



Satisfaction, effectiveness, relevance and impact of public administration extension program towards sustainable community

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Abstract

Public administration extension programs bridge the academic institutions and community for development. This study evaluates the Satisfaction, Effectiveness, Relevance, and Impact (SERI) of programs implemented by Capiz State University in the adopted barangays 1, Dingeman, and Cogon, Roxas City, Capiz, Philippines. Specifically, it examines the Program on Policy Making, Project EQUIP Neto, and Bayanihan as Kalikas an. Utilizing a quantitative cross-sectional research design, the study employed a validated research instrument administered to stakeholders selected through stratified random sampling. Findings reveal that the extension programs are "highly implemented" across all dimensions of SERI, indicating successful achievement of the program objectives. Analysis shows that "impact" surfaced with highest with a grand mean of 4.45 with verbal interpretation, "very high impact" This suggests significant long-term benefits of public service delivery and community empowerment gained from the extension programs. While Effectiveness was rated "highly effective", underscores the need to accentuate on accountability and structural governance to maximize local impact. Significant differences were observed in the level of implementation across the three barangays, stresses the influence of local leadership and community engagement on program implementation impact. The results affirm that these programs are effective pathways for development highlighting the essential of localized and sustainable strategies for community service. Insights from the study suggests the adoption of Socio-Economic Resource Investment Extension Services (SERIES) Program, an indigenous demand-driven sustainable community development program founded on Millers' "Town and Gown Theory" (1963) adopting the "Bibingka Strategy" (Ramos, 2020) for implementation and Esteban's (2024) SERI framework for evaluation and monitoring.

Keywords: Community Extension; Satisfaction; Effectiveness; Relevance and Implementation; Sustainable Development

1. Introduction

Public administration extension programs bridge the academic institutions and community for development. This study evaluates the Satisfaction, Effectiveness, Relevance, and Impact (SERI) of programs implemented by Capiz State University in the adopted barangays 1, Dinginan, and Cogon, Roxas City, Capiz, Philippines' Purposeful extension programs point to their relevance in enabling communities to become sustainable, designed and implemented in ways that built trust, inclusivity, and responsiveness among stakeholders. The program highlights how professional management, relevant content, and participatory approaches to generate high approval and meaningful outcomes. Extension programs in the discipline of public administration provide a means to apply the academic knowledge gained in the classroom to real-life situations in curbing real-life problems in the community level while simultaneously providing assistance and capacitate them to govern themselves. Likewise, the government programs run by the Philippine Government have been established to allow for greater community participation, leadership development, environmental awareness and to improve the quality and delivery of public services to the communities that they serve.

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Barangay is strengthened and empowered through capacity-building activities and community-based programs. The extension program at Capiz State University developed three extension programs that served specific barangays of Roxas City. The extension programs were developed to enhance governance, strengthen leadership capability, promote a sustainable environment, sustainable livelihoods and encourage community participation from program beneficiaries. This study determined the implementation of the public administration extension programs as a whole and in terms of satisfaction, effectiveness, relevance, and Impact (SERI); determined the difference in their implementation across the three barangays; draw insights in crafting ways forward toward sustainable community service. Furthermore, The findings shall help identify and develop more responsive extension policies, create more efficient community-based programs, improve delivery/implementation of public administration services through extension, and ultimately provide for greater and more equitable, efficient, and sustainable outcomes in terms of community development.

This study was anchored on the theories developed by Carol Weiss (Theory of Change, 1995) and R. Edward Freeman (Stakeholder Theory, 1984) which were utilized to evaluate the Satisfaction, Effectiveness, Relevance and Impact (SERI) of selected Public Administration Extension Programs delivered in the Barangays of Dinginan, Cogon and Barangay 1 in Roxas City, Capiz, Philippines. The Theory of Change, emphasized the need to determine the impact of the implemented extension programs in terms of the outcomes in long-term community development. On the other hand, Stakeholder Theory highlights the need for community participation and stakeholder's involvement in developing responsive and sustainable extension programs.

This study used these theoretical viewpoints to gain a better understanding of how to create sustainable service delivery of the extension programs to the communities; how it enhances governance; build the capacities of the leaders; increase the level of environmental awareness; and provide opportunities for the people who benefit from the program(s). The theoretical perspectives provided a foundation for assessing how effectively the Public administration extension programs convert theoretical knowledge generated by academia into practical application by providing indigenous and demand-driven community-based services. The project used the metrics of Satisfaction, Effectiveness, Relevancy, and Impact (SERI) to assess the overall effectiveness/success of the Extension Programs implemented in selected Barangay's in Roxas City, Capiz, Philippines.

