

The Public Employment Service Office (Peso) In Lapu-Lapu City: Its Implementation, Community Service Strength, Challenges, And Opportunities

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ABSTRACT

This study assessed the implementation and effectiveness of the Public Employment Service Office (PESO) in Lapu-Lapu City for the calendar years 2024–2025, with the goal of identifying service strengths, challenges, and opportunities for improvement. The research focused on four key service areas: referral and placement, labor market information, employment coaching and career counseling, and job fair programs. A descriptive research design was employed, utilizing a structured questionnaire to gather data from a total of 50 respondents, composed of 10 PESO implementors/administrators and 40 job seekers. The demographic profile of respondents, including age, gender, marital status, and educational attainment, was analyzed to contextualize perceptions of PESO services. Data were examined using weighted means and interpreted through a 5-point Likert scale to determine the extent of service implementation and the level of community satisfaction. Findings revealed that PESO services were generally effective, with job fairs receiving the highest community satisfaction, while employment coaching and career counseling demonstrated slightly lower ratings, indicating areas for potential enhancement. Respondents reported several challenges in service delivery, including limited staffing and resources, difficulty maintaining updated labor market information, low public awareness of PESO services, and accessibility issues due to scheduling conflicts. Based on these findings, an enhancement plan is proposed to strengthen PESO operations, focusing on capacity-building for personnel, improved dissemination of labor market information, increased community engagement, and systematic monitoring and evaluation of programs. The study underscores the importance of targeted interventions to improve PESO's service delivery and maximize its impact on employment support for the residents of Lapu-Lapu City.

Keywords: PESO, service implementation, community satisfaction, employment support, career counseling, referral and placement, labor market information, program enhancement

1. THE PROBLEM AND ITS SCOPE INTRODUCTION

Rationale for the Study

Employment facilitation has been a key concern for governments globally, with various studies emphasizing the role of public employment services in reducing unemployment and improving labor market efficiency. Beam and Quimbo (2023) demonstrated through experimental evidence in the Philippines that short-term employment programs could significantly increase youth employment, highlighting the potential impact of government-led employment initiatives. Similarly, Muralidharan, Niehaus, and Sukhtankar (2023) in India illustrated that improvements in public employment program implementation could raise beneficiary earnings and induce general equilibrium effects on the labor market. These studies underscore the importance of effective employment services in generating economic and social benefits, yet they primarily focus on programmatic interventions rather than institutional assessment, leaving a gap in understanding how service delivery mechanisms themselves influence employment outcomes.

International research also points to the significance of institutional quality and employee satisfaction in public service effectiveness. Thant and Chang (2021) investigated public employee job satisfaction in Myanmar, applying Herzberg's two-factor theory to show that motivators and hygiene factors jointly affect employee performance. Engen et al. (2020) further explored public service value co-destruction, emphasizing that inefficiencies or misalignment in public service processes can diminish intended outcomes. These insights suggest that evaluating the organizational and operational effectiveness of public employment offices is critical, particularly as employee motivation and service quality are directly linked to citizen outcomes, a perspective that remains underexplored in local PESO contexts.

The growing integration of digital tools in public administration has been another area of international interest. Kelley (2022) analyzed the adoption of AI principles within organizations, noting that employee perceptions and engagement significantly impact the successful implementation of technology-driven solutions. Similarly, Ahn and Chen (2022) examined AI-augmented public administration, highlighting how employee buy-in determines the success of digital transformation initiatives. While these studies focus on advanced economies and large-scale digital interventions, they point to an opportunity for local PESOs to examine the potential of digitalization in streamlining job matching, labor market information dissemination, and placement services.

Despite these international insights, regional and national-level evidence in the Philippines shows that public employment services face persistent challenges. Best and Kahn (2003) highlighted the importance of federal and state employment services in the United States in meeting the needs of job seekers, emphasizing structured processes and multi-service approaches. The International Labour Organization (2017) similarly stresses that effective public employment services must integrate labor market information, career guidance, and placement programs to enhance employability. However, empirical studies evaluating the

actual implementation and performance of such services at the local government level in the Philippines are limited.

Locally, studies like Bachita and Bayoneta (2021) assessed PESO implementation in Philippine cities, focusing on service delivery, labor market information dissemination, and job referral systems. Their findings indicated varying levels of effectiveness across LGUs, often constrained by limited resources, staffing, and technological infrastructure. Gupit, Bajao, and Torrion (2025) further reported low awareness among job seekers in Tanguib City regarding PESO services, suggesting that the potential impact of these offices is mitigated by gaps in outreach and user engagement. These local studies point to a critical research gap: while the PESO framework exists, systematic evaluation of its operational efficiency and user satisfaction at the municipal level remains underexplored.

