

Utilization of 2020 DSWD National Survey Subscription

December 2020

Research and Evaluation Division
Policy Development and Planning Bureau

Executive Summary

This report was written to inform the DSWD management on the utilization of the findings of SWD rider questions. It will also aid the preparation of the Department's proposed rider questions for 2021.

DSWD Approval and Awareness Rating

Approval rating of DSWD dropped by eight percentage point from Q4 2019 to Q3 2020. The DSWD has a universal awareness and approval rating of 77% while 7% disapproved of its performance. Between the month of December 2019 and September 2020, the Department approval rating shed 8 percentage points (from 85% to 77%).

Online Child Protection/Online Security of Children.

A large number of respondents (85%) says that pornographic pictures and videos on the internet are harmful to children. Eight in every 10 respondents says that pornographic pictures and videos on the internet are harmful to children. The survey also find out that pornographic materials and social media are a greater concern in the urban areas of the country than in the rural areas. Majority (56%) of the respondents says that promoting or disseminating information about harmful materials, activities and applications will protect children from the harmful effects of the internet. Other most frequent cited ways to protect children are: regular or monitoring places where children can use the internet and teaching children what to do and what not to do on the internet.

Social Amelioration Program

Majority (65%) of the respondents says that they or a member of their household benefited from the SAP-Emergency Subsidy Program (SAP-ESP). The percentage that received SAP are higher among respondents belonging to socio-economic class E (79%) but lower in rural Mindanao (55%) and among socio-economic class ABC (39%). Large number (93%) of the respondents are aware that SAP are benefits from the DSWD. Majority of the respondents (59%) are aware of someone in their community who is deserving of assistance but did not receive any. When the respondents asked what services will help them cope with the situation brought about by COVID-19, majority across locations and socio-economic classes cited: (1) Financial help (82%); (2) Livelihood program (60%); (3) Relief assistance (58%) and (4) Free medical help (57%).

Dissemination and Utilization of Survey Results

As a public office, the subscription to national survey helps to monitor and analyze public awareness on SWD programs and policies. As part of the policy development process of the Department, results of rider questions is an input in determining the situation of SWD sectors.

Regularly, the briefing to the DSWD Execom are conducted to discuss the results of the rider questions. After the presentation to the Execom, the Social Marketing Service (SMS) regularly prepare Press Release and uploaded in the DSWD website. The PDPB regularly disseminate the report to the DSWD OBSUs and Field Offices for their possible utilization. In addition, the PDPB has knowledge management portal that serves as online platform

by which all data, information and other knowledge products produced by the PDPB are stored, protected, and can be easily accessed by the internal management and staff.

Utilization for Policy and Program Reforms

Evidence-Based Social Welfare and Development Policy. One of the successful utilization of results of the DSWD rider questions is that it serve as reference in crafting the position paper of DSWD along social welfare and development.

Evidence-based Organizational Assessment. In support to the development of DSWD Assessment Report, the results of awareness and perception survey of rider questions validate the existing processes and situation of our programs based on the opinion of Filipino people.

Diagnostic Measure of Improving Organizational Capacity Towards Pandemic Resilience. Public trust in the DSWD matters especially in time of crisis. The result of the quarterly survey through the yearly subscription of the Department to national survey on the Performance and Trust Rating of Key Government Institutions will served as challenge for the Department to better implement the recovery programs in response to pandemic.

Recommendations

Continue the subscription to national survey to help the Department gauge public's perceptions, sentiments, awareness and approval ratings of its policies and programs on social welfare and development. It brings substantial findings and information which could be basis for further research for evidence-based policy reforms, development of new technology, or enhancement of existing programs of the Department.

Program the formulation of the DSWD rider questions to the national survey for the entire year for endorsement to the ExeCom.

Regular dissemination of the results to encourage respective offices of DSWD to utilize the results in the formulation or reform of policies, plans, programs and other strategies concerning the sectors.

Come-up comparability analysis of survey results of same program in different time elements.

