as a neutral arbiter rather than a potentially biased worker. This technological enforcement of rules is crucial in areas like North Caloocan, where high population density often puts a premium on access to services like medical assistance and burial aid.

Furthermore, the digital "audit trail" provided by online registration makes it difficult for corrupt actors to hide favoritism. Andersen (2009) provides empirical evidence that higher levels of e-government maturity correlate strongly with lower corruption perception indices. Since every registration and service click is logged, it acts as a deterrent against malfeasance and fosters a culture of accountability that manual paper logs simply cannot provide. This transparency is a key component of public administration that promotes openness and active citizen participation.

The "Zero-Contact Policy," mandated by Republic Act No. 11032 (the Ease of Doing Business and Efficient Service Delivery Act of 2018), serves as the legal backbone for these digital reforms. This law explicitly requires LGUs to minimize physical interactions between government workers and applicants to reduce the potential for impropriety. By adhering to this legal mandate through online registration, the LGU of Caloocan ensures an objective service delivery mechanism that treats all citizens, irrespective of their social status, with equal dignity.

The theoretical framework of the E-Governance Framework (UN DESA, 2020) asserts that digital tools are not just for convenience but are essential mechanisms for equity. While the Technology Acceptance Model (TAM) focuses on whether the user *can* use the system, the E-Governance Framework focuses on whether the government *should* use it to meet institutional goals of transparency. The combination of these theories allows the LGU to analyze the People's Day program from a perspective of justice, ensuring that the transition to digital does not leave behind those who lack connections.

In the local study conducted in North Caloocan, 80% of respondents currently believe that the People's Day service is fair and equitable. However, the remaining 20% who are dissatisfied suggest a strong need

for systemic improvements to eliminate any remaining biases. By introducing online registration, the LGU can address the specific concerns of this minority and further solidify the trust of the majority by demonstrating a commitment to objective, technology-driven fairness.

Despite these benefits, the literature warns of the "information inequality" paradox. Helbig et al. (2009) argue that digital services can inadvertently privilege the wealthy and educated, potentially leaving the poor—who need government services most—further behind. To maintain true equality, the research emphasizes the necessity of "hybrid" systems. In North Caloocan, this means providing digital channels for those who are tech-savvy while maintaining physical assistance for the elderly and indigent, ensuring that the march of progress does not disenfranchise any constituent.

This inclusive approach aligns with the "Philippine Digital Transformation Strategy 2022-2025," which envisions a nation where government transactions are seamless and accessible to all citizens. Genuine transformation must permeate down to the barangay level to ensure that local reality matches national policy. By integrating online registration into People's Day, the LGU actively democratizes access to social services, ensuring that even the most basic community needs are met with a sense of justice and equality.

Ultimately, the results of the research underscore that constituents view the shift toward digital systems as a critical reform for fairness. 58% of respondents specifically believe that online registration would reduce the influence of the "Palakasan system". This indicates that the community sees technology not merely as a logistical tool, but as a moral one—one that professionalizes the delivery of social services and reinforces the idea of a technologically sophisticated government that is answerable to its people.

**Efficiency of Service Delivery**

The transition from traditional, manual registration to digital systems represents a fundamental shift in how Local Government Units (LGUs) manage their operational infrastructure. In the Philippines, this modernization is legally anchored in Republic Act No. 11032, also known as the "Ease of Doing Business and Efficient Service Delivery Act of 2018," which mandates that all government agencies dismantle bureaucratic red tape to enhance the speed of public transactions. By adopting electronic platforms, LGUs can significantly reduce processing times, shifting from a slow, paper-based model to a streamlined, technology-driven mechanism. This legal framework emphasizes that digital avenues are no longer optional "add-ons" but are expected standard features of any modern service organization.

Local research consistently validates the high returns on administrative order provided by these digital interventions. Siar (2021) observed that the implementation of e-services in highly urbanized cities, such as Quezon City and Valenzuela, led to a measurable increase in both revenue collection and citizen satisfaction. This study serves as a vital "proof of concept" for North Caloocan, proving that even in dense urban settings, the transition to digital services is feasible and yields significant returns in public trust. When an LGU automates its frontline services, it directly addresses the visible pain points of the citizenry, making it the most effective intervention for improving the "Client Satisfaction Index".

Efficiency is further enhanced through the elimination of administrative redundancies and human error. Panganiban (2020) highlights that manual logbooks often result in lost, incomplete, or illegible records, whereas online registration systems provide a robust and essential source of accurate constituent data. This transition ensures that information is captured correctly at the point of entry, reducing the need for manual encoding by LGU staff. By digitizing the intake process, the government moves away from a system prone to administrative friction toward a more reliable, database-driven approach.

A key component of operational efficiency is the ability to manage demand through predictability. Al-Khouri (2012) argues that traditional "walk-in" models are inherently inefficient due to the unpredictability

of arrival rates. In contrast, online registration acts as a "demand management tool" that allows administrators to smooth out peaks in service demand. By requiring prior registration, the People's Day program can transform a chaotic flood of applicants into a manageable, scheduled stream. This predictability ensures that staff are neither overwhelmed during unpredicted rushes nor left idle during slow periods.

The administrative benefits extend to better resource allocation and staffing optimization. Zhang et al. (2014) note that online registration allows institutions to accurately predict their staffing needs based on the number of advanced registrants. For the LGU of Caloocan, knowing the number of beneficiaries in advance allows for the better preparation of logistics, manpower, and medical resources. This shift from reactive staffing to predictive staffing is a hallmark of modern governance, ensuring that public funds and human resources are utilized to their maximum potential.

Furthermore, the adoption of digital tools helps reduce the "no-show" rate, which is a major source of wasted efficiency in manual systems. Zhao et al. (2012) found that appointment systems drastically improve attendance reliability when they integrate automated reminders via SMS or email. For the People's Day program, these reminders ensure that scheduled service slots are not wasted, maximizing the total number of constituents served per day. This technological reinforcement ensures that the schedule remains tight and that the program functions at peak capacity.

The practical application of these efficiency concepts was evidenced by Abucejo et al. (2022) through the "Digital Barangay Office Scheduling System" (DBOSS). Their experimental study found that a dedicated scheduling system eliminated "double booking" and significantly reduced the time staff spent on managing appointments. This provides direct empirical evidence that even simple digital interventions can resolve complex logistical chaos in barangay halls. It demonstrates that complex infrastructure is not always required to achieve significant and immediate operational improvements.