Additional local context is provided by the Philippine Statistics Authority (2022), which shows that labor force participation and employment rates are influenced by factors such as education, skills alignment, and accessibility to employment services. Torpey and Watson (2014) also highlight the link between education levels and job opportunities, reinforcing the need for PESO offices to ensure that their services are accessible, relevant, and capable of addressing skill-job mismatches. The literature indicates that while employment support programs exist, assessing the effectiveness of local PESOs in responding to specific workforce needs is a pressing gap in knowledge.

Moreover, studies on specific sectors such as engineering graduates by Mejia (2025) show that employability outcomes are not solely determined by educational attainment but also by the alignment of skills and local employment opportunities. This further emphasizes the importance of PESO offices in bridging gaps between available jobs and qualified candidates. However, local evaluations of PESO offices rarely integrate both service delivery performance and labor market alignment, leaving a gap in understanding how these offices can strategically improve employment outcomes.

Previous international and local studies also underscore methodological gaps. Much of the existing research relies on quantitative metrics, such as employment rates and participation figures (Beam, 2016; Demana, Molepo, & Moeti, 2024), or focuses on individual perceptions (Kelley, 2022). There is limited qualitative or mixed-method research examining the operational challenges, institutional processes, and client experiences of PESO offices. Bhattacharya (2017) emphasizes that qualitative approaches can provide nuanced insights into service effectiveness, stakeholder satisfaction, and institutional constraints, suggesting a methodological opportunity for a more comprehensive assessment in Lapu-Lapu City.

In Lapu-Lapu City, anecdotal evidence and preliminary reports indicate that PESO services, while aligned with Republic Act 8759, may face challenges such as slow processing times, limited outreach, and inconsistent service quality. These issues point to the need for a systematic assessment that combines service quality evaluation, client satisfaction, and institutional performance metrics. By addressing these gaps, the study can provide actionable insights for local government units, enabling them to optimize PESO operations, improve service delivery, and enhance employment outcomes for residents.

This study seeks to address both theoretical and practical gaps by evaluating PESO services in Lapu-Lapu City. It aims to bridge international evidence on effective public employment programs with local realities, focusing on institutional performance, client awareness, and service accessibility. By providing an evidence-based assessment, this study will contribute to the development of localized strategies to improve employment facilitation, reduce job mismatch, and strengthen the overall capacity of PESO to serve its constituents effectively, ultimately supporting broader socio-economic development objectives in the city.

Theoretical Background

This study is grounded in both legal mandates and theoretical frameworks that guide the assessment of the Public Employment Service Office (PESO) in Lapu-Lapu City. These foundations include Republic Act No. 8759, known as the PESO Act of 1999; Republic Act No. 10691, which amended and strengthened the PESO system; Employability Theory by Yorke (2004); and the Capability Approach developed by Sen (2005) and expanded by Nussbaum (2011). Together, these frameworks highlight the significance of structured employment facilitation, the enhancement of individual employability, and the promotion of equitable access to decent work. By integrating these perspectives, the study evaluates the performance of PESO within both institutional and developmental contexts.