I. INTRODUCTION

One of the thrusts of the Policy Development and Planning Bureau (PDPB) since 2001 is the annual subscription to national survey. The Department recognizes the need to subscribe to an annual national survey that will assist the Department to carry its challenges as the lead agency in social protection. The public's perceptions, sentiments,

awareness and approval ratings of the Department's policies and programs provide an interesting starting point in planning its policies and strategies.

It also serve as bridge that links the public's perception of government performance and at the same time, government's gauge of the public's awareness of existing policies and packages of programs the government has to offer.

The annual subscription will support and bring substantial findings and information confronting the social welfare and development sector, which could be basis for further research studies to formulate relevant evidence-based policy reforms, development of new technology, or enhancement of existing programs/projects of the Department.

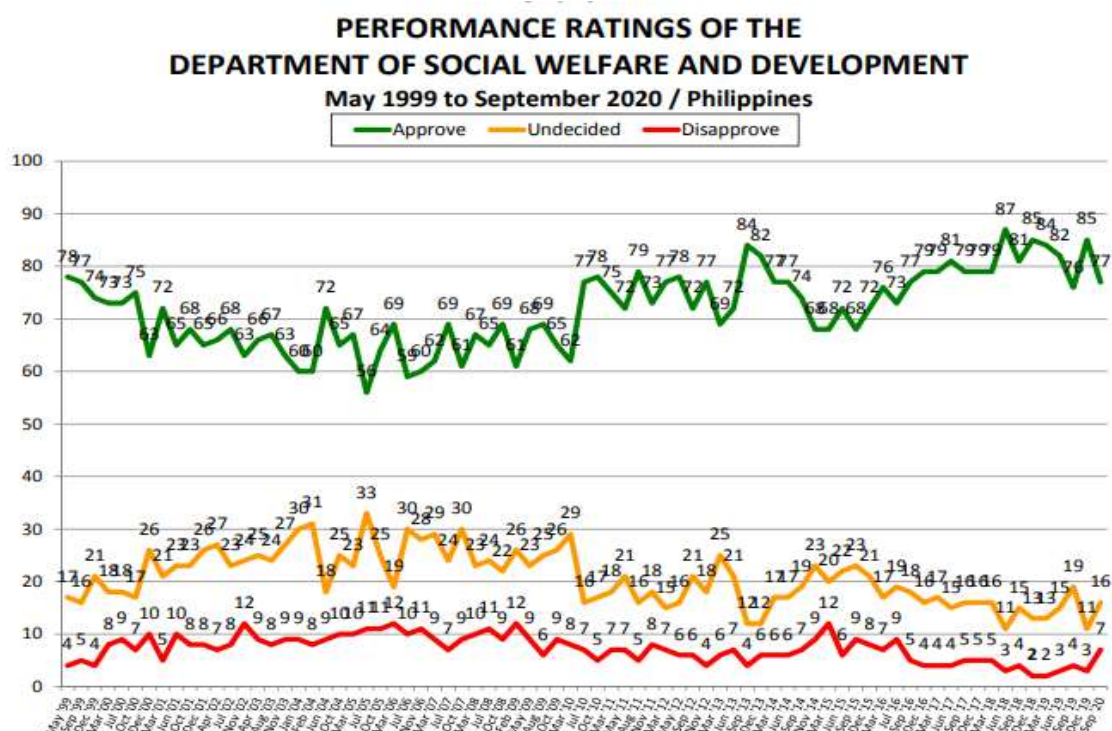
For Calendar Year 2020, the PDPB programmed the formulation of the DSWD rider questions which are emerging national SWD issues that need priority policy action of the DSWD and its partners. However due to COVID-19 Pandemic only two main topics were able to facilitate by the Pulse Asia, these are the (1) Online Child Protection/Online Security of Children and (2) Social Amelioration Program.

II. DSWD AWARENESS AND APPROVAL RATING

Approval rating of DSWD dropped by 8 percentage point from Q4 2019 to Q3 2020.

During 2016-2020, the Department is continuously improving its awareness and approval rating starting second quarter of 2018. Between the month of December 2019 and September 2020, the Department's approval rating shed 8 percentage points (from

85%) while its disapproval rating and the rate of indecision are essentially unchanged. The DSWD approval rating declined in the NCR (from 89% to 71%) and in the urbane areas of the country (from 91% to 69%).



