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Research Article

An Assessment of Community and Extension Service: Basis for Continual Improvement

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ABSTRACT

Community programs are about developing partnerships, relationships and connections with the community. One of the fundamental principles of an organization is to serve its community, the educators from various institutions were gathered and came up with community and extension programs in the community/schools. This research aimed to assess the Bayanihan sa Paaralan for Brigada Eskwela 2021 as Community and Extension Service rendered by Cavite Oakwood Good Samaritan 102 Lions Club as basis for continual improvement. Using the descriptive-qualitative methods of research, the level of satisfaction of the members of the community were determined, the strategies of the implementers in the conduct of the community and extension programs were discussed, the problems encountered, and the community's feedback towards the programs and activities were explored. A researcher-made survey questionnaire was utilized and this was conducted to 40 respondents. On the other hand, there were some difficulties faced by the implementers during the actual execution of these programs. Using the Kolb's Experiential Learning Cycle, the researchers were inspired to create a collection of themes that would serve as a roadmap for continuous development. As a consequence, good feedback from the community was disclosed, and they requested that these community and extension programs and activities, particularly in the areas of education, health, livelihood, environment, and socio-economic development to be continued and perpetuated. Finally, each program should be evaluated on a regular basis to identify its strengths and limits, as well as to address any problems that arise both before and after its implementation.

KEYWORDS

Assessment, Bayanihan, Kolb's Learning Cycle, Continual Improvement

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INTRODUCTION

As extension is one of the trifocal functions of educational institutions, teachers and students act as public servants and do community service ([Lao, 2009](#)). Extension Department has a vital role in extending the programs to the community. In the study of [Gannapao \(2020\)](#), the Extension Department should initiate a method to encourage, motivate and increase the level of awareness, level of participation and the level of satisfaction of the beneficiaries particularly on those program services that were rated low. The Extension Department should innovate and transform more meaningful strategies for better implementation of the program services ([Gannapao, 2020](#)). Service is a key mission of the Lions Club. This organization believes that societal development is one way to fulfill social needs, and a well-established institution. In the HEI, according to [CMO No. 46, s. 2012](#), one of the objectives of the Philippine Higher Education system is to assist enhance the quality of life of Filipinos, react effectively to changing social demands and circumstances, and offer answers to issues at the local, regional, and national levels. With extension service as a core function of universities and colleges, measures or indicators on the extent and efficiency of delivery of extension services have been included in various assessments for state universities and colleges, such as SUC Levelling, Annual Major Final Outputs of SUCs, Institutional Sustainability Assessment of CHED, Institutional and Program Accreditation of SUCs, and Institutional and Program Accreditation of SUCs (AACCUP) ([Sermona, et al., 2020](#)). Also, it is stipulated in Order 52 of the Commission on Higher Education Memorandum of Understanding, s. 2016 that research, development, innovation and extension is the pursuit of inclusive social and economic development. Most of the proponents of this organization are working with the Paranaque City College whose mission is to be the premier institution in Metro South that also devotes its services to the community. This is also the main reason why its people are committed to provide, serve and educate its stakeholders a research-based & student-centered learning experiences through relevant, responsive and innovative competencies in pursuit of the highest quality of life possible to all Paranaque City residents ([PCC Mission, 2021](#)).

The Philippine Higher Education Institution (HEIs) also took part in discussing the 2020 Philippine Development Agenda (PDP) by developing and making its extension services more responsive to the community. Its mission is to bring about positive social change by alleviating poverty, strengthening societies and cultures, and resolving specific social problems that favor the most disadvantaged to overcome the social barriers that have been placed. The need to provide extension services is not limited to higher education institutions in the Philippines. The contributions of universities to society have become a major component in the global mandate of universities; in addition to teaching and research, institutions are required to have a "third purpose" describing how it connects (or aspires to relate) to society ([Maassen, et al., 2019](#)).

There is a great challenge nowadays in conducting community and extension services, however, as echoed by the Commission on Higher Education (CHED) mandating higher education institutions (HEIs) to expand educational and civic services to communities to resolve social inequities and to provide appropriate education and training to allow people to develop the skills needed to engage in social activities. The majority of the proponents come from Paranaque City College and they tried their best to cope with the needs of the community. Thus, this study has been undertaken to find out the community's assessment on the implementation of community and extension services in the designated beneficiaries of the institution.

