



# CHALLENGES OF SOCIAL WORKERS IN CRISIS INTERVENTION SECTION (CIS) OF THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT REGION 4A IN RELATION TO SITUATION AND PERFORMANCE IN A DISASTER RESPONSE

Mary Jane M. Padriagao

Master in Public Administration, Laguna State Polytechnic University, Sta. Cruz, Laguna, Philippines

## ABSTRACT

The main objective of this study was to determine the level of personal and professional challenges of Social Workers in Crisis Intervention Section of the Department of Social Welfare and Development Region 4A in relation to situation and performance in a disaster response. The descriptive design was used in gathering the information, Pearson Product Moment Correlation Coefficient ( $r$ ) is used in determining the significant relationship between the level of Social Workers' challenges in terms of personal and professional and their level of activity in terms of situation and performance. Chi-squared test was used to test the significant relationship between the demographic profile of the respondents and their level of challenges in terms of personal and professional; significant relationship between the demographic profile of the respondents and their level of activity in terms of situation and performance. The mean and standard deviation was utilized to determine the level of challenges of the Social Workers in term of Personal such as Emotional and Psychological Challenges, Physical Challenges, and Safety and Security; on the other hand, Professional such as Work-Life Balance, Support and Resources, Guilt, Shame and Burnout and training and experiences of the respondents. Also, mean and standard deviation was utilized to determine the level of activity of the Social Workers in term of Situation such as Severity of disaster, Resources available, support from colleagues and supervisors and types of disaster; on the other hand, Performance such as Effectiveness, Efficiency, Quality and Safety of the respondents. The data acquired were treated and examined using frequency and percentage distribution to determine the demographic profile of the Social Workers in term of age, sex, civil status, employment status, family income, and number of years in service. Result shows that there is no statistically significant relationship using the above mentioned statistical tests was detected between the level of challenges in terms of personal and professional, social worker's level of activity in terms of situation and performance and social workers' challenges and their level of activity. Furthermore, the study concludes that the personal and professional challenges of social workers under Crisis Intervention Section of the Department of Social Welfare and Development Region 4A in Relation to Situation and Performance in a Disaster Response as perceived by the respondents, social workers are bounded to what they ought to do and the unwritten duties and obligation that are expected which includes the duty to the profession that requires a professional social worker to maintain with high standard of commitment with positive attitude to take responsibilities. Thus, it is recommended that the social workers under crisis intervention release the importance of job tenure for their security. That the Department of Social Welfare and Development 4A request for more creation of permanent or contractual positions especially for those staffs that give and rendered their time, skills, commitment and collaborative efforts that contributed for a successful program implementation, That the national government specifically the legislature department must enact and amend the Magna Carta for Social workers that compensate social workers regardless on their employment status when it comes to disaster response. Lastly, that the Department of Social Welfare and Development 4A invest for capacity building activities for the social workers and other support staffs in relation to disaster response. It is important that front liners during disaster response possess strong set of skills and properly trained.

**KEYWORDS:** Social Worker, Crisis Intervention Section, Department of Social Welfare and Development Region IV-A, Personal and Professional Challenges, Disaster Response

## INTRODUCTION

Social Work is a helping profession in which trained professionals are devoted to help. Its primary mission is to enhance human beings and meet basic and complex needs of individuals, families in crisis or difficult situations, marginalized and vulnerable or disaster affected communities. Due to its wider scope, social workers are seen as frontline workers during natural disasters. "Social work is a practice-based profession and an academic discipline that promotes social change and development, social cohesion, and the empowerment and liberation of people. Professional social workers aim to create change and encourage the resilience of individuals, families, and communities. This career can be fulfilling for those who enjoy

giving back to the community and making a difference in society. Therefore, there is no question that Social Workers are hugely important in society. On the other hand, disasters can be human-induced or natural, which are very becoming increasingly frequent, expensive, and devastating globally. They also jeopardize society, economic performance-built environment, and other socioeconomic and physical determinants. Calamities cannot be eliminated or prevented but disaster-resistant built environments are those where disasters are effectively managed. Therefore, it is very important to measure the behavior, capacity, competency, performance, and approaches of those who help to build resilient environments and communities. An important point is the number of fatalities caused by disasters in



underdeveloped countries, which is about 43 times that of developed countries. The International Federation of Red Cross data shows five global crises in the world between the years 2005 and 2014, which are, respectively, floods, storms, waves, heat waves, and droughts. In Asia, 48% of these catastrophic disasters occurred. The world's governments place a high priority on flexibility and the reduction of natural disaster losses, both of which call for both government and people investment. However, during disaster response, Social Workers may become both victim and respondent.