The reductions posted on the approval rating of the Department was due to percentage point decreased among:

1. Socio-economic class E (from 95% to 80%),
2. Males (from 85% to 75%),
3. Respondents aged 45-54 years (from 89% to 70%),
4. Respondents who are not working (from 85% to 67%) and
5. Private sector employees (from 88% to 67%).

DSWD is top 3 with highest approval rating among selected National Government Agencies. Among ten (10) executive branch of government, the DSWD is recognized as the top 3 agency with high approval rating in the third quarter 2019. The Department ranking is unchanged since the previous quarters.

Selected Government Agencies	Aware	Base: Aware			
		Approval	Undecided	Disapproval	DK/RA*
Senate	100	71	19	9	0.5
House of Representatives	100	65	24	11	1
Supreme Court	99	61	29	9	1
MEAN	100	66	24	10	1
MEDIAN	100	65	24	9	1
Dept. of Health	100	80	12	8	0.2
Dept. of Education	100	70	14	16	0

III. RIDER QUESTIONS

A. ONLINE CHILD PROTECTION/ONLINE SECURITY OF CHILDREN

The internet is a useful tool that has created various opportunities for both children and adults like increased connectivity, faster information acquisition and dissemination, and opportunities for learning. However, when it comes to the dangers of the internet, children are particularly vulnerable as they more easily disclose sensitive personal data like information and pictures or images and are also more vulnerable to harmful materials or content.

A large number of respondents (85%) says that **pornographic pictures and videos on the internet are harmful to children**. Respondents were asked “What harmful materials,

activities, applications or apps do they think are considered harmful to children. Eight in every 10 respondents says that pornographic pictures and videos on the internet are harmful to children. Meanwhile, 64% of respondents says that games like Dota and social media like Facebook, Twitter, etc. (46%) are harmful to children.

The survey also find out that pornographic materials and social media are a greater concern in the urban areas of the country than in the rural areas (pornographic materials- 91% vs. 79%, respectively; social media- 54% vs 39%, respectively).

INTRO: The internet is a useful tool that has created various opportunities for both children and adults like increased connectivity, faster information acquisition and dissemination, and opportunities for learning. However, when it comes to the dangers of the internet, children are particularly vulnerable as they more easily disclose sensitive personal data like information and pictures or images and are also more vulnerable to harmful materials or content.

What harmful materials, activities, applications or apps do you think are considered harmful to children?	RP	LOCATION				CLASS		
		NCR	BAL	VIS	MIN	ABC	D	E
			LUZ					
(Base: Total Interviews, 100%)								
Pornographic pictures and videos	85	87	80	91	89	75	86	83
Games like Dota	64	62	58	75	66	51	64	66
Social Media like Facebook, Twitter, etc.	46	36	57	36	39	52	49	31
Video Sites like Youtube	44	39	40	54	48	57	44	43
Others (Not familiar with the internet, apps)	6	4	7	4	6	0	6	7
(Base: Those who use the internet, 55%)								
Pornographic pictures and videos	92	90	89	98	94	87	92	91
Games like Dota	72	63	69	85	78	70	71	79
Social Media like Facebook, Twitter, etc.	53	36	69	43	43	46	58	29
Video Sites like Youtube	49	38	48	57	55	53	49	50
Others (Not familiar with the internet, apps)	0.2	0	1	0	0	0	0	0

Ways of Protecting Children from the Harmful Effects of the Internet

Majority (56%) of the respondents says that promoting or disseminating information about harmful materials, activities and applications will protect children from the harmful effects of the internet.

Other most frequent cited ways to protect children are: regular or monitoring places where children can use the internet (41%) and teaching children what to do and what not to do on the internet (40%).

Entity that Is Primary Responsible for Protecting Children from Harmful Online Content.