METHODOLOGY

Research Design

The study used descriptive-qualitative methods of research. This involves the definition, documentation, analysis and interpretation of the historical state of their promoters' programs and services. The survey questionnaire is used to determine the level of satisfaction of individuals in Barangay and schools by the Cavite Oakwood Good Samaritan 102 Lions Club. The data were closely reviewed, analyzed and interpreted using the results of the survey and the thematic analysis of the study.

Respondents/Participants of the Study and Sampling Technique

The people in the community/school were the research respondents and they are the beneficiaries of the outreach programs. There were 40 respondents who were part of the community engagement projects conducted by the Cavite Oakwood Good Samaritan 102 Lions Club.

Instruments of the Study

Using the researcher-made survey questionnaire, the respondents were engaged in this study. The Survey Questionnaire was sent to the respondents' email addresses.

Data Gathering and Ethical Considerations

The activity was conducted by the Cavite Oakwood Good Samaritan 102 Lions Club. After the preparation of the survey-questionnaire, this was validated and floated to the respondents who were all willing to participate in the study. The data were gathered, analyzed, and interpreted using frequency, ranking, and collection of themes.

RESULTS

Part 1: Personal Data profile

1. Age

40 responses

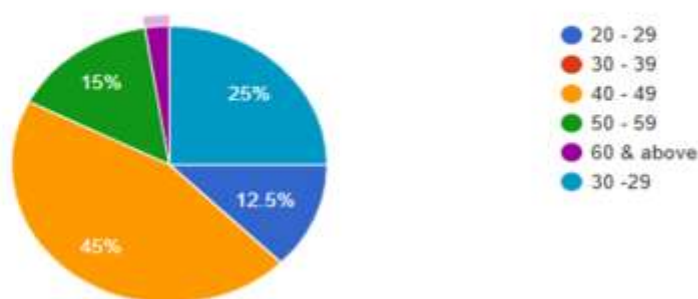


Figure 2: Age Level of the Beneficiaries

Those aged 40-49 and received the most responses, accounting for 45 percent, followed by those aged 30 and up, 25 percent, 50-59 years old, 15 percent, and 20-29 years old, 12.5 percent. Surprisingly, there were no participants above the age of 60. It should be emphasized that the Middle Ages are heavily engaged in community and extension activities, while the rest of the population is equally involved, although they may have other priorities in their life.

Gender

40 responses

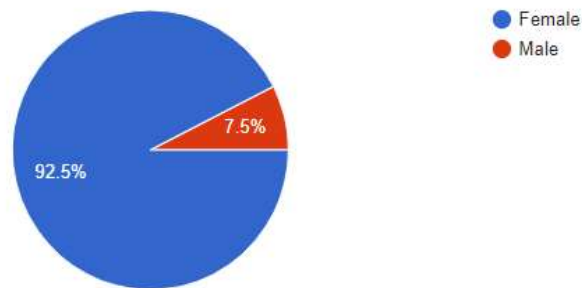


Figure 3: Beneficiaries' Gender

According to the data, 92.5 percent of women are involved in community and extension activities, whereas 7.5 percent of men participate. The community is encouraged to participate in different activities, although females are more eager and inspired to do so. Male participants are not always prepared for these types of tasks since they have other responsibilities at work or at home. One of the reasons may be because when women come together, they can connect to one another's experiences and discuss fascinating topics in life and share common goals for the community.

Civil Status

40 responses

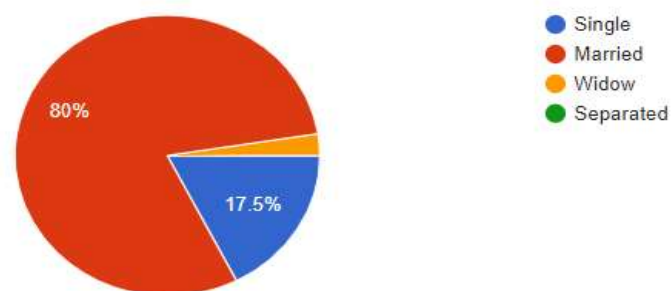


Figure 4: Civil Status of Beneficiaries

The majority of participants are married, with 80 percent of the population and 17.5 percent single. This implies that married individuals feel more obligated to participate in any civic or communal service provided by an organization. These beneficiaries, particularly the married ones, like being a part of the community, while single individuals prefer to stay in the comfort of their own homes.