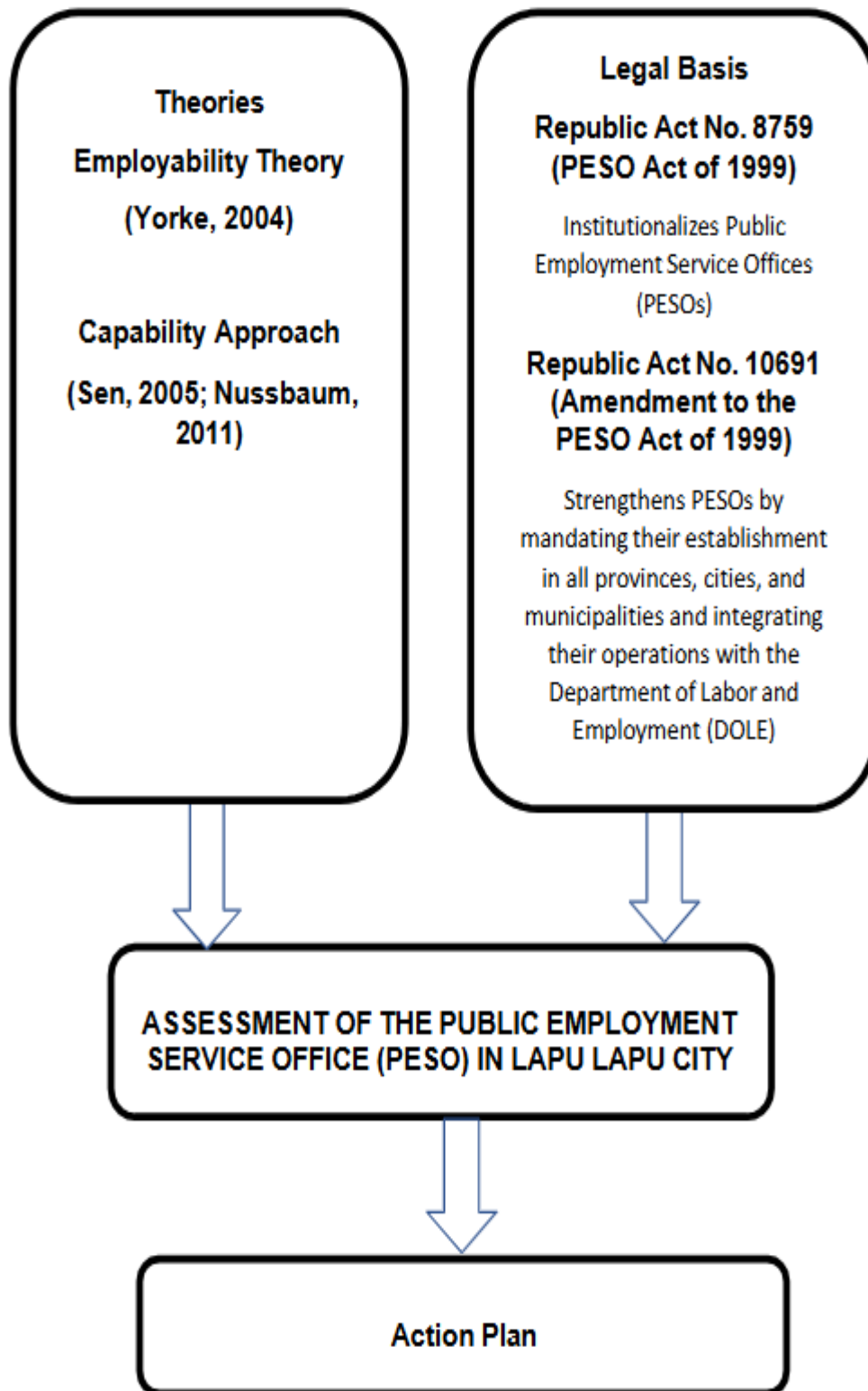


Figure 1 Theoretical Framework

Republic Act No. 8759, or the Public Employment Service Office (PESO) Act of 1999, institutionalized PESOs nationwide as non-fee charging employment service facilities under the supervision of local government units (DOLE, 1999). The law mandated PESOs to provide job referrals, placement services, labor market information, career guidance, and training coordination to improve local employment outcomes. According to Reyes and Mapa (2020), PESOs have played a pivotal role in reducing unemployment and underemployment by linking job seekers to opportunities within and outside their localities. The Act emphasized decentralization, ensuring that employment facilitation services were accessible to various sectors, including marginalized groups such as out-of-school youth, women, and displaced workers.

Complementing RA 8759, Republic Act No. 10691, enacted in 2015, strengthened the PESO system by making the establishment of PESOs mandatory in all provinces, cities, and municipalities. The amendment provided institutional and financial support to ensure sustainability, including the creation of permanent PESO positions and closer integration with the Department of Labor and Employment (DOLE, 2015). Ballesteros and Dulay (2021) argue that RA 10691 significantly enhanced the efficiency and coverage of PESOs by formalizing partnerships with private companies, educational institutions, and community organizations. This expansion improved service responsiveness and helped address labor market mismatches affecting vulnerable groups.

The legal frameworks supporting PESOs align with global employment facilitation principles. The International Labour Organization (ILO, 2015) advocates for accessible labor market institutions that support decent work, inclusive economic growth, and equitable labor market participation. RA 8759 and RA 10691 embody these principles by promoting localized, inclusive, and rights-based employment services. Furthermore, the Asian Development Bank (2020) emphasized the need for modernized employment facilitation services that can adapt to digital transformation and evolving industry demands. These global and regional insights reinforce the relevance of PESOs in a rapidly changing labor landscape.

Employability Theory, advanced by Yorke (2004), provides another essential framework supporting this research. Yorke defines employability as a set of skills, attributes, and achievements that enhance an individual's ability to secure and maintain employment, as well as succeed in future career development. Studies by Rothwell and Arnold (2007) support this theory, emphasizing that employability interventions boost self-confidence, adaptability, and labor market readiness. McQuaid and Lindsay (2005) further argue that employability must be understood holistically, encompassing individual competencies, personal circumstances, and external labor market conditions. PESOs operationalize this theory by offering training linkages, job matching services, and labor market information to enhance job seekers' employability.

The Capability Approach, introduced by Sen (2005) and later expanded by Nussbaum (2011), offers a broader developmental perspective, emphasizing that true progress lies not only in economic gains but in expanding individuals' real freedoms and opportunities. Sen (2005) argues that individuals must have meaningful choices—such as access to decent work, education, and social participation—to achieve well-being. Nussbaum (2011) identifies work as a core human capability, critical to dignity and

social inclusion. Robeyns (2017) further asserts that capability-centered policies lead to more equitable labor outcomes. PESOs contribute to capability expansion by providing employment opportunities, training access, and career development pathways, allowing individuals to pursue fulfilling and sustainable livelihoods.