Despite these clear benefits, the literature warns of the "productivity paradox," where investment in IT fails to improve output if it is not paired with clear policies and skilled personnel. Technology does not operate in a vacuum; its success relies on human agents, such as community officers, who serve as a bridge between the system and the constituents. Their ability to manage the digital platforms and assist those with lower digital literacy is a determining factor in whether the efficiency gains are actually realized. Therefore, institutionalizing digital support is just as important as the software itself.

From a global perspective, reaching the "transactional stage" of e-governance is the critical tipping point for realizing actual cost savings. West (2004) posits that e-government must progress from simple information dissemination to full-service transactions where citizens can finish a process entirely online. For the residents of North Caloocan, this means moving beyond a static website to a functional tool that tangibly reduces the bureaucratic burden. Without this depth of integration, digital efforts remain merely symbolic rather than truly efficient.

Ultimately, the results of the study in North Caloocan validate that the community is ready for this shift toward efficiency. 70% of respondents believe that an online registration system would improve overall government efficiency. These findings support the "Operational Effectiveness Hypothesis," indicating that constituents view digitization as a critical reform that professionalizes the delivery of social services. By addressing systemic inefficiencies and resource gaps, the LGU can foster a more technologically sophisticated and responsive local government.

**Accessibility of Services**

The democratization of public services through electronic governance is fundamentally a matter of access-

ibility, ensuring that the distance between the state and its citizens is bridged by technology. In the Philippines, the push for digital transformation is anchored in the "Philippine Digital Transformation Strategy 2022-2025" formulated by the DICT. This strategy envisions a nation where government transactions are seamless and accessible to all citizens regardless of their geographical location or social standing. However, as Carillo and Cruz (2020) argue, the true test of these digital innovations lies in their actual implementation at the grassroots level, where the interaction between the government and the community is most frequent and vital.

While the strategy is sound on paper, accessibility is often hindered by the "digital divide," a phenomenon where technology usage is not uniform across all demographics. Tiglao et al. (2020) found that while smartphone penetration is high in urban poor communities, "meaningful connectivity"—the capacity to execute complex transactions—remains varied. This implies that an online system must be designed for the "reality" of the user, such as slow data and older devices, to prevent the technology from becoming a barrier rather than a bridge. If the interface is too high-bandwidth, the very constituents who need the service most may be excluded.

Statistical data from the National ICT Household Survey (2019) provides backing to these accessibility concerns, revealing that internet usage for "vital services" like government transactions is significantly lower than for social media. This discrepancy suggests a lack of digital literacy or confidence among the general population. Therefore, for the People's Day program in North Caloocan to be truly accessible, the online registration platform must be accompanied by educational support or a radically simplified design. Without these complements, the digital transition risks leaving behind those who are not tech-savvy.

To address these gaps, the literature emphasizes the necessity of a "Hybrid Service Delivery" model. As Helbig et al. (2009) discuss, digital services can inadvertently privilege the wealthy and educated, creating an "information inequality" paradox. By maintaining a hybrid approach—where digital channels complement rather than completely replace physical ones—the LGU ensures that no constituent is disenfranchised. This is particularly critical for vulnerable groups like senior citizens and indigent families who may lack the necessary hardware or internet access to participate online.

The physical locale of the study, District 3 North Caloocan, presents a dense urban environment where the demand for social services is consistently high. Traditional manual methods of registration in this area have led to long lines and restricted accessibility, which the Local Government Academy (2018) identifies as a strain on community patience and LGU resources. By switching to a digital platform, the government can theoretically guarantee fair access to all citizens irrespective of their social status. This shift respects the beneficiaries' time and dignity by cutting down wait times and expediting the processing of requirements.

Accessibility is also about institutional readiness and the role of human agents. Heeks (2018) cautions against the "design-reality gap," where systems assume a level of literacy that does not exist on the ground. Consequently, community officers serve as a vital bridge between the digital system and the community. Their ability to assist constituents who lack digital literacy is a determining factor in whether the system succeeds or fails. Providing on-site "Digital Help Desks" is recommended to ensure that residents can be assisted in navigating the new technology.

The "Ease of Doing Business and Efficient Service Delivery Act" (RA 11032) provides the legal mandate for these reforms, forcing LGUs to streamline procedures and adopt electronic platforms. This law envisions an objective, technology-driven service delivery mechanism that is blind to social standing. For the People's Day program, this means that an online registration system acts as a tactical solution to

standardize the intake procedure, ensuring service slots are distributed impartially on a first-come, first-served basis. This standardization is a key pillar of accessible and equitable governance.

Lagura (2017) further observed that simply having a system is insufficient if the population is not trained to use it. He recommends that technological rollouts must be accompanied by strong information campaigns and community-based training. This ensures that the digital divide does not become a permanent barrier to basic services. For the residents of Barangays 178 to 188, this means that the LGU must not only build the tool but also actively promote it and provide the skills needed to use it effectively.

Furthermore, the World Bank (2016) argues that for digital investment to yield returns, it must be paired with "analog complements" such as regulations and skills. If these complements are absent, the digital investment will not yield the expected efficiency gains. This implies that for People's Day, the online registration must be supported by capable staff and clear policies that prioritize the user's ease of access. Accessibility is thus a multi-faceted goal that requires both technical excellence and human-centered support.

Ultimately, the results of the research in North Caloocan show that 62% of respondents believe online registration would make participation easier. While this indicates a high level of digital readiness, the remaining 38% who are uncertain or lack access highlight the continuing need for inclusive design. By focusing on accessibility, the LGU can transform local governance into a technologically sophisticated system that is also incredibly inclusive and answerable to the people it serves.

## SYNTHESIS OF THE REVIEWED STUDIES

The reviewed literature establishes a comprehensive global and local narrative regarding the modernization of public service delivery through E-Governance. Locally, this transition is anchored in a strict legal framework, primarily Republic Act No. 11032, which mandates that government agencies dismantle bureaucratic red tape and adopt electronic platforms to streamline operations. This mandate is complemented by the Department of Information and Communications Technology (DICT)'s "Philippine Digital Transformation Strategy 2022-2025," which aims to integrate digital services down to the barangay level to prevent a disconnect between national policy and local reality. However, the true test remains at the grassroots level, where local governments often lag due to a lack of infrastructure and skilled personnel.