Highest Educational attainment

40 responses

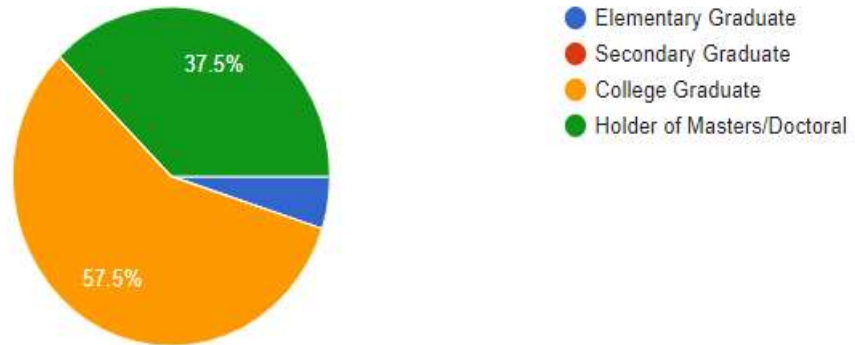


Figure 5: Highest Educational Attainment of Beneficiaries

According to the chart, the recipients with the greatest educational attainment are college graduates (57.5%), followed by those with master's or doctoral degrees (37.5%). This means that they are all educators and are heavily involved in community and extension work.

The results of the second part of the questionnaire are the following:

Q1: What is the level of satisfaction of the people in the community/school conducted by the Cavite Oakwood Good Samaritan 102 Lions Club on the Bayanihan sa Paaralan for Brigada Eskwela?

40 responses

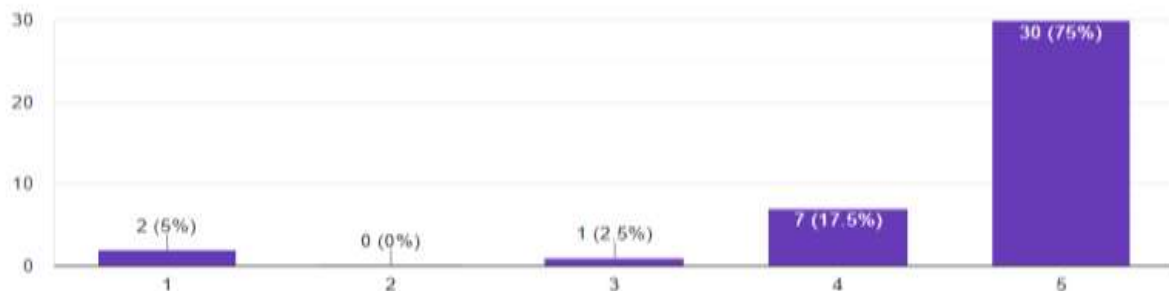


Figure 6: Level of satisfaction of the people in the community/school

According to the graph, 75 percent are very satisfied, 17.5 percent are satisfied, 2.5 percent are moderately satisfied, and 5 percent are dissatisfied. Although 75 percent of the community is very satisfied, the researchers examined those who are dissatisfied with are those who would also want to incorporate students in the community and extension program. It is anticipated that future initiatives would help their students to participate.

2. *How are the program of the Cavite Oakwood Good Samaritan 102 Lions Club like Bayanihan sa Paaralan for Brigada Eskwela and Feed the Hunger activity beneficial to you/your school?*

Table 1: Perceptions About the Various Programs Conducted

PERCEPTIONS	RESPONDENTS	PERCENTAGE	RANK
Highly Beneficial	22	55%	1 st
Beneficial	10	25%	2 nd
Moderately Beneficial	7	17.5%	3 rd
Not Beneficial	1	2.5%	4 th
Total	40		

When asked about the perceptions of the respondents about the programs conducted by the Lions Club, 55% answered that they were highly beneficial. This was followed by 25% as beneficial, 17.5% moderately beneficial, and 2.5% responded as not beneficial. It was interesting to note that majority has responded positively and only has responded the opposite. Obviously, majority confirmed that the programs are beneficial to them and to barangay because of the following statements:

“The students will benefit more from these projects because it is really for them.” (R1)

“This program of the Lions Club is excellent.” (R2)

“This is beneficial to the school and the community.” (R3)

“The program was very helpful to us. We are blessed to have you (Lions Club) as our partner.” (R4)