Having this scenario, this study seeks to determine the level of challenges of social workers in Crisis Intervention Section (CIS) of the Department of Social Welfare and Development Region 4A in relation to situation and performance in a disaster response.

## MATERIALS AND METHOD

In this study, the researcher used quantitative descriptive research design with correlational analysis to determine the level of challenges of the Social Workers in terms of personal and professional challenges and explore the Social Workers of Crisis Intervention Section of the DSWD 4A experiences in relation to situation and performance in disaster response. The descriptive research is used to determine the relationship between the profiles of the social workers in the Crisis Intervention Section of the Department of Social Welfare and Development Region 4A and the level of challenges and activity in terms of personal, professional, situation and performance in relation to disaster response. Another characteristic of descriptive research design is a theory-based research method describing the research's primary subject matter. To gather information for this kind of research design, methods like questionnaires, case studies, and natural observation are used. Many scientific disciplines, especially social science and psychology, employ this method to obtain a general overview of the subject. This type of research design provides insight into the why and how of research.

The study is conducted among the 63 selected respondents who are social workers who conducted and participated in a disaster response. Probability Sampling and Criterion Sampling would use in the study, which 80% Social Worker in the Crisis Intervention Section and Social Welfare Action Desk can be included and a phenomenological criterion sampling which respondents can deploy and experience common functions and responsibility in disaster response.

A self-constructed questionnaire was used as the main instrument to gather adequate data and information in this study. To ensure the reliability and validity of the research instrument, variables intended to measure would be defined; experts review the items to ensure they adequately represent the construct and administer the instrument to the selected respondents. The mean and standard deviation were utilized to determine the level of challenges of the Social Workers in terms of Personal such as Emotional and Psychological Challenges, Physical Challenges, and Safety and

Security; on the other hand, Professional such as Work-Life Balance, Support and Resources, Guilt, Shame and Burnout and training and experiences of the respondents. Also, mean and standard deviation were utilized to determine the level of activity of the Social Workers in terms of Situation such as Severity of disaster, Resources available, support from colleagues and supervisors, and types of disaster; on the other hand, Performance such as Effectiveness, Efficiency, Quality and Safety of the respondents. The chi-square test was used to test the significant relationship between the demographic profile of the respondents and their level of challenges in terms of personal and professional; the significant relationship between the demographic profile of the respondents and their level of activity in terms of situation and performance. Lastly, the Pearson Product Movement Correlation Coefficient ( $r$ ) was utilized to determine the significant relationship between the level of Social Workers' challenges in terms of personal and professional and their level of activity in terms of situation and performance.

## RESULT AND DISCUSSION

### Demographic profile of Respondents in Terms of Age

The demographic profile of respondents according to age shows that majority of the respondents, 16 or 61.54% out of 26 are age 21-30 years old. 7 or 26.92% are age 31-40 years old while 3 or 11.54% are age 41-60 years old. However, none of them are age 61 and above.

### Demographic profile of Respondents in Terms of Sex

In terms of sex, it shows that majority of the respondents, 22 or 84.62% out of 26 are female while only 4 or 15.38% are male.

### Demographic profile of Respondents in Terms of Civil Status

In accordance with civil status, it shows that most of the respondents, 13 or 50% out of 26 are single while 12 or 46.15% are married. There is only 1 or 3.85% who are separated and glad that none of the respondents prefer not to say their status and actively participate in the conduct of the research study.