Operational efficiency emerges as a primary benefit of digital adoption. Studies by Siar (2021) and Abucejo et al. (2022) provide empirical "proof of concept" that automating frontline services—such as permits and scheduling—yields measurable increases in administrative order and citizen satisfaction. Furthermore, the shift from manual logbooks to digital registration enhances data integrity, allowing LGUs to build robust databases for evidence-based policymaking and trend prediction. This modernization is no longer an optional "add-on" but a standard requirement for institutions aiming to remain competitive and relevant to a tech-savvy population.

Beyond logistics, the literature highlights technology's role in reforming cultural norms, specifically the "Palakasan" or "Padrino" system. Manual systems are prone to favoritism where personal connections influence service speed; however, automated queuing systems introduce a neutral, algorithm-based logic that fosters a sense of justice and equality. By assigning slots based on timestamps rather than human discretion, technology increases the perceived legitimacy of the government and restores public trust in the fairness of local processes.

The optimization of waiting time is another critical metric discussed. Traditional walk-in models are inherently inefficient due to unpredictable arrival rates and logistical bottlenecks like overcrowding.

International research by Cao et al. (2011) indicates that web-based appointment systems significantly improve satisfaction by alleviating the feeling of "wasted time," which is a primary driver of public dissatisfaction. By smoothing out demand and allowing for predictive staffing, LGUs can transform chaotic service environments into organized, manageable streams.

However, the "digital divide" remains a formidable barrier to universal accessibility. Tiglao et al. (2020) and the National ICT Household Survey (2019) reveal that while smartphone usage is ubiquitous, "meaningful connectivity" for complex government transactions is low. If interfaces are too complex or high-bandwidth, target beneficiaries from lower-income families may be excluded, rendering systems obsolete for the very people they are meant to assist. This necessitates the "Hybrid Service Delivery" model, where digital tools complement but do not entirely replace physical access.

The "design-reality gap" identified by Heeks (2018) cautions that systems often fail when they assume a level of digital literacy that does not exist on the ground. This is reinforced by Bajar (2020), who found that many Philippine government sites suffer from poor interface design because they are "supply-driven" (built to follow laws) rather than "demand-driven" (built to help users). Successful navigation requires a user-centric approach that accounts for the reality of slow data and older hardware prevalent in urban poor communities.

Theoretical models such as the Technology Acceptance Model (TAM) explain that "Perceived Ease of Use" is the primary driver of adoption. In North Caloocan, the "Walk-in Paradox" reveals that while constituents find physical lines "easy to navigate," they are deeply dissatisfied with the resulting wait times. This gap creates a strong impetus for an online system that is both intuitive and efficient, ensuring that the "ease" experienced online is matched by the speed of service delivery.

Global frameworks from UN DESA (2020) and the World Bank (2016) emphasize that e-governance is an evolutionary process. Moving from simple information boards to a "transactional stage" is where LGUs realize true cost savings and bureaucratic reduction. However, this investment only yields returns if "analog complements"—such as staff skills and clear policies—are present. Without these, the LGU risks the "productivity paradox," where high IT investment fails to improve actual output.

Transparency and accountability are further bolstered through digital "audit trails". Automated systems deter malfeasance because every registration is logged, making it difficult for actors to hide nepotism or bribery. Higher levels of e-government maturity are strongly correlated with lower corruption perception, as technology enforces a coded logic that human discretion cannot easily override.

In conclusion, the literature suggests that for the People's Day program in North Caloocan, online registration is not merely a tool for convenience but a critical mechanism for reform. By addressing systemic inefficiencies, logistical bottlenecks, and cultural biases, the LGU can transition toward a technologically sophisticated government that is inclusive, transparent, and responsive. The ultimate goal is a system that respects the beneficiaries' time and dignity while ensuring that progress does not disenfranchise those on the wrong side of the digital divide.

## THEORETICAL FRAMEWORK

The study is anchored on the **Technology Acceptance Model (TAM)** proposed by Fred Davis (1989). This theory is the most widely cited model for understanding why users accept or reject a new information system. It posits that an individual's intention to use a system is determined by two primary factors:

1. **Perceived Usefulness (PU):** This refers to the degree to which a person believes that using a particular system would enhance their job performance or life task. In the context of this study, PU relates to the

constituents' belief that the online system will effectively secure their slot, save them time, and provide fair service compared to the manual method.

2. **Perceived Ease of Use (PEOU):** This refers to the degree to which a person believes that using the system would be free of effort. If the registration interface is simple, requires minimal data, and loads quickly on mobile data, the perceived ease of use increases, leading to higher adoption.

Supporting TAM is the E-Governance Framework (UN DESA, 2020). While TAM focuses on the individual's decision to use the technology, the E-Governance Framework explains the institutional goals. It asserts that digital tools are not just for convenience but are mechanisms for Efficiency (resource management), Transparency (openness), and Citizen Engagement. The combination of these theories allows the study to analyze the system from both the user's perspective (Constituents/TAM) and the provider's perspective (LGU/E-Governance).

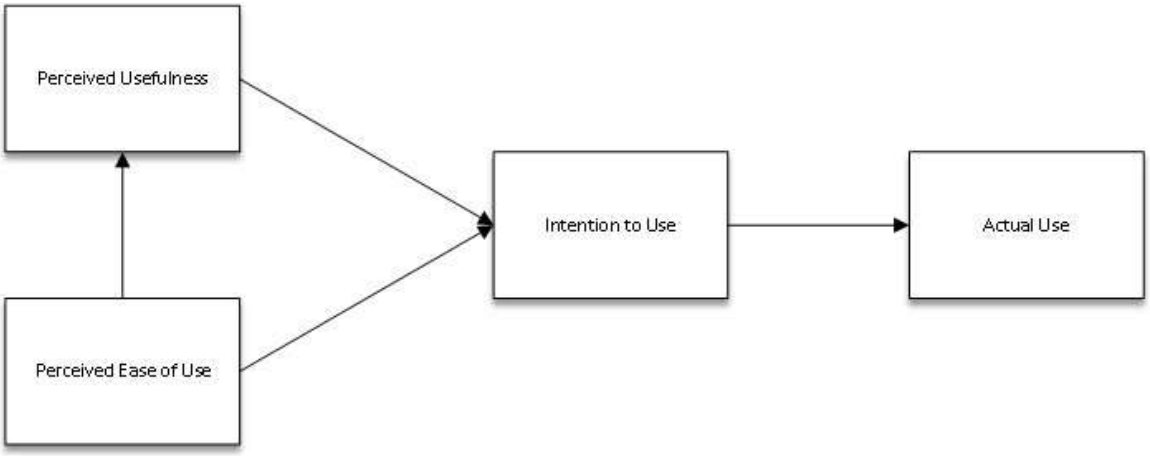



**Figure 1. Technology Acceptance Model**

## CONCEPTUAL FRAMEWORK

**1. Problem Identification**
The process begins with Problem Identification, which focuses on conducting initial assessments of the current challenges within People's Day programs. This phase utilizes inquiries and focus groups to gather primary observations and define the scope of the issues at hand