The role of Public Employment Service Offices (PESOs) in the Philippines has long been recognized as vital in bridging labor market gaps. According to Reyes and Mapa (2020), PESOs function as essential intermediaries that connect job seekers to employers, helping to reduce unemployment and underemployment levels in many localities. Their integration within local government units enhances accessibility to employment services, especially in areas where private recruitment networks are limited. The institutionalization of PESOs under Republic Act (RA) 8759 ensured that even marginalized groups—such as women, out-of-school youth, and displaced workers—are provided equitable access to job opportunities and employment-related programs, reinforcing their role in inclusive labor development.

RA 8759 also parallels international frameworks that promote inclusive labor market institutions. The International Labour Organization (ILO, 2015) underscores the importance of accessible employment facilitation at the community level, noting its contribution to decent work, equitable growth, and sustainable development. By formally integrating PESOs into local governance structures, the Philippines demonstrates alignment with global standards, ensuring that employment services are systematically delivered and rooted in both national and local development needs. This alignment makes PESOs a strong foundation for addressing labor mismatches and enhancing workforce participation across various sectors.

Building on RA 8759, the enactment of Republic Act No. 10691 in 2015 significantly strengthened the structure and mandate of PESOs nationwide. This amendment required all provinces, cities, and municipalities to establish their own functional PESO units, ensuring sustainability through permanent staffing, operational funding, and stronger linkage with the Department of Labor and Employment (DOLE). RA 10691 also formalized partnerships between PESOs, private companies, educational institutions, and non-government organizations to respond more effectively to evolving labor market demands (DOLE, 2015). Ballesteros and Dulay (2021) noted that this amendment substantially improved the efficiency and reach of PESOs, particularly in serving vulnerable groups such as youth, women, and displaced workers.

The relevance of RA 10691 has become more pronounced amid rapid labor market changes influenced by digitalization, automation, and global competitiveness. The Asian Development Bank (2020) emphasized that local employment facilitation services must innovate, particularly through digital platforms and stronger industry partnerships, to remain responsive to shifting employment trends. As job requirements evolve, PESOs must adapt by enhancing labor market information systems, training linkages, and employer networks. Thus, RA 10691 provides the legal and institutional backbone necessary for PESOs—such as those in Lapu-Lapu City—to modernize their processes and deliver more responsive employment services.

Employability Theory, proposed by Yorke (2004), further supports the strategic function of PESOs by highlighting that employability extends beyond job acquisition toward the development of competencies, attributes, and experiences that contribute to long-term career success. Yorke emphasized that employability encompasses both hard skills and soft skills, including communication, adaptability, teamwork, and problem-solving—qualities increasingly demanded in today’s labor market. Empirical studies reinforce this perspective: Rothwell and Arnold (2007) found that employability-focused programs improve job seekers’ confidence, labor market readiness, and career sustainability. Similarly, McQuaid and Lindsay (2005) argued that employability must be understood holistically, considering personal factors, structural conditions, and access to support services. PESOs operationalize this holistic approach by providing training linkages, career coaching, and labor market information alongside job matching.

The Capability Approach, developed by Sen (2005) and expanded by Nussbaum (2011), offers another critical lens for evaluating employment facilitation services. Sen (2005) emphasized the expansion of real freedoms—such as the ability to access decent and meaningful work—as a central metric of development. Nussbaum (2011) identified work and economic participation as core human capabilities essential to personal dignity and societal contribution. In employment contexts, this approach situates work not merely as income generation but as an opportunity for empowerment and social inclusion. Robeyns (2017) argued that capability-based policies lead to more equitable labor outcomes, particularly for marginalized populations. By providing job seekers with access to training, guidance, and employment pathways, PESOs play a transformative role in expanding capabilities and enhancing individuals’ opportunities to achieve sustainable livelihoods.

RESEARCH METHODOLOGY

Research Design

This study will utilize a descriptive research design. This design is appropriate as it aims to systematically describe the current status of Public Employment Service Office (PESO) programs as perceived by job seekers, employers, and community stakeholders in Lapu-Lapu City. Using a structured survey questionnaire, the study will gather data on respondents’ demographic profiles, their level of satisfaction with various PESO services such as job matching, skills training, career guidance, and livelihood support, as well as their perceptions of the challenges in accessing these services. The descriptive research design allows the researcher to present an accurate snapshot of how PESO programs are being implemented and received, thereby providing essential insights for developing strategies to enhance employment facilitation, strengthen linkages with the labor market, and ensure that services are inclusive, efficient, and responsive to the needs of the local population.