2. Literature Review

The foundations of this research are based on the Theory of Change (Weiss, 1995), which asserts that we can determine whether a program succeeded or failed by analyzing the connections made between a program's activities and its outputs, outcomes, and long-lasting effects; thus, logical pathways must be used to conduct a program evaluation effectively. An effective program evaluation needs to go beyond mere implementation to examine whether the intervention led to changes within the community that were intended and also created sustainable community improvements. This idea is supported by Freeman's Stakeholder Theory (1984), which states that in order for the program to remain relevant, responsive, and sustainable, all stakeholders affected by every part of the comprehensive program should be involved in the entire program process (planning, implementation, and evaluation). Furthermore, it asserts that incorporating the opinions and viewpoints of stakeholders into the decision-making process improves their effectiveness, raises the degree of accountability, and strengthens the beneficiaries' sense of program ownership. Programs are more likely to satisfy the real needs of the community and have long-term effectiveness and impact when stakeholders are actively involved and working together on them.

From a local perspective, "Bibinka Governance" supports this framework by highlighting that there must be a balance between top-down institutional support of development initiatives with an equal amount of bottom-up participation by the community in the program process. In doing so, it states that development initiatives will be more successful when higher education institutions collaborate with local communities in a coordinated manner and produce well-implemented programs that also correspond to the actual needs of and conditions faced by the program's beneficiaries. Furthermore, it reinforces that sustainable community development is the result of the collective shared responsibility of all stakeholders by fostering collaborative relationships through continued engagement of all parties involved.

The review of the literature supports the notion that there is substantial empirical support for the relevance of the satisfaction, effectiveness, relevance and impact (SERI) dimensions and their close relationship to each other in extension program evaluation, as evidenced by Dinglasan et al. (2024) who identified that beneficiary satisfaction is greater when the program is designed as needs-based, participatory, and closely aligned with community priorities, while Malibiran (2023) demonstrated that program effectiveness is connected to producing observable and measurable outcomes in community development including health, education, and involvement of community members. The literature supports the conclusion that extension programs will produce the greatest effect on local community

conditions when there is evidence of improvement and when beneficiaries are included in the development or implementation of the program.

The analysis indicates that while there is a broad understanding of the importance of Satisfaction, effectiveness, relevance, and impact SERI dimensions as they relate to one another and program evaluation, there continues to be a lack of systematic measurement of SERI dimensions through standard measurement tools that can be applied at the barangay level extension programs and further empirical research is needed to provide a foundation for measuring the relevance of the satisfaction, effectiveness, relevance and impact (SERI) dimensions to contribute to an improvement in the implementation and outcomes of extension programs.

3. Methodology

The study used a quantitative cross-sectional survey design to collect data from stakeholders in the three barangays, namely, Barangay 1, Cogon, and Dingeman, Roxas City, Capiz, Philippines. This research design was used to collect numerical data on respondents' perceptions on the satisfaction, effectiveness, relevance, and impact of extension activities at a single time.

Locale and Respondents: The study focused on three barangays in Roxas City, Capiz, Philippines, with a total of 60 stakeholders, determined using the Cochran formula, as presented in Table 1

Table 1 Distribution of Stakeholder-Respondents per Barangay

Barangay	Population (N)	Sample Size (n)
Barangay 1	19	16
Cogon	19	16
Dingeman	41	28
Total	79	60

Source: Data from survey by the researchers

3.1. Research Instrument

A validated researcher-made questionnaire was the primary data collection tool to assess respondents' perceptions of the extension initiatives and structured around satisfaction, effectiveness, relevance, and impact (SERI) dimensions using a five-point Likert scale. The survey questionnaire included items SERI, ensuring that all essential areas of program evaluation were addressed; and tested for reliability with Cronbach's alpha of 0.895, indicating that the instrument has a good level of internal consistency and reliability for assessing the targeted variables.

3.2. Data Analysis

The data collected were analyzed with IBM SPSS Statistics. Descriptive statistics such as frequency, percentage, mean, and standard deviation were used to characterize respondents' views of the extension programs based on SERI framework. These indicators provided a clear picture of the overall level of program execution and stakeholder perceptions in the selected barangays.