“The program is very beneficial as it will help our students to sustain their needs during the pandemic.” (R5)

Members of the Lions Club contribute health and safety kits, which are extremely helpful to stakeholders, and they become instruments to relieve hunger in the community and fight malnutrition, which offers not only health advantages but also educational benefits to children. It is a big help most especially to our pupils who needs assistance and considered the poorest in our school. The beneficiaries really enjoyed the programs and activities and one confirmed that:

“The programs made by the Organization will be a great help for us. Not only us as teachers, but also to our students who are in need of support in their learning.” (6)

“Through volunteerism, unity and giving pledges.” (R7)

The items are especially helpful to children whose families cannot afford to buy health-care necessities during this pandemic. The extensionists really deserved to get such a positive response from the community. During the pandemic, these individuals in the barangays and schools are relieved to have gotten things that would prevent COVID-19 among their students, instructors, and non-teaching staff. It is anticipated that these programs and activities would be continued and expanded so that more kids, teachers, and non-teaching staff may benefit. They were overjoyed to have gotten free food from this group when they fed the students and residents of the barangay. They were overjoyed that there was an activity like this to give the school community hope. The recipients were ecstatic and saw this as a blessing for their community.

Q3: What is your feedback about this activity?



Figure 7: Respondents' Feedback on the Lions Club Community and Extension Programs

People in the barangay and schools were extremely appreciative and astonished by the activities done by Lions Club, as seen in the figure. In particular, they valued the health kits that were provided to kids and teachers, as well as non-teaching staff, as a gift to the community. A few responders expressed gratitude for the good acts that were performed throughout the epidemic. They hoped that programs and initiatives to assist the barangay and schools should continue. They've also prayed that God would give the extensionists greater strength and power so that these programs and activities may continue to flourish. They focused on education, livelihood, health and socio-economic development, with a particular emphasis on education. As of now, these activities have been carried out with a greater degree of community involvement.

Capulso (2017) in his study on the evaluation of the community outreach programs of selected higher education institutions, he mentioned that institutions of higher learning are required to react to the demand for social change under Republic Act 7722. To address the problem that he conducted, a Community Extension Services Plan was created, which would allow the HEI's extension services to work more collaboratively with the local community and other organizations.

As part of their research, Bidad and Campiseno (2010) as cited in Capulso (2017) examined the Community Extension Services provided by SUCs in Region IX. As a result of the community extension programs provided by the SUC's, they think that people's livelihoods will be more secure, illiteracy will be lessened, health will improve, and the environment will be better protected.

It has been observed that the importance of community and extension services are relevant to the improvement of the quality of life of the people in the barangay and schools (Capulso, 2017; Bidad & Camposano, 2010).

Q4: What opportunities for improvement are you planning to suggest?

A survey of extensionists showed that their generosity was valued and that they hoped it would be extended to the neediest kids in different institutions. Another suggestion was to go to people who are truly suffering and assist them personally, as the kids would appreciate it. Nevertheless, several respondents pointed out that one educational issue that has to be addressed is the use of devices and internet loads for distant learning. Following the CHED's stance that "NO STUDENT SHOULD BE LEFT BEHIND" would help achieve quality education for the poorest children. Some of the respondents commented the following feedback:

"What will be good and beneficial to the pupils will always be our first concern to achieve quality education." (R8)

"May this act be a volunteerism and continue to spread and help other recipients as well." (R9)

"The help you extended to our school is highly appreciated." (R10)

"More schools should be included as beneficiaries." (R11)

"Maybe can you help, engage, adopt all school here in paranaque City both public elementary and secondary not only feeding activity but a lot more essentials activity." (R11)

"More power so that more people will be helped." (R13)

"Adopt a school by giving health essentials especially this time of pandemic and Brigada eskwela." (R15)

"Keep it up the good deeds and thank you so much for sharing your blessings." (R16)

"Design a doable action plan for the activities/events that will take place during the school year. Thank you for being a part of SANES-Silverio." (R17)

"More stakeholders to offer." (R18)

"Keep up the good work." (R19)

“More volunteers in helping our school children in terms of health, e.g. giving medicines, vitamins, health kits, first-aid kits and even free check-up..” (R20)

The community understood that working together with the team and developing community and extension services would help them better their lives. As a result, the Commission on Higher Education mandates that higher education institutions, such as State Universities and Colleges (SUCs), respond to the demand for social transformation. As a consequence, educational institutions started to create and implement a range of extension programs and services in order to effect change and improve community life (Codamon-Dugyon, 2015).