The Flow of the Study

This research utilized the INPUT-PROCESS-OUTPUT (IPO) approach. The INPUT included the demographic profile of the respondents. It also covered the respondents’ perception with the PESO services in terms of referral and placement, labor market information, employment, coaching, and career

counseling, and job fair program. The PROCESS involved the administration of a structured survey questionnaire, data gathering from selected communities in Lapu-Lapu City, consolidation of responses, and analysis and interpretation of the data using descriptive statistical tools. The OUTPUT of the study is a set of proposed strategies and recommendations aimed at strengthening the delivery and effectiveness of PESO services. The flow of the study is shown in Figure 2 on the next page.

Environment

The study's setting in selected barangays of Lapu-Lapu City, Cebu, provided a rich and varied context for examining the effectiveness of PESO programs. By focusing on communities actively engaged with PESO initiatives, such as job fairs, career guidance, skills training, and livelihood support programs, the research was able to capture firsthand experiences of both beneficiaries and stakeholders. The mixture of highly urbanized and semi-urban areas offered a representative spectrum of socio-economic conditions, highlighting the differing employment challenges and opportunities across communities. This diversity allowed the study to assess how PESO programs cater to varying local needs, providing insights into their adaptability and relevance in distinct social and economic contexts.

Furthermore, the coordination with barangay officials and local government units played a critical role in facilitating the study. Their involvement ensured that data collection was conducted efficiently, safely, and in a manner respectful of community protocols. This collaboration also enabled access to key informants, official program records, and participants who directly benefited from PESO services. By leveraging these partnerships, the research could evaluate program implementation not only from an administrative perspective but also through the lived experiences of residents, ensuring that findings reflected both operational efficiency and community impact.

Lastly, the environment of Lapu-Lapu City's barangays allowed for an in-depth examination of several key dimensions of PESO services, including accessibility, responsiveness, coordination, and sustainability. The urbanized areas illustrated how PESO programs integrate with formal employment sectors and higher population densities, while semi-urban areas shed light on the challenges of reaching marginalized groups and facilitating inclusive employment opportunities. The study setting thus served as a comprehensive platform to assess the alignment of PESO programs with local employment demands, providing evidence-based insights that could inform policy adjustments and future program enhancements for improved employment facilitation in the city.