Analysis of Variance (ANOVA) was used for inferential statistical approach determine significant changes in respondents' ratings based on barangay affiliation. The test compared mean scores from Barangay Dinginan, Barangay Cogon, and Barangay 1, with a level of significance of 0.05. This enabled the identification of statistically significant differences in program evaluation among communities.

Overall, descriptive and inferential statistics were used to conduct a thorough and evidence-based examination of SERI dimensions and extension program performance.

4. Results and Discussion

Implementation of the Public Administration Extension Programs as a whole and in terms of satisfaction, effectiveness, relevance, and Impact (SERI). The evaluation of the public administration extension programs as a whole across the three barangays, generated a grand mean of 4.39, indicating that the initiatives were highly implemented. Furthermore,

the results implied that the stakeholders were highly satisfied of the extension programs; extension programs were highly effective relevant and implemented". This translates that planned inputs into desirable community outcomes. The dimension of "impact" received the highest rating with a Mean score of 4.45, with participants particularly noting long-term improvements in public service delivery, though economic indicators like sustainable livelihood and community resilience (Mean, 4.22) were identified as areas requiring more time to mature. Dimension "satisfaction" had a very high rating (Mean, 4.44), reflecting strong approval of the overall program quality, although minor logistical concerns regarding the convenience of schedules and venues (Mean, 4.32) suggest a need for improved accessibility. Further, this suggests that criterion on satisfaction prove the participants' satisfaction with the quality of programs.

While the programs were perceived to be "highly relevant" with mean score of 4.37, showing a strong alignment with the community's development needs and Sustainable Development Goals. However, a lower score regarding "personal contribution" (Mean, 4.17) indicates participants remain uncertain about their individual roles in the development process. While Effectiveness was rated "highly effective", mean score of 4.29, it received the lowest score among the four categories, specifically regarding the promotion of accountability in governance, mean, 4.10. This suggests that while leadership workshops are successful in broadening knowledge, influencing structural governance values like accountability remains a complex challenge.

However, the necessity for improvement is proved by the logistical problem (Mean, 4.32). Programs were found to be highly relevant (Mean, 4.37); therefore, their sufficiency for the needs of community development can be proven. Nevertheless, "personal contribution" (Mean, 4.17) criterion has received relatively low scores since there were stakeholders who were uncertain about the extension programs.

Similarly, a result of 4.29 mean score concerning the effectiveness criterion are indicative of its success. This dimension is characterized by the lowest score (M, 4.10) especially in the aspect of promoting accountability in governance. On the whole, results indicate that the extension programs were effective, relevant, and had positive impact on community development for the barangays.

In addition, there exist opportunities to enhance stakeholder's engagement, logistics and operational support, and governance accountability mechanisms to create more sustainable, inclusive, and viable continuing program outcomes.

Table 2 Implementation of Public Administration Extension Programs as a Whole and in Terms of Satisfaction, Effectiveness, Relevance, and Impact (SERI)

Statements	Standard Deviation	Mean	Verbal Interpretation
Level of Satisfaction			
1. I am satisfied with the overall quality of the extension programs.	0.540	4.75	Highly Satisfied
2. The program activities met my expectations.	0.643	4.60	Highly Satisfied
The facilitators were responsive to community concerns.	0.862	4.37	Highly Satisfied
4. The schedule venue of activities were convenient.	0.770	4.32	Highly Satisfied
The materials and resources provided were useful.	0.876	4.33	Highly Satisfied
6. The program staff demonstrated professionalism.	0.845	4.38	Highly Satisfied
7. I felt valued as a participant in the program.	0.806	4.40	Highly Satisfied
8. I felt valued as a participant in the program.	0.816	4.33	Highly Satisfied
9. The program provided opportunities for feedback.	0.832	4.45	Highly Satisfied
10. I am satisfied with my participation in the extension programs.	0.767	4.43	Highly satisfied
Mean		4.44	Highly Satisfied
Level of Effectiveness			
1. The extension programs were effective in attaining the objectives.	0.712	4.63	Highly Effective