**2. Literature Review**
This step involves conducting a review of related literature that informs the current study, systematically categorizing findings into local and foreign contexts. Insights gained from this literature are used to refine the research focus and identify relevant Key Performance Indicators (KPIs) to guide the evaluation.

**3. Letter Request and Permissions**
During this administrative phase, formal letters of request are submitted to various institutions and offices. The primary goal is to gain official permission to conduct surveys, ensuring that the target recipients are approached with the proper authorization.

**4. Sampling**
For the sampling methodology, the study employs stratified random sampling to ensure that all key groups within the People's Day services are adequately represented. To ensure statistical validity for the results, the study targets a specific sample size of 50 respondents.

**5. Data Collection and Analysis**
This phase centers on the practical gathering and processing of data. Structured questionnaires are used to collect information from the respondents, followed by the application of statistical methods to accurately analyze the survey data.

**6. Integration of Findings**
Use analyzed data to identify systemic inefficiencies, In this analytical step, the processed data is utilized to identify critical operational issues. Specifically, the analysis aims to pinpoint systemic inefficiencies, resource gaps, and performance bottlenecks that are hindering the effective delivery of People's Day services.

**7. Recommendations and Dissemination**
The final phase involves developing evidence-based recommendations, such as optimizing resource allocation, updating policies, and streamlining E-governance to improve service delivery. These findings are presented to Prof. Helen O. Villegas for evaluation and to relevant City Hall offices and local policymakers to influence the enhancement and integration of E-Governance in People's Day services.

| INPUT: | PROCESS: | OUTPUT: |
|---|---|---|
| **Online Registration System** – the digital platform for beneficiaries to register for People's Day services.<br><br>**Community Officers** – responsible for facilitating, guiding, and supporting constituents during registration.<br><br>**Beneficiaries / Constituents** – individuals seeking services (e.g., health, burial assistance) in Barangays 178–188. | **System Utilization:** Beneficiaries use the online platform to reserve slots.<br><br>**Assistance by Community Officers:** Officers guide users, ensure accessibility, and help with technical issues.<br><br>**Monitoring and Feedback:** LGU monitors registration trends and collects feedback from users. | **Reduced Waiting Time:** Beneficiaries have reserved slots and do not queue unnecessarily.<br><br>**Improved Service Efficiency:** Faster processing and allocation of resources during People's Day.<br><br>**Increased Accessibility:** Beneficiaries can register remotely, including vulnerable populations. |

**Figure 2. Conceptual Framework Model**

The research on *"People's Day: Utilizing Online Registration to Enhance E-Governance"* builds on the principles of e-governance, emphasizing the transformation of governance processes through digital technologies. This system aims to improve the efficiency of government employees and address biases previously reported by constituents. The People's Day program serves individuals seeking health-related assistance as well as burial support, with many beneficiaries coming from indigent families who often face long waiting times and limited access to services.

By implementing online registration, beneficiaries can reserve their slots in advance, reducing the effort and time required to access services. This approach is expected to increase participation rates due to improved accessibility. Additionally, the study explores the role of community officers in facilitating the adoption and effective use of the system.

The conceptual framework of this study illustrates how the inputs—the online registration system, community officers, and beneficiaries—interact through the processes of system utilization, guidance, and monitoring. These processes lead to outputs, including reduced waiting time, improved service efficiency, and increased accessibility for constituents during the People's Day program.

## DEMOGRAPHIC PROFILE

The demographic profile presents the respondent's age, sex, marital status, educational attainment, occupation, and other relevant socioeconomic characteristics. This information serves as a foundation for understanding the respondent's backgrounds, preferences, and behaviors.

1. Barangay Official (Committee on Health)
2. Senior Citizen
3. Person with Disability
4. Ages 18 to 59
5. Community Relations Officer (LGU Employee)
6. CCSWD Personnel
7. CSOs
8. LGBTQA++

## METHODOLOGY

### *Research Design*

This study utilizes a Descriptive-Quantitative Research Design. This approach is appropriate as the study aims to statistically quantify constituent perceptions regarding the efficiency, accessibility, and fairness of the current walk-in system versus the proposed online registration system. By employing structured surveys, the research establishes a numerical baseline for digital readiness and service satisfaction, allowing for objective analysis of the "Technology Acceptance Model" variables

### Locale of the Study

The research was conducted in District 3, North Caloocan, specifically covering Barangays 178 to 188. This locale was selected due to its high population density and active participation in the "People's Day" initiative, making it a critical area for assessing the impact of e-governance on public service delivery.

### Respondents and Sampling Techniques

The study involved a total of 50 respondents. The respondents were comprised of constituents who utilize the program's services and community officers responsible for managing the operations.

To ensure a representative sample, the researcher employed Stratified Random Sampling. This technique allowed for the inclusion of diverse demographic subgroups, including Senior Citizens, Persons with Disabilities (PWDs), Barangay Officials, and LGU employees, ensuring that the findings reflect the varied needs of the community.

## RESEARCH INSTRUMENT

The primary data collection tool was a Structured Survey Questionnaire. The instrument was designed to gather both demographic data and specific assessments of the service delivery models. It utilized a 5-Point Likert Scale (5-Strongly Agree to 1-Strongly Disagree) to measure respondents' agreement with statements regarding:

- Current System: Ease of navigation, waiting times, and fairness.
- Online System: Internet accessibility, comfort with technology, and perceived impact on transparency and efficiency

### Data Gathering Procedure

The data gathering proceeded as follows:

- **Authorization:** A formal letter of request was submitted to the Office of the City Mayor-North and relevant Barangay officials to secure permission for the study.
- **Administration:** Upon approval, the researcher conducted surveys on-site during active "People's Day" operations from February 17 to 20, 2025.
- **Collection:** The researcher personally administered the questionnaires to ensure a high response rate and aided respondents with limited literacy to ensure data accuracy.