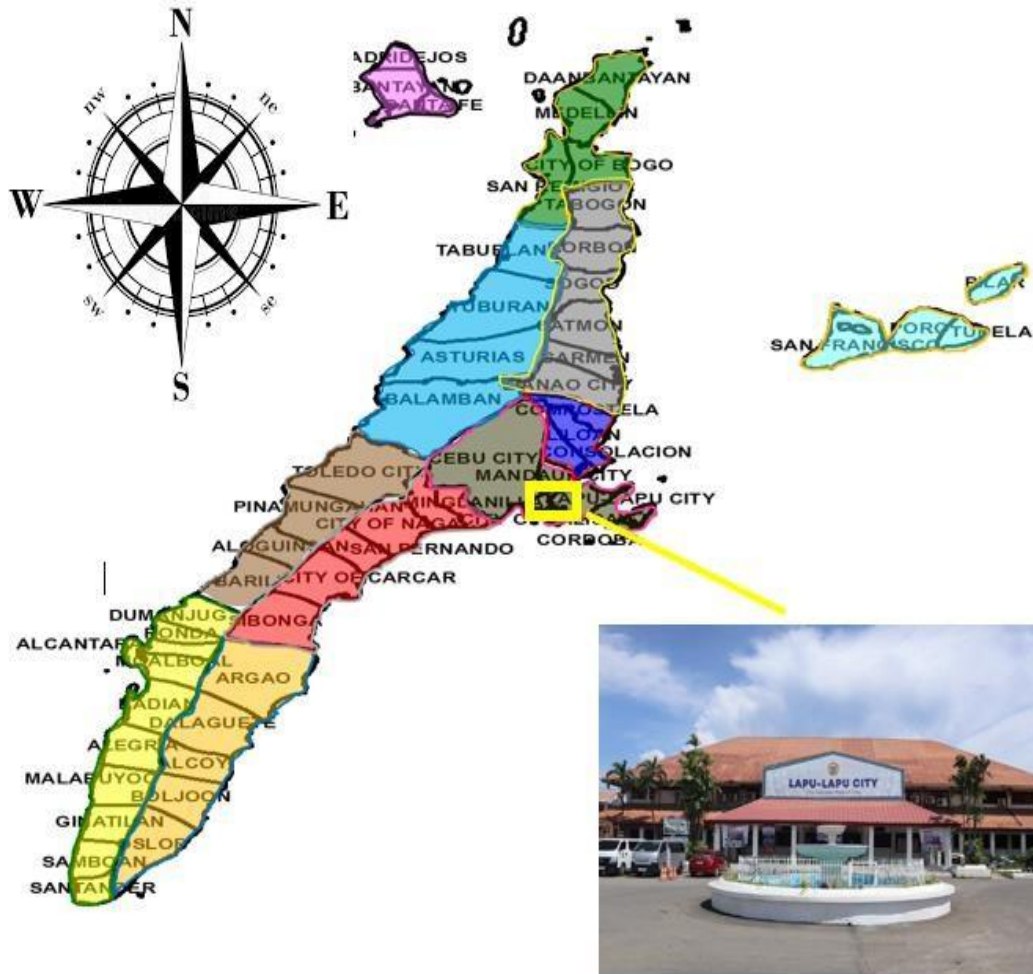


Figure 2. Location of the Study

Respondents

The respondents of this study consisted of selected applicants in Lapu-Lapu City who have had direct or indirect experience with PESO programs during fiscal year 2024 - 2025. These individuals included job seekers, employed individuals who previously benefited from PESO assistance, and community members familiar with its services. Purposive sampling was used to ensure that participants were knowledgeable and capable of providing relevant insights regarding the effectiveness, accessibility, and overall impact of PESO services.

Table 1
Distribution of Respondents

Respondents	Frequency	Percentage
Emplemrentors/Administrators	10	20
Job Seeker	40	80
	50	100

Instruments

This study will utilize a survey questionnaire to be distributed to selected workers, PESO officers, and clients in Lapu-Lapu City, Cebu, who have experienced or interacted with programs and services of the Public Employment Service Office (PESO). The questionnaire was carefully developed based on the findings and data gathered from previous research related to PESO operations and employment facilitation programs. It consists of four main sections, namely: referral and placement, labor market information, employment coaching and career counseling, job fair program, coordination with local government units and partner agencies, and sustainability of employment initiatives. Each section contains five statements, making a total of twenty items. Respondents will be asked to rate their level of satisfaction using a 5-point Likert scale ranging from 5

(Strongly Agree) to 1 (Strongly Disagree), which is consistent with standard practices in measuring perception and satisfaction levels (Joshi et al., 2015; Boone & Boone, 2012).

Bhattacharya (2017) stated that quantitative research is a systematic investigation of phenomena by gathering quantifiable data and performing statistical, mathematical, or computational techniques. This data-gathering method is particularly effective when the measurement of cause-and-effect relationships between pre-selected and discreet variables is required. It also reduces subjectivity in collecting and interpreting information that describes the experiences of participants in the study. In addition, both primary and secondary data sources are employed, making use of books, journals, and responses from semi-structured interviews. Similarly, Best and Kahn (2003) explained that the descriptive method typically employs a survey or assessment approach with the purpose of collecting information that allows one to describe the characteristics of individuals and their perceptions. It presents factual insights concerning the nature and status of the study, while addressing existing conditions, ongoing processes, perceived effects, and emerging trends.

The instrument is designed to generate quantitative data on the community's perception of PESO service implementation. All responses will be kept strictly confidential, and participation will remain voluntary in compliance with ethical research protocols (Creswell & Creswell, 2018). The questionnaire was adapted and refined from prior studies on public service delivery, labor market interventions, and employment facilitation mechanisms (Brinkerhoff, 2003;

Jensen, 2020), and further modified to reflect the local context of PESO initiatives in Lapu-Lapu City.

Data Gathering Procedure

The data gathering process began with the preparation of a transmittal letter addressed to the appropriate authorities and individuals involved in the study. This letter formally sought permission to conduct the research and administer the survey questionnaires to the selected respondents. Upon approval, the researchers coordinated with the designated contact persons to finalize the schedule, mode of distribution, and retrieval procedure for the questionnaires. Clear communication ensured that the respondents were informed in advance about the purpose of the study and their voluntary participation. Before the distribution of the survey instruments, the respondents were properly oriented on how to

accomplish the questionnaire to avoid misinterpretation and ensure accuracy of responses. The researchers provided brief but clear instructions, emphasizing the importance of answering each item honestly and completely. During the administration process, the researchers remained available to address clarifications without influencing the respondents' answers. After completion, the questionnaires were collected promptly and checked for completeness to prevent missing data that could affect the validity of the results.

Once retrieved, all questionnaires were sorted, and the responses were tallied and encoded into an Excel file for systematic data organization. The researchers carefully reviewed each questionnaire to ensure that no item was left unanswered and that responses were not made randomly. This quality-checking process helped maintain the reliability of the data gathered. The encoded data then served as the basis for the statistical treatment and subsequent analysis, ensuring that the findings accurately reflected the perceptions and experiences of the respondents.

Statistical Treatment

To analyze the data gathered using the descriptive statistical measure, the Following statistical tools were used:

1. Percentage and Frequency Distribution. The percentage will be used to describe the demographic profiles of the group respondents.
2. Weighted Mean. To determine the level of determine the respondents perception toward PESO services.

Scoring Procedure

This study used a 5-point Likert scale to determine the community satisfaction.