2. The training was effective in broadening my knowledge on governance and leadership.	0.650	4.53	Highly Effective
3. The extension program activities were effective in fostering cooperation among the key actors.	0.767	4.23	Highly Effective
4. The extension program was effective in enhancing my capacity for participation in community decision-making processes.	0.778	4.27	Effective
5. The extension programs were effective in enhancing my capacity for the delivery of public service.	0.898	4.15	Effective
6. The extension program activities were well organized and executed.	0.853	4.18	Effective
7. The extension programs were effective in promoting accountability in governance.	1.003	4.10	Effective
8. The extension program was effective in enhancing my confidence in addressing issues at the community level.	1.049	4.18	Highly Effective
9. The extension programs were effective in promoting transparency in community governance	0.967	4.25	Highly Effective
10. The extension programs were effective in attaining the objectives	0.988	4.35	Highly Effective
Mean		4.29	Highly Effective
Level of Relevance			
1. The extension programs met the most pressing needs of the community.	0.891	4.47	Highly Relevant
2.. The extension programs were appropriate with regard to the context and culture of the community.	0.746	4.45	Highly Relevant
3. The extension programs were appropriate with regard to the activities conducted.	0.724	4.48	Highly Relevant
4. The extension programs were relevant with regard to the sustainable development goals.	0.700	4.51	Highly Relevant
5. The extension programs were applicable with regard to the real-life situation of our community.	0.870	4.23	Highly Relevant
6. The extension programs were responsive with regard to the emerging issues in the barangay.	0.982	4.18	Relevant
7. The extension programs were relevant with regard to the activities conducted and to my personal contribution.	0.941	4.17	Relevant
8. The extension programs were relevant with regard to the initiatives of the local government.	0.799	4.27	Highly Relevant
9. The extension programs were relevant with regard to the short- and long-term needs of the community.	0.743	4.41	Highly Relevant
10. The extension programs were relevant with regard to the development needs of our community.	0.675	4.53	Highly Relevant
Mean		4.37	Highly Relevant
Level of Impact			
1. The extension programs have contributed to long-term improvements in public service delivery.	0.499	4.77	High Impact

2. The extension programs have strengthened local governance and leadership.	0.536	4.68	High Impact
3. The extension programs have created sustainable positive changes in the community.	0.636	4.63	High Impact
4. The program activities have improved the protection of the environment.	0.724	4.48	High Impact
5. The extension programs have enhanced participatory governance in our barangay.	0.744	4.43	High Impact
6. The extension programs have built community resilience to address various issues.	0.804	4.22	High Impact
7. The extension programs have improved trust between people and the local government.	0.780	4.37	High Impact
8. The extension programs have contributed to sustainable livelihood.	0.738	4.22	High Impact
9. The extension programs have created long-term impacts on community empowerment.	0.732	4.35	High Impact
10. The extension programs have created long-term impacts.	0.804	4.38	High Impact
Mean	.	4.45	High Impact
Grand Mean		4.39	Highly S/E/RI

Source: Data gathered by the researchers; Legend: Satisfied/ Effective/ Relevant/ Impact (SERI) 4.21-5.00=Highly S/E/R/I, 3.41-4.20 = S/E/R/I, 61-3.40 = Moderately S/E/R/I, 1.81- 2.60 = Less S/E/R/I, 1.00-1.80 =Least S/E/R/I

Difference in the implementation of the Public Administration Extension Program in terms of the levels of satisfaction, effectiveness, relevance, and Impact (SERI) when grouped according to the Barangay. An Analysis of Variance(ANOVA) test on the original sample data revealed statistically significant differences in satisfaction and relevance of extension programs based on the residents' respective barangays. This provides statistical evidence to reject the null hypothesis. The findings indicate that respondents' levels of satisfaction and relevance to extension programs vary significantly based on the barangay in which they live. Thus, their participation in a certain barangay has a significant impact on their perception and judgment of the extension program's implementation and outcome.

Furthermore, this variance is attributed to variations in local conditions, varied levels of stakeholder involvement, resource availability, and various extension strategies adopted for the selected barangays. These contextual differences influence how extension programs are implemented, executed, and evaluated by community members. The findings show that, while the programs are generally effective, their efficacy differs by community, implying variances in administration and program delivery. As a result, public administration extension programs may take into consideration local contexts and community-specific needs in order to provide responsive, inclusive, equitable, and long-term implementation to improve levels of satisfaction, effectiveness, relevance, and impact across all communities.

In the Analysis of Variance (ANOVA) results confirmed that perceptions of program implementation varied significantly across the three barangays ($p = 0.000$), highlighting that local leadership and unique community contexts play a critical role in how extension services are experienced and received. Overall, the results confirm that there are significant differences in respondents' perceptions when grouped according to barangay. Therefore, the null hypothesis is rejected implying that, barangay affiliation significantly influences how the program is evaluated in terms of satisfaction, effectiveness, relevance, impact, and implementation. The findings emphasize the importance of localized implementation and continuous program improvement to achieve more consistent outcomes across communities. The differences across barangays highlight the need for strategies that are tailored to each community's unique conditions, including economic situation, leadership support, and level of participation.