### Statistical Treatment of the Data

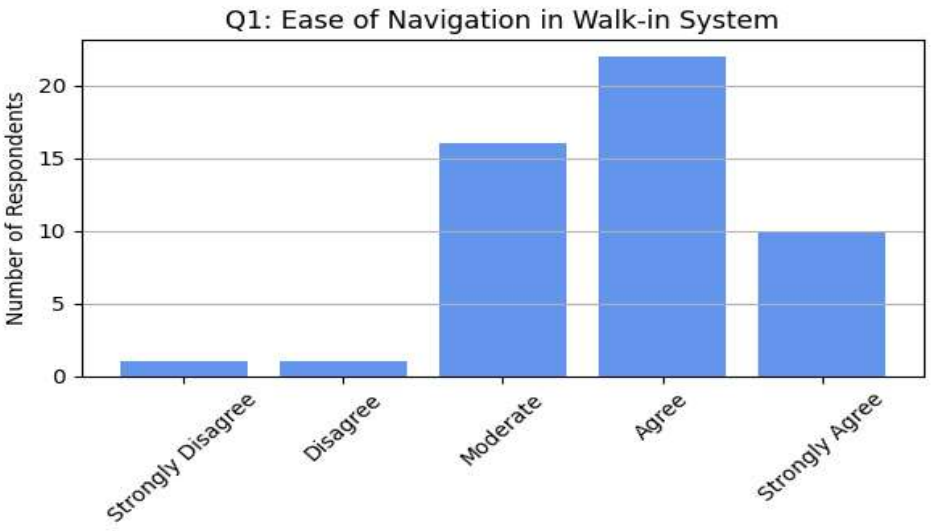
The data gathered were analyzed using descriptive statistics to interpret the respondents' feedback:

- **Frequency and Percentage Distribution:** Used to profile the respondents based on age, gender, and occupation.
- **Weighted Mean:** Applied to the Likert Scale responses to determine the average perception of the community regarding the efficiency and acceptability of the online registration system.

## RESULTS

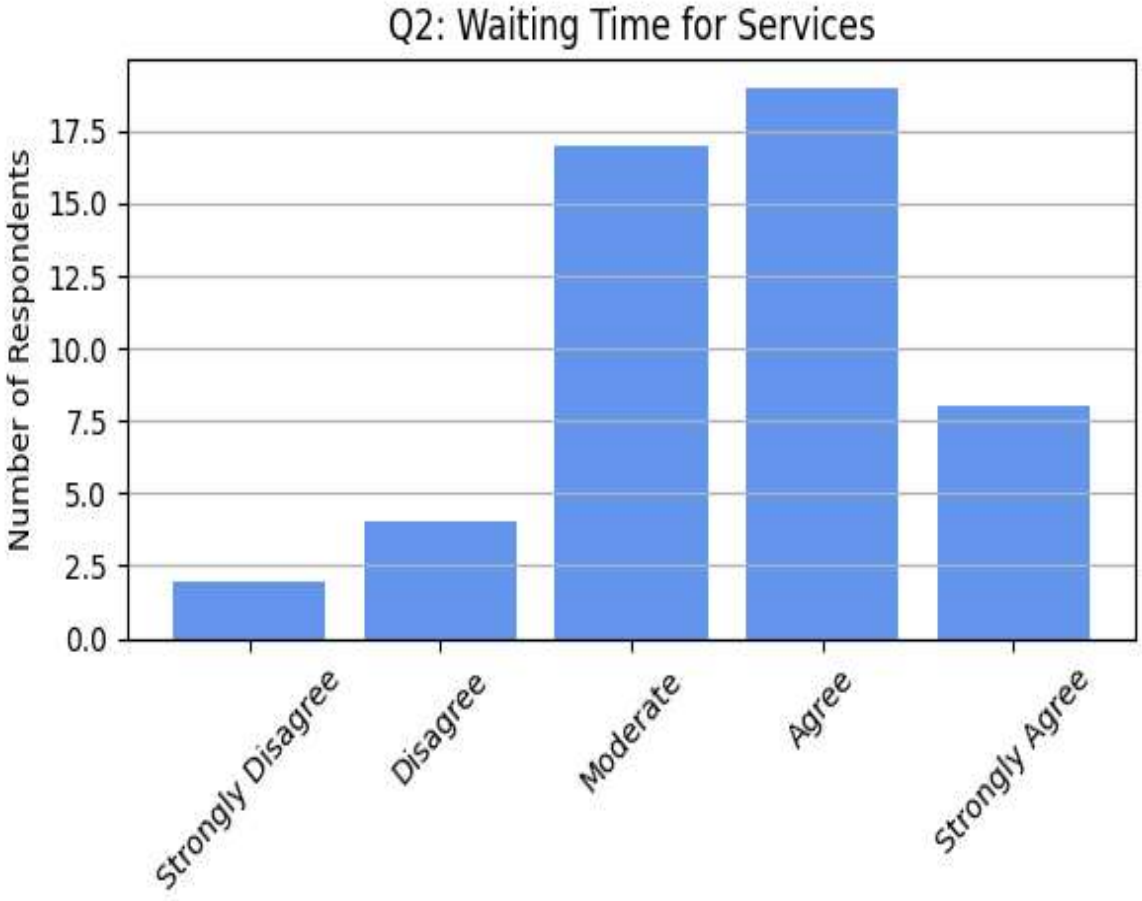
### Demographic Profile of Respondents

The respondents included a diverse group from different sectors within the community: barangay officials (Committee on Health), senior citizens, persons with disabilities, CCSWD personnel, community relations officers, representatives of civil society organizations (CSOs), and members of the LGBTQA++ community. This socio-demographic variation allowed the study to comprehensively understand the challenges and opportunities facing the People's Day initiative.