Scale	Numerical Rating	Descriptive Rating	Verbal Interpretation
5	4.21-5.00	Strongly agree	The respondents strongly agree with the statement given.
4	3.41-4.20	Agree	The respondents agree with the statement given.
3	2.61-3.40	Moderately agree	The respondents moderately agree with the statement given.
2	1.81-2.60	Disagree	The respondents disagree with the statement.
1	1.00-1.80	Strongly disagree	The respondents strongly disagree with the statement.

DEFINITION OF TERMS

For clarity and better understanding of the various contexts included in this study, the following terms are operationally defined and referenced:

Accessibility of Services – Refers to how easily job seekers and employers can obtain PESO services, including convenience of location, availability of schedules, and ease of navigating requirements.

Responsiveness of Services – The promptness and efficiency with which PESO staff act on client concerns, inquiries, and service requests.

PESO Staff Conduct – The observed behavior and professionalism of PESO personnel while facilitating employment programs and interacting with clients.

Professionalism – The adherence of PESO staff to ethical standards, courtesy, reliability, and respectful communication.

Client Satisfaction – The degree of approval expressed by job seekers, employers, and other stakeholders regarding PESO service delivery.

Employment Facilitation Programs – Activities initiated by PESO such as job fairs, skills training, career guidance, and referral to partner companies.

Coordination with Government Agencies – The collaboration between PESO and local government units, barangay officials, national agencies, and non-government partners.

Barangay Engagement – The involvement of local barangay units in promoting, organizing, or supporting PESO-related employment initiatives.

Stakeholder Participation – The extent to which employers, training institutions, and community organizations contribute to PESO program implementation.

Demographic Profile – The personal characteristics of respondents, including age, gender, educational attainment, residence, and employment status.

Perceived Challenges – Difficulties identified by respondents that hinder the effectiveness of PESO programs, such as limited job vacancies or communication gaps.

Service Quality – The overall standard of PESO's performance based on reliability, timeliness, accuracy, and courtesy of service delivery.

Job Matching – The process of linking job seekers with appropriate employment opportunities based on their qualifications, skills, and preferences.

Career Guidance – Counseling services provided by PESO to help clients make informed decisions about job options, skills development, and career pathways.

Training and Skills Development – Programs facilitated or endorsed by PESO to enhance competencies required by employers or industry standards.

Program Sustainability – The ability of PESO to continue delivering employment facilitation services consistently over time.

Follow-through Mechanisms – Monitoring activities conducted by PESO to track employment outcomes, gather feedback, and support newly hired workers. **Service Utilization** – The frequency and manner in which clients avail

PESO services such as registration, job referral, training, or counseling.

Public Awareness – The level of knowledge the community has regarding PESO services, programs, and opportunities.

Employment Outcomes – The measurable results of PESO's efforts, including job placements, successful referrals, and increased employability of clients.

2. SUMMARY, FINDINGS, CONCLUSIONS, AND RECOMMENDATIONS

This chapter presents the summary, findings, conclusions, and recommendations based on the results of the study. The research focused on assessing the level of implementation of the Public Employment Service Office (PESO) in Lapu-Lapu City for the calendar year 2024–2025. A descriptive research design with a quantitative method was employed, collecting and analyzing data on the demographic characteristics of respondents, the level of PESO service implementation, perceived challenges in service delivery, and potential action plans to enhance community impact.

Summary

The study examined the implementation of PESO services in Lapu-Lapu City for CY 2024–2025, focusing on referral and placement services, labor market information, employment coaching and career counseling, and job fair programs. Data were collected from 50 respondents, including 10 PESO implementors/administrators and 40 job seekers, with demographic profiles indicating that most respondents were female (60%), aged 26–35 years (40%), single (56%), and college graduates (70%), suggesting that PESO primarily serves early to mid-career job seekers who actively engage in employment programs. Analysis using weighted means revealed that respondents generally agreed that PESO services are effectively implemented, with job fairs receiving the highest rating (WM = 4.10) and employment coaching and career counseling slightly lower (WM = 3.90). Respondents also identified several challenges in service delivery, including limited staffing and resources (WM = 4.10), difficulty maintaining updated local employment information (WM = 3.95), low community awareness of PESO services (WM = 3.85), and scheduling conflicts or accessibility issues for job seekers (WM = 3.90), highlighting areas for improvement to enhance PESO's effectiveness and community impact.

Findings

The findings of the study reveal important insights into the demographic profile of PESO service beneficiaries and implementors in Lapu-Lapu City. Among the 50 respondents, the majority were female (60%) and aged 26–35 years (40%), indicating that PESO services primarily cater to early to mid-career individuals. Most respondents were single (56%) and college graduates (70%), suggesting that the programs attract job seekers who are likely to actively engage in employment opportunities and are seeking career advancement. This demographic profile provides context for understanding respondents' perceptions of PESO services and highlights the target population that relies on these programs for job placement and career development.