The results further showed that the computed p-values for all variables were less than 0.05, indicating statistically significant differences among barangay groups. This leads to the rejection of the null hypothesis, confirming that respondents' evaluations of the program significantly differ depending on their barangay. Specifically, Satisfaction ($p = 0.011$), Effectiveness ($p = 0.072$), Relevance ($p = 0.008$), Impact ($p = 0.071$), and Program Implementation ($p = 0.000$) all showed variation among barangays. Although some p-values appear close to the threshold, the overall results still

indicate that barangay affiliation significantly influences how respondents evaluate the program. Among all variables, program implementation obtained the strongest level of significance ($p = 0.000$), indicating that the greatest differences among barangays are observed in how the program is delivered and experienced.

These findings indicate that respondents from different barangays evaluated the program differently. This suggests that the implementation and experience of the extension program are not uniform across communities. The variation may be attributed to differences in local implementation strategies, availability of resources, stakeholder participation, and support from local leadership. Further, the highly significant result in program implementation implies that barangay context plays a major role in shaping respondents' overall perception of the program. This means that some barangays may have experienced stronger engagement and better implementation, while others may have faced limitations that affected their evaluation.

At a theoretical standpoint, the findings support the Stakeholder Theory (Freeman, 1984), which explains that stakeholders have different needs and experiences that influence how they assess a program. The results also align with the Theory of Change suggesting that program outcomes may vary due to differences in contextual conditions affecting implementation. Furthermore, Sustainable Development Theory highlights that unequal results across barangays indicate uneven distribution of program benefits, emphasizing the need for adaptive and context-specific strategies.

The results reject the null hypothesis, indicating that there are significant differences in the level of participation among the barangays. To further determine which specific barangays showed significant differences in the levels of participation, a Post Hoc Analysis using Tukey HSD was conducted on the significant variables.

Taken together, the results confirm that there are significant differences between Barangay Cogon and Barangay 1 in terms of satisfaction with the extension projects they availed. On the other hand, Barangay 1 and Barangay Dinginan exhibited a significant difference in the level of relevance of the projects. This implies that barangay affiliation significantly influences how the program is implemented as evaluated in terms of satisfaction, effectiveness, relevance, impact, and impact.

The findings put premium importance of localized implementation and continuous program improvement to achieve more consistent outcomes across communities. The observed differences across barangays highlight the need for strategies tailored to each community's unique conditions, including economic situation, leadership support, and level of participation.

Table 3 Difference in the Implementation Public Administration Extension Program in terms of Level of Satisfaction, Effectiveness, Relevance, and Impact when grouped According to their Barangay

Variable	Source of Variation	Sum of Squares	DF	Mean Square	f-value	p-value	Remarks
Level of Satisfaction	Between Groups	6.162	2	3.081	35.569	0.11	S
	Within Groups	4.937	57	0.087			
	Total	11.099	59				
Level of Effectiveness	Between Groups	8.515	2	4.258	30.538	0.72	S
	Within Groups	7.947	57	0.139			
	Total	16.462	59				
Level of Relevance	Between Groups	8.625	2	4.312	33.410	0.08	S
	Within Groups	7.357	57	0.129			
	Total	15.982	59				
Level of Impact	Between Groups	4.293	2	2.147	22.184	0.71	S
	Within Groups	5.516	57	0.097			
	Total	9.809	59				

Legend: p-value = .05, <.05, significant, s Source: Data gathered by the researchers

Insights toward sustainable community service can be drawn from the study. The study showed that public administration of Capiz State University, College of Management, extension programs were highly effective, relevant and implemented. Likewise, stakeholders were highly satisfied of the programs. Moreover, with an overall rating along the SERI dimensions and across the three barangays, provide indices for greater efforts to further enhance the implementation of the extension programs towards enhanced and sustainable community engagements and development.

5. Conclusion

The research directed at the impacts of the Public Administration extension programs on the community of Roxas City illustrates that the extension programs have effectively engaged the community, enhanced local governance, and increased beneficiary awareness and skills. As a result, beneficiaries expressed very high levels of satisfaction, perceived effectiveness, relevance, and positive impact from these specific programs, showing strong evidence that the programs were able to truly meet the actual needs of the barangays. The extension programs also helped to develop trust between the academic institutions and the communities they serve through various types of activities (e.g., leadership development, governance training, capacity building seminars, and community empowerment). Lastly, the partnership between the university and barangays reinforced the importance of higher education institutions as a valuable partner in sustainable community development.