***Graph 4.3.1 Ease of Navigation in Walk-in System***

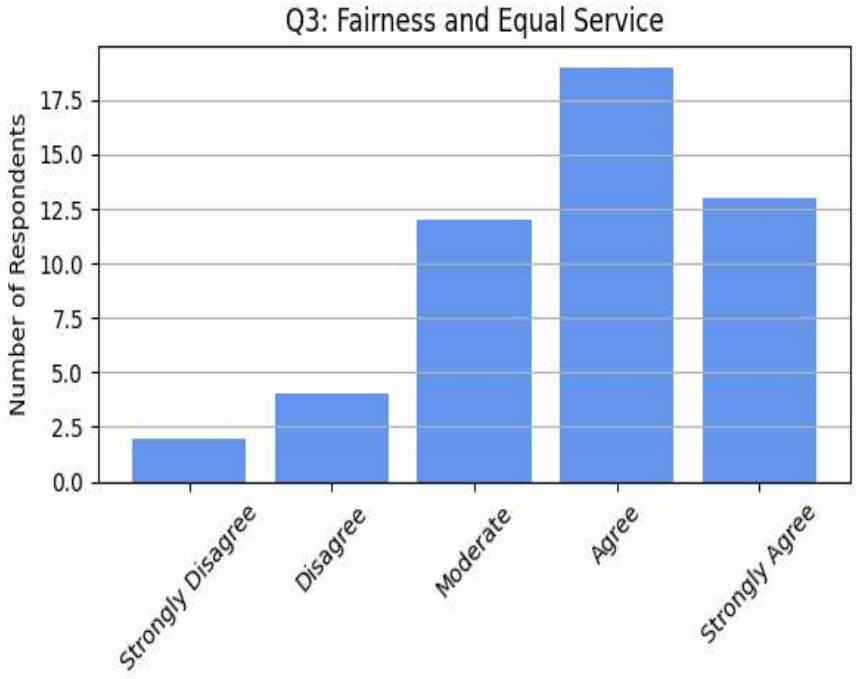
Most of the respondents find the walk-in system navigable but a significant portion are uncertain or dissatisfied.




**Graph 4.3.2 Waiting Time for Services**

Only 54% of the respondents found the waiting time to be reasonable. A significant portion (44%) of the respondents expressed dissatisfaction, reflecting system inefficiencies.

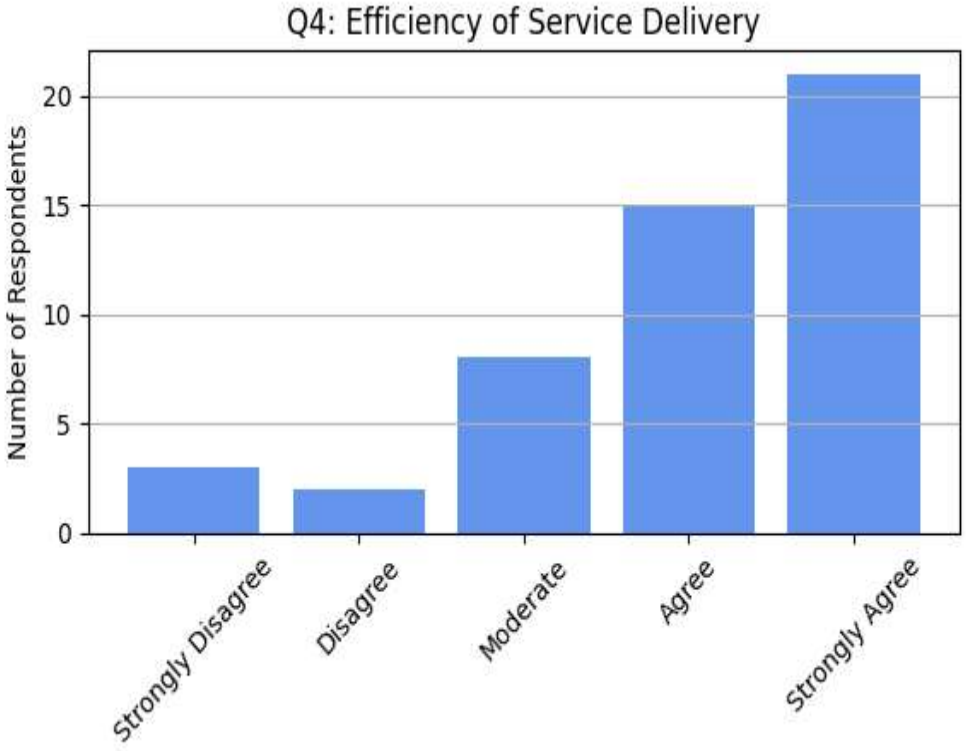
### 4.3.3 Fairness and Equality




**Graph 4.3.3 Fairness and Equality of Service**

80% of the respondents believe that the service is fair and equitable, and the other 20% who are dissatisfied suggest improvements for the system.

### 4.3.4 Efficiency and Accessibility




***Graph 4.3.4 Efficiency of Service Delivery***

72% of the respondents agree that efficiency is present in the service, but up to 28% are either neutral or dissatisfied with the service.

These findings support the study's hypothesis that, while the current walk-in system is functioning, its perceived inefficiencies and inconsistencies warrant the exploration of a digital alternative to enhance delivery and satisfaction.