Regarding the level of PESO service implementation, respondents generally agreed that the services are effectively delivered across all areas. Referral and placement services, labor market information, employment coaching and career counseling, and job fair programs all received favorable ratings, with weighted means ranging from 3.90 to 4.10. Among these, the job fair program received the highest rating (WM = 4.10), indicating strong community satisfaction and engagement. Employment coaching and career counseling received a slightly lower rating (WM = 3.90), suggesting there is room for improvement in providing personalized guidance and career support to job seekers.

The study also identified perceived challenges that hinder the optimal delivery of PESO services. Respondents agreed that limited staffing and resources (WM = 4.10), difficulty maintaining updated local employment information (WM = 3.95), low community awareness of PESO programs (WM = 3.85), and scheduling conflicts or accessibility issues for job seekers (WM = 3.90) are significant barriers. Among these, limited staffing was highlighted as the most pressing issue, reflecting the need for increased human and material resources to effectively reach and serve the community. These findings underscore the importance of strategic planning and targeted interventions to enhance PESO's effectiveness and overall impact on local employment opportunities.

Conclusions

The findings of the study provide a clear picture of the demographic profile of PESO service beneficiaries and implementors in Lapu-Lapu City. The majority of respondents were female and within the 26–35 years age group, indicating that PESO services primarily cater to early to mid-career individuals. Most respondents were single and college graduates, suggesting that the programs attract job seekers who are motivated to actively engage in employment opportunities and pursue career advancement. Understanding this demographic profile helps contextualize respondents' perceptions of PESO services and highlights the population that most relies on these programs for job placement and career development.

In terms of service implementation, respondents generally agreed that PESO programs are effectively delivered across all key areas, including referral and placement, labor market information, employment coaching and career counseling, and job fair programs. Among these, job fairs were rated highest, reflecting strong community satisfaction and engagement, while employment coaching and career counseling received slightly lower ratings, indicating potential areas for improvement in providing personalized guidance and support. Overall, the responses suggest that PESO services are valued by the community and play an important role in connecting job seekers with opportunities.

The study also revealed several challenges affecting the optimal delivery of PESO services. Respondents highlighted limited staffing and resources, difficulty maintaining updated local employment information, low community awareness of PESO programs, and scheduling or accessibility issues for job seekers as significant barriers. Among these, limited staffing was perceived as the most pressing concern, emphasizing the need for additional human and material resources to improve service delivery. These findings underline the importance of strategic planning and targeted interventions to enhance the effectiveness of PESO programs and their impact on local employment outcomes.

Recommendations

Based on the conclusions, the following recommendations are proposed to enhance the effectiveness and community impact of PESO services in Lapu-Lapu City:

1. **Increase Staffing and Resources:** Allocate additional personnel and resources to ensure efficient delivery of PESO services, particularly in handling the growing number of job seekers.
2. **Update Labor Market Information:** Establish a system for regularly updating local employment data to provide accurate and timely opportunities for job seekers. Collaboration with local businesses and online platforms is recommended.
3. **Enhance Community Awareness:** Conduct information campaigns through social media, barangay orientations, and local media to increase public knowledge of available PESO programs and services.
4. **Optimize Scheduling and Accessibility:** Offer flexible schedules, multiple locations, or virtual options for services such as job fairs and career counseling to accommodate the diverse needs of job seekers.
5. **Staff Training and Professional Development:** Implement continuous training programs for PESO staff to improve service quality, enhance client interactions, and ensure responsiveness to the evolving labor market.
6. **Future Research:** Conduct longitudinal studies to evaluate the long-term impact of PESO programs on employment outcomes, community engagement, and service effectiveness in Lapu-Lapu City.

3. OUTPUT OF THE STUDY

LAPU-LAPU CITY PESO SERVICE ENHANCEMENT PLAN RATIONALE

Efficient delivery of PESO services is crucial for supporting employment and livelihood opportunities in Lapu-Lapu City. High-quality referral and placement services, labor market information, career coaching, and job fairs enable job seekers to access relevant employment opportunities, improve their skills, and make informed career choices. The study revealed that while PESO services are generally implemented effectively, challenges such as limited staffing, difficulty updating labor market information, low community awareness, and accessibility issues hinder optimal service delivery. Structured interventions addressing these gaps can enhance service effectiveness, increase community engagement, and strengthen PESO's impact on local employment outcomes.

OBJECTIVES

This plan aims to:

- Strengthen the consistent and effective delivery of PESO services across all key areas: referral and placement, labor market information, employment coaching, and job fairs.
- Address staffing limitations, information management challenges, and low public awareness to improve service accessibility.

- Promote proactive community engagement and information dissemination to increase awareness of PESO programs.
- Provide continuous professional development and capacity-building for PESO staff to enhance service quality.
- Establish monitoring and evaluation mechanisms to ensure sustainable improvement and impact of PESO services.

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