DISCUSSION

The Cavite Oakwood Good Samaritan 102 Lions Club is a dedicated organization that collaborates within its community and schools. Over time, the outreach initiatives provide the groundwork for how the extensionists may assist. This research serves as to assist outreach providers in improving the Bayanihan for Brigada Eskwela programs to attain high standards of assessment that are evidence of uniformity. It also acts as a kind of scaffolding, assisting the community in understanding what makes high-quality community service initiatives. The results of data analysis point to methods that may enhance the utilization of facts. One of the major characteristics that motivates the extensionists to evaluate their efforts and services for community outreach is *teamwork*. The observations made before, during, and after the operation were evaluated, and this served as the foundation for continual improvement. The problems were resolved and they also suggested that these efforts and activities be carried out on a continuous basis, and that society strive for economic development. This organization continues to prioritize education, health, livelihood, environment, and socioeconomic development. Finally, in order to address any issues identified by this assessment shall be continuously addressed by the proponents who are employees of the Paranaque City College. As a consequence, the following themes were created for continual improvement.

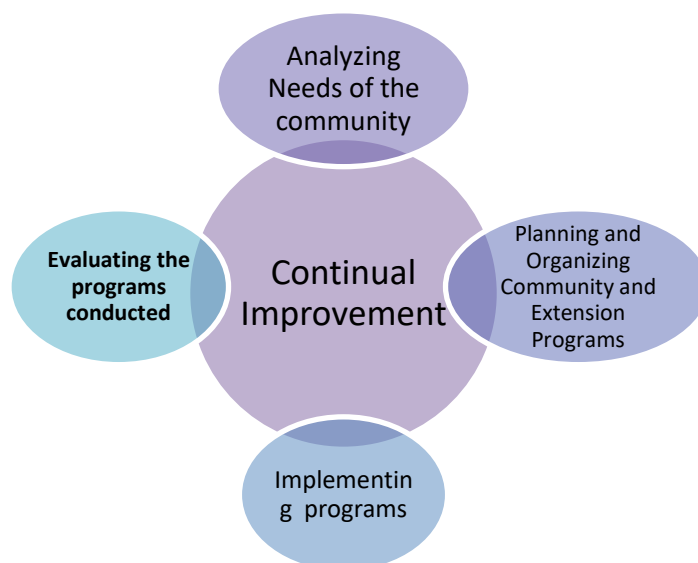


Figure 8: Themes Created for Continual Improvement

In applying the Kolb's Experiential Learning Cycle, the researchers should conduct interviews and surveys to determine what the community's needs are. A program would be designed and implemented depending on their requirements, in cooperation with the barangay or community concerned. These will be implemented as soon as both sides agree on them. Efforts will be made to assess and enhance each program. Contradictory to this idea was when *Nasution (2011)* stressed that teaching and research should be given a priority while community and extension services should be given less weight. On the other hand, as part of the trilogy on teaching and learning, *Bowen and Fincher (2017)* believed that education should include not just official academic courses, but also effects among students that came about through connection with peers and faculty members from the various experiences of campus life. Thus, the community and extension should be equal to research and teaching. An institution of higher education is required to execute its three-fold mandate not just in teaching and research, but also in its community outreach program (*Capulso, 2017*).

CONCLUSIONS

Lions Club collaborates with its community and schools as partners to have a positive impact on the city's viability. Through the development of the school's community programs, it encourages and provides cultural experiences. The community engagement initiatives, over time, offer a foundation for how the organization may assist. This research serves as a guide to assist outreach providers in improving their community and extension services. It also acts as a framework for the community to define what makes high-quality community service initiatives. The results of the data analysis point to strategies that may help people utilize facts more effectively. One of the major characteristics that motivates the extensionists is the presence of teamwork and collaboration especially in the Bayanihan sa Paaralan for Brigada Eskwela 2021 rendered by Cavite Oakwood Good Samaritan Lions Club. The community was and in collaboration with PCC and other institutions, the programs were conducted with high level of satisfaction from its community. For further improvement, the community has recommended to continuously conduct activities for the students and adults, however, giving priorities to education, health, well-being, and economic development. In the end, each program must be assessed every after its implementation in order to address any issues identified for continual improvement.

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