A large number of respondents (82%) says that the parents and family have the primary responsibility in protecting children from harmful online contents. Ten (10) percent suggested that media like TV, Radio, Internet, etc. are responsible for protecting children from harmful online content. Other entities cite by less than 10% of the respondents

<i>In your opinion, which of the following has the primary responsibility in protecting children from harmful online materials, activities, applications or apps on the internet?</i>								
		LOCATION				CLASS		
	<u>RP</u>	<u>NCR</u>	<u>BAL</u> <u>LUZ</u>	<u>VIS</u>	<u>MIN</u>	<u>ABC</u>	<u>D</u>	<u>E</u>
<i>(Base: Total Interviews, 100%)</i>								
Parents or family	82	86	76	91	83	90	80	89
Media like TV, Radio, Internet, etc	10	8	12	4	13	6	12	2
Government	4	2	6	2	0	3	4	2
Community	2	3	3	0	0	0	2	3
School	1	1	1	3	2	1	1	3
Church	1	0	1	0	1	0	1	2
Others (DSWD)	0.003	0	0	0	0	0	0	0
Refused	0.03	0	0	0	0	0	0	0

<i>(Base: Those who use the internet, 55%)</i>								
Parents or family	83	86	72	97	91	93	80	93
Media like TV, Radio, Internet, etc	10	9	17	0	4	2	12	2
Government	4	2	8	0	0	5	4	0
School	1	1	0	3	3	0	2	1
Community	1	2	2	0	0	0	1	4
Church	1	0	0	0	3	0	1	0

B. SOCIAL AMELIORATION PROGRAM (SAP)

The SAP is a government intervention under relief and recovery that seeks to reduce or mitigate the effect of community quarantine due to COVID-19 by providing basic needs, urgent responses to socio-economic shocks to vulnerable sectors, and strengthening people's capacity to respond to risks.

Majority (65%) of the respondents says that they or a member of their household benefited from the SAP-Emergency Subsidy Program (SAP-ESP). The percentage that received SAP are higher among respondents belonging to socio-economic class E (79%) but lower in rural Mindanao (55%) and among socio-economic class ABC (39%) and respondents aged 65 years and up (49%).

Almost all (93%) of those that say they or a member of their household benefited from the SAP-ESP received that benefit from the DSWD.

Fifty-nine percent (59%) of the respondents is aware of someone in their community who is deserving of assistance but did not receive any; 26% is not aware and 15% cannot

say either way. The percentage that is aware is larger in NCR (71%) and in urban Visayas (74%).

When the respondents asked what services will help them cope with the situation brought about by COVID-19, majority across locations and socio-economic classes cited: (1) Financial help (82%); (2) Livelihood program (60%); (3) Relief assistance (58%) and (4) Free medical help (57%).

Financial help was cited by majority across locations and socio-economic classes, while livelihood program was cited in majority of urban areas of the country (53%).

Base: Total Interviews, 100%								
<p>INTRO: The SAP is a government intervention under relief and recovery that seeks to reduce or mitigate the effect of community quarantine due to COVID-19 by providing basic needs, urgent responses to socio-economic shocks to vulnerable sectors, and strengthening people's capacity to respond to risks.</p> <p>The Emergency Subsidy Program (ESP) is a Social Amelioration Program in the form of cash subsidy provided by national and local government units or LGUs. This cash subsidy, granted under R.A. No. 11469, ranges from a minimum of Five Thousand Pesos (Php5,000.00) to a maximum of Eight Thousand Pesos (Php8,000.00), based on the prevailing regional minimum wage rates, for every month for two months.</p>								
<p><i>In the past six months, did you or any member of your family become a beneficiary of the SAP- Emergency Subsidy Program?</i></p>	LOCATION					CLASS		
	BAL							
	RP	NCR	LUZ	VIS	MIN	ABC	D	E
YES	65	70	66	64	60	39	65	79
NO	35	30	34	36	40	61	35	21