### 4.4 Accessibility and Ease of Use of the Online Registration

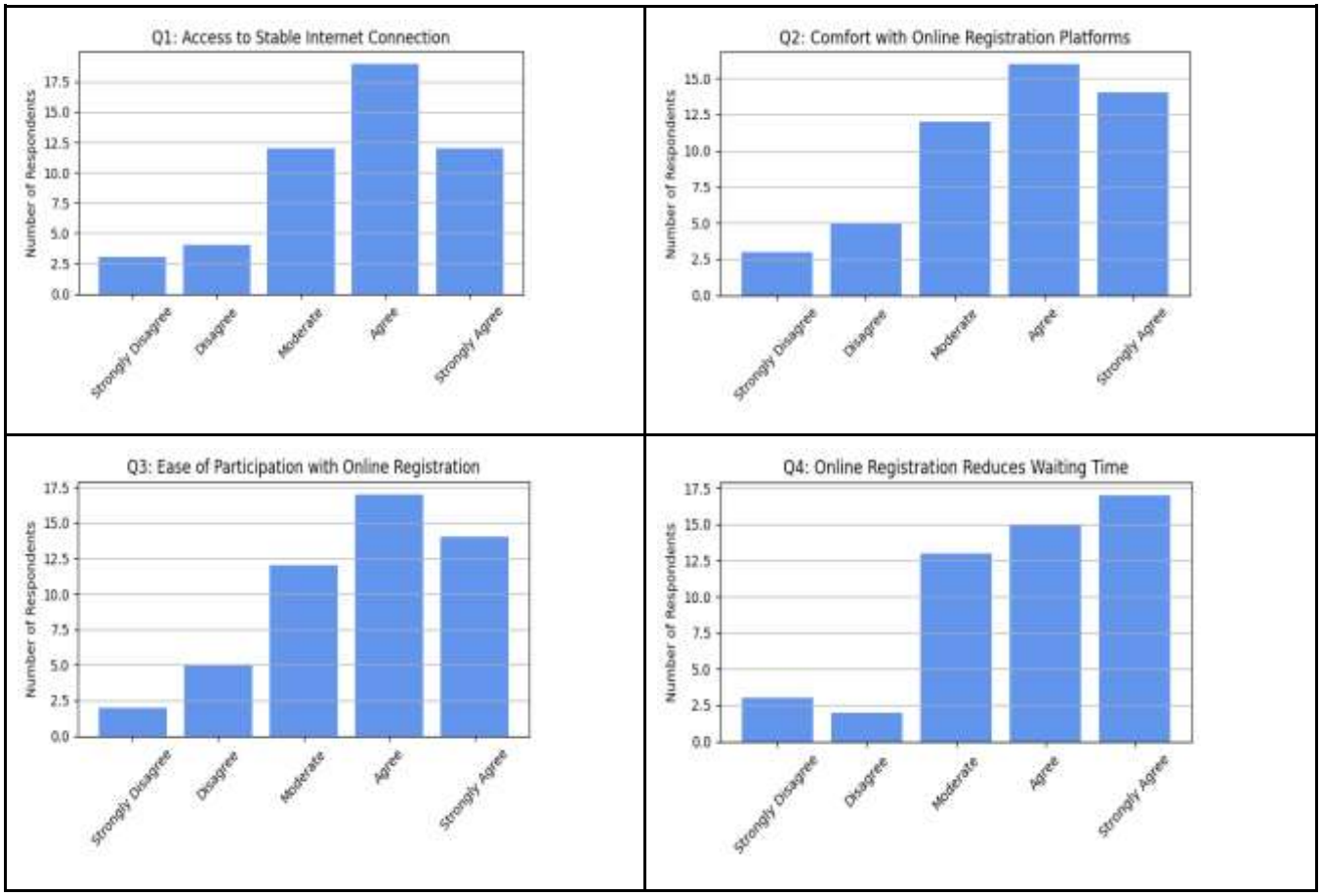
**Internet Access & Comfort with Technology:**

62% of respondents affirm access to a stable internet connection, and 60% express comfort using online platforms. However, with 24% responding "Moderate" and 16% expressing discomfort, digital exclusion risks remain a concern, particularly for vulnerable groups.

**Perceived Benefits:**

- 62% believe online registration would make participation easier.
- 64% think it would reduce waiting time.
- 62% feel it would be more convenient.

These findings validate the Accessibility Hypothesis. The community perceives online systems as potentially transformative in terms of convenience and reduced barriers to participation. A digital solution, complemented with support mechanisms, would likely improve the reach and inclusivity of the program.



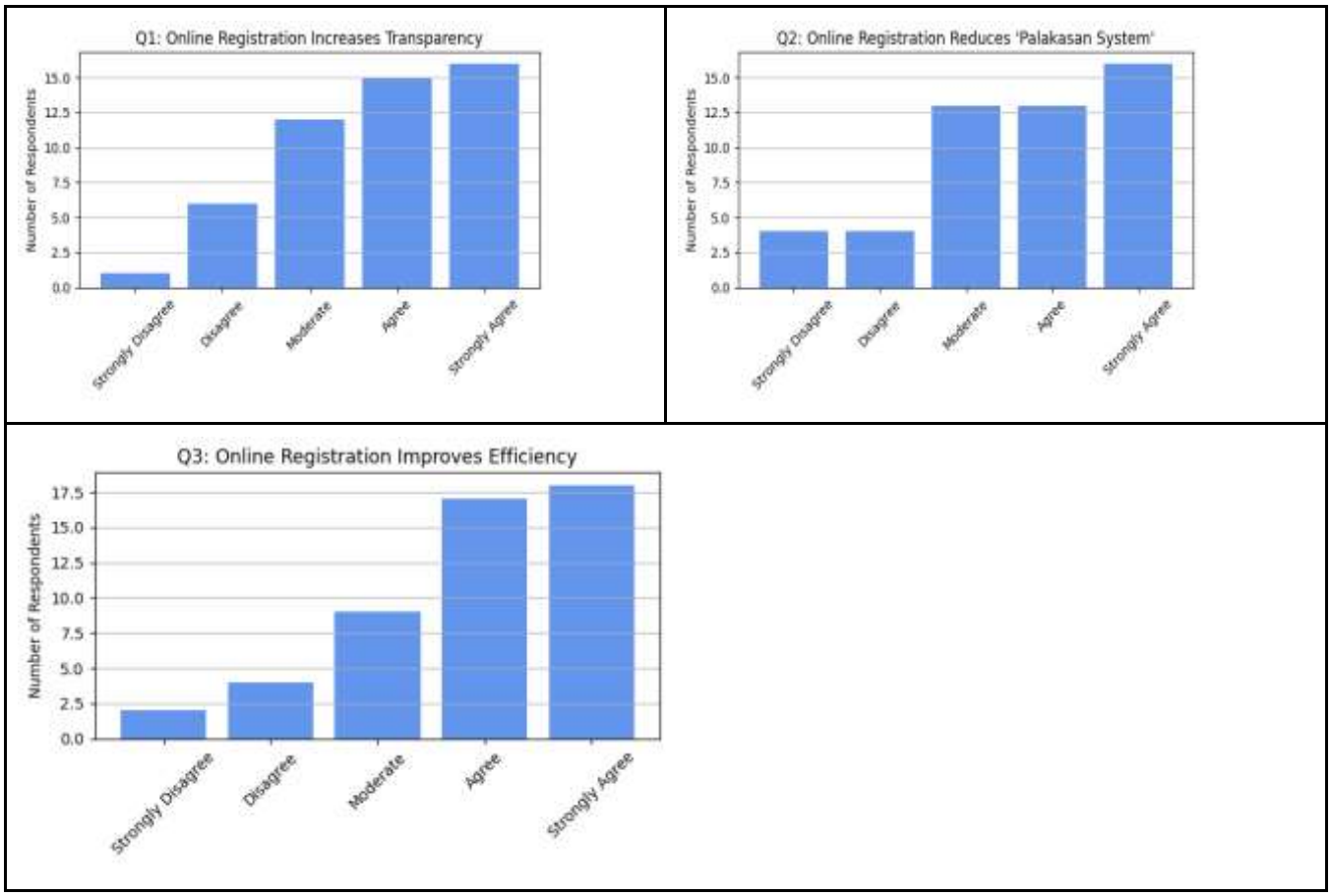
### 4.5 The Impact of Online Registration in Governance