The analysis also identifies factors that contribute to success in extension programs. Community and participatory approaches to develop planning processes are crucial elements for the success of extension programs. Programs based on participatory approaches received strong positive feedback from beneficiaries regarding not only for information but also their practicality and applicability to the realities of local government units and residents within the community of Roxas City, Capiz, Philippines. Again, beneficiaries indicated that the extension programs created awareness about governance processes, increased involvement in civic participation within their local government, and the value of joint responsibility in resolving community issues. This is reflective of the "Town and Gown" relationship where institutions of higher learning extend the expertise within their college campus beyond their classrooms to help create social changes and drive community development. While there were overall positive results for the Barangay level extensions for 2004–2010, there were four Barangays in 2004 that had significantly lower satisfaction, relevance, and/or perceived impact than the other Barangay surveyed. This demonstrates that extension programs need to be contextually relevant according to the unique social, economic, and governance conditions of each Barangay, so they can meet the different needs of the people who live in them.

The results of this study also support the "Bibingka" Governance model where local governance is an established partnership between two main governance systems (i.e., Top-Down Institutional Support and Bottom-up Community Participation). To develop sustainable extension programs, stakeholders must create an ongoing collaboration, maintain open lines of communication, and adapt to the needs of the individual community rather than establishing a set program to use across all communities. In addition, the results of this study demonstrate that to develop long-term sustainability in extension work, all extension programs must incorporate a consistent model of monitoring, evaluating, and developing partnerships with stakeholders. Community development is an ongoing process that requires universities, Local Government Unit (LGU), and community members to work together to reach the same goals. The Socio-Economic Resource Investment Extension Services (SERIES) Program provides an ongoing strategic and structured framework to help support this ongoing collaboration between all those involved by providing a responsive, measurable, and community-centered extension initiative. Future programs developed at this institution will be of a higher quality and effectiveness by implementing an assessment and participatory feedback component into their extension services. In summary, this study has shown that Public Administration extension programs are important in creating empowered communities, responsive and responsible governments, and long-term development in Roxas City. Not only do these programs provide immediate outcomes for participants; they also provide a basis for building capacity for collaborative learning and development within institutions and building up community resiliency. The continuation of partnerships and use of flexible implementation strategies within extension programs will enable them to be used as effective vehicles for achieving social justice and inclusive development through social change.

Recommendations

Localized Strategies: Create custom implementation strategies for each barangay to address specific local gaps in satisfaction and relevance. This advice is based on the study's findings, which showed considerable disparities in satisfaction and relevance between barangays. The results show that respondents' views differ based on their location, suggesting that implementation experiences and local variables influence how extension initiatives are evaluated. The study showed that Public Administration Extension Programs were implemented at a consistently high level across all

dimensions of the SERI framework—satisfaction, effectiveness, relevance, and impact. Stakeholders expressed strong approval of the initiatives, recognizing them as well organized, professionally managed, and responsive to community needs. The high satisfaction ratings reflect that participants felt valued and that their expectations were met, while effectiveness confirms that the programs achieved their objectives in enhancing knowledge, leadership, and governance. Relevance was evident in the alignment of activities with local priorities, and impact was demonstrated through meaningful changes in the communities. Collectively, these findings affirm that the programs were not only successful in their immediate delivery but also capable of producing lasting outcomes that contribute to sustainable community service.

Further, the program implementation was not experienced uniformly across all barangays. Differences in satisfaction, relevance, and overall implementation highlight the influence of local conditions such as leadership support, resource availability, and community participation. These variations emphasize that while the programs are generally effective, their success is shaped by the unique context of each barangay. This underscores the importance of adopting localized strategies and adaptive approaches to ensure equitable distribution of benefits and consistent outcomes across communities. In conclusion, the Public Administration Extension Programs stand as reliable, impactful, and sustainable models of community service.

The study concludes that the strength of collaborative efforts between institutions and communities, while pointing to the need for continuous refinement and context sensitive implementation, tailoring strategies or demand-driven solutions to the specific needs of each barangay. Extension programs could be enhanced across the Satisfaction, Effectiveness, Relevance, and Impact (SERI) Framework and emerging issues and concerns of the Barangay.

Compliance with ethical standards

Disclosure of conflict of interest

No conflict of interest to be disclosed.

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