IV. DISSEMINATION AND UTILIZATION OF RIDER QUESTIONS FINDINGS

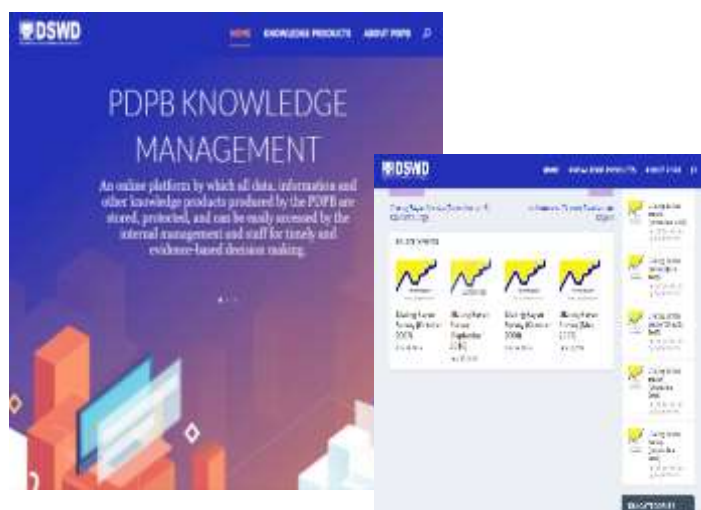
Dissemination of Findings

As a public office, the subscription to national survey help to monitors and analyze public awareness on SWD programs and policies. Every quarter the Department released full analytical reports of rider questions which includes summary data tables and charts on the results of survey runs. As part of the policy development process of the Department, results of rider questions is an input in determining the situation of SWD sectors.

Regularly, the briefing to the DSWD Execom are conducted to discuss the results of the rider questions. After the presentation to the DSWD Execom, the Social Marketing Service (SMS) regularly prepares Press Release and uploaded in the DSWD website. On occasional basis, as required by the management, separate presentation with DSWD Officials were conducted during the DSWD National Management Development Conference.

The PDPB regularly disseminate the report to the DSWD OBSUs and Field Offices for their possible utilization.

In addition, the PDPB has a knowledge management portal that serves as online platform by which all data, information and other knowledge products produced by the PDPB are stored, protected, and easily accessed by the internal management and staff for timely and evidence-based decision making. Making useful information always available.



Utilization for Policy and Program Reforms

Evidence-Based Social Welfare and Development Policy. The PDPB provides leadership in developing policies and plans of the DSWD and of the social welfare and development sector. One of the successful utilization of results of the DSWD rider questions is that it serve as reference in crafting the position paper of DSWD along social welfare and development.

Evidence-based Organizational Assessment. The DSWD is regularly preparing the Department Assessment Report which aims to objectively assess the progress of the Department's performance and provide recommendations to ensure responsive DSWD programs and services. In support to the development of this kind of important documents, the results of awareness and perception survey of rider questions validate the existing processes and situation of our programs based on the opinion of Filipino people.

Diagnostic Measure of Improving Organizational Capacity Towards Pandemic Resilience. Public trust in the DSWD matters especially in time of crisis. The result of the quarterly survey through the yearly subscription of the Department to national survey on the

Performance and Trust Rating of Key Government Institutions will served as challenge for the Department to better implement the recovery programs in response to pandemic.

V. RECOMMENDATIONS

1. Continue the subscription to national survey to help the Department gauge public's perceptions, sentiments, awareness and approval ratings of its policies and programs on social welfare and development. It brings substantial findings and information which could be basis for further research for evidence-based policy reforms, development of new technology, or enhancement of existing programs of the Department.
2. Program the formulation of the DSWD rider questions to the national survey for the entire year for endorsement to the ExeCom. The Research and Evaluation Division (RED) is responsible for developing these rider questions and coordinate the same with the hired consulting firm.
3. Continuous enjoining the Policy and External Affairs Division (PEAD) to identify priority topics for the national survey which could be emerging national SWD issues and/or policy priorities needing action of DSWD as much as these are currently relevant for developing your policy analysis papers/position papers.

4. Regular dissemination of the results to encourage respective offices of DSWD to utilize the results in the formulation or reform of policies, plans, programs and other strategies concerning the sectors.
5. Continuous development of an effective mechanisms to monitor the utilization of survey results.
6. Come up with comparability analysis of survey results of same program in different time elements.