**Transparency:** 62% of respondents believe online registration would increase transparency.

**Reduction of the "Palakasan System":** 58% believe it would reduce favoritism or reliance on personal connections.

**Efficiency of Governance:** 70% feel that online systems would improve overall government efficiency.

These perceptions support the Operational Effectiveness Hypothesis and reinforce the theoretical assumptions under the E-Governance Framework. Constituents view the shift toward digital systems not merely as a logistical update but as a critical reform promoting fairness, equality, and responsive governance.




## DISCUSSION

### The "Walk-In" Paradox

The study reveals a critical dichotomy in the current manual system. While the majority of respondents (64%) find the current walk-in process "easy to navigate," this ease does not translate to satisfaction with efficiency. Only 54% of respondents found the waiting time reasonable, indicating that while the *steps* are clear, the *process* is slow. This confirms the "Operational Effectiveness Hypothesis"—the manual system is functional but suffers from significant bottlenecks that cause delays.

This gap between "ease of knowing what to do" and "difficulty in actually doing it" (due to long queues) creates a strong impetus for modernization.

### Digital Readiness vs. The Risk of Exclusion

A pivotal finding of this study is the community's high level of digital readiness. 62% of respondents conf-

irmed having reliable internet access and expressed comfort in using digital platforms. This validates the "Perceived Ease of Use" variable of the Technology Acceptance Model (TAM), suggesting that the barrier to entry for an online system is lower than anticipated.

However, the data also highlights a persistent digital divide. With 24% of respondents expressing only moderate comfort and 16% expressing explicit discomfort or lack of access, there is a tangible risk of exclusion. This supports the findings of Heeks (2018) cited in the literature review regarding the "design-reality gap." While the majority is ready to migrate online, a purely digital system would disenfranchise a significant minority—specifically the elderly and indigent—necessitating the "Hybrid Service Delivery" model proposed in the recommendations**.**

**E-Governance as a Tool for Transparency and Trust**

The most profound impact of the proposed system lies in its ability to restore trust in local governance. The data shows a strong correlation between digitization and perceived fairness:

- Anti-Corruption: 58% of respondents believe that an online registration system would reduce the "Palakasan System" (patronage/favoritism).
- Transparency: 62% believe it would increase transparency in service distribution.
- Efficiency: 70% feel that online systems would improve overall government efficiency.

These findings strongly support the E-Governance Framework. Constituents view the removal of human discretion from the queuing process (via automation) as a mechanism to ensure equity. The high agreement rates suggest that the community views the proposed online system not just as a convenience tool, but as an accountability mechanism that professionalizes the delivery of social services.In summary, the data validates that the "People's Day" program is at a critical juncture. While the current system is trusted for its fairness (**80%** perceived fairness), it is operationally maxed out. The high willingness to participate if online registration is available (**78%**) proves that the constituents of District 3 are ready for a digital transition. However, successful implementation relies on addressing the minority who lack digital access, ensuring that the shift to efficiency does not come at the cost of inclusivity.

**RECOMMENDATIONS**

Based on the findings and conclusions of this study, the following recommendations are proposed to enhance the "People's Day" program and facilitate a successful transition to e-governance in District 3, North Caloocan:

**1. Adopt a Hybrid Service Delivery Model** To address the digital divide identified in the study (where 16-24% of respondents expressed discomfort or lack of access to technology), the LGU should not fully replace the walk-in system immediately. Instead, a **Hybrid Model** should be implemented where:

- **Online Registration** is utilized for the 60-70% of constituents who are digitally ready, drastically reducing physical queues.
- **Walk-In Slots** are reserved specifically for senior citizens, PWDs, and indigent constituents who lack internet access, ensuring equity.

**2. Develop a User-Centric Online Registration Platform** The LGU should develop a dedicated, mobile-friendly portal for "People's Day" that addresses the specific pain points of "uncertainty" and "waiting time." Key features should include:

- **Real-Time Slot Scheduling:** To prevent overcrowding, the system should assign specific time windows for beneficiaries.

- **SMS Notifications:** Automated text confirmations to validate appointments, reducing the need for physical follow-ups.
- **Simple Interface:** A simplified UI/UX design (Tagalog/English options) to accommodate users with lower digital literacy.

**3. Institutionalize Digital Literacy Support** Recognizing that technology implementation relies on human readiness, the Barangay and LGU should launch support initiatives:

- **On-Site Assistance Booths:** Designate "Digital Help Desks" during People's Day where staff can assist non-tech-savvy residents in creating accounts or booking future slots.
- **Community Training:** Conduct brief orientations during barangay assemblies to familiarize residents with the new system.

**4. Optimize Resource Allocation via Data Analytics** The LGU should leverage the data collected through the online system to improve operational efficiency. By analyzing registration trends (e.g., peak hours, most requested services), administrators can:

- **Predict Staffing Needs:** Deploy more personnel during high-demand periods identified by the system.
- **Pre-Process Requirements:** Allow users to upload documents digitally beforehand to shorten transaction times on the actual day.

**5. Strengthen Transparency Mechanisms** To sustain the high trust and perceived fairness identified in the results, the online system should be used as a tool for transparency:

- **Publicly Posting Schedules:** Publish the number of available slots per day to dispel perceptions of "hidden" accommodations.
- **Digital Feedback Loops:** Integrate a feedback mechanism within the app/site where constituents can rate their service experience, ensuring continuous improvement and accountability.

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