### Demographic Profile of the Social Workers in terms of Employment Status

In terms of employment status, it shows that most of the respondents, 19 or 73.08% out of 26 are Cost of Service while 7, or 26.92% are permanent. However, none of the respondents are Job Order even Contractual.

### Demographic Profile of the Social Workers in terms of Family Income

In accordance with family income, it shows that most of the respondents, 20 or 76.92% out of 26 have an income of 30,001-40,000 per month. 3 or 11.54% of them have an income of 20,000-30,000 per month. Also, 3 or 11.54% of them have an income of 60,001 and above per month. However, none of the respondents have an income of 40,001-60,000 per month.



### Demographic Profile of the Social Workers in terms of Years in Service

In terms of years in service, it shows that most of the respondents, 11 or 42.31% out of 26 are 6 years and above in service. 7 or

26.92% of them are 2-3 years in service. 4 or 15.38% are 4-5 years in service, 3 or 11.54% are 4 months – 1 years in service while only 1 or 3.85% of them are less than 3 months in service.

### Level of Social Workers' Personal Challenges

**Table 1. Level of Social Workers' Personal challenges in terms of Emotional and Psychological**

Statements	Mean	SD	Remarks
1. I have been experiencing difficulty coping with stress during disaster response.	2.81	0.96	Moderately Challenged
2. I've been feeling anxious and fearful during disaster response.	2.50	1.05	Slightly Challenged
3. I've been feeling frustrated and resentful in disaster response.	2.38	0.79	Slightly Challenged
4. I've been feeling irritable and short-tempered in disaster response.	2.19	0.68	Slightly Challenged
5. I've been feeling traumatized in disaster response.	1.77	0.85	Not Challenged

**Weighted Mean**

**2.33**

**SD**

**0.86**

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

Table 1 presents the Level of Social Workers' Personal challenges in terms of Emotional and Psychological. The average weighted mean value of 2.33 with a standard deviation of 0.86

revealed that the level of Social Workers' Personal challenges in terms of Emotional and Psychological was interpreted "Low".

**Table 2. Level of Social Workers' Personal challenges in terms of Physical**

Statements	Mean	SD	Remarks
1. I've been feeling fatigue and exhaustion in disaster response.	2.88	0.97	Moderately Challenged
2. I have been exposed to hazardous conditions (downed power lines, leaking gas lines, and unstable structures).	2.19	1.14	Slightly Challenged
3. I've been exposed to extreme weather conditions (high winds, heavy rains, and heat waves, etc.).	2.73	1.37	Moderately Challenged
4. I've been exposed to high-risk conditions that cause physical injury.	1.92	0.96	Slightly Challenged
5. I've been exposed to hazardous physical activity such as providing mass care and emergency rescue operation.	3.12	1.45	Moderately Challenged

**Weighted Mean**

**2.57**

**SD**

**1.18**

Table 2 presents the level of Social Workers' Personal challenges in terms of Physical. The average weighted mean value of 2.57 with a standard deviation of 1.18 revealed that the level of Social

Workers' Personal challenges in terms of Physical was interpreted as "Low".

**Table 3. Level of Social Workers' Personal challenges in terms of Safety and Security**

Statements	Mean	SD	Remarks
1. I've been experiencing safety and security issues in disaster response.	2.42	0.88	Slightly Challenged
2. Safety and security challenges have a great impact on disaster response.	2.73	1.23	Moderately Challenged
3. I have enough knowledge and skills to ensure my safety and security during disaster response.	2.27	0.90	Slightly Challenged
4. I've been exposed to disastrously physical hazards such as debris, hazardous materials, and electrical hazards.	1.27	1.26	Not Challenged
5. I have been exposed to disastrously diseases (hepatitis A, leptospirosis, and typhoid fever).	2.19	1.64	Slightly Challenged
<b>Weighted Mean</b>	<b>2.38</b>		
<b>SD</b>	<b>1.18</b>		

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

Table 3 presents the level of Social Workers' Personal challenges in terms of Safety and Security.

The average weighted mean value of 2.38 with a standard deviation of 1.18 revealed that the level of Social Workers'

Personal challenges in terms of Safety and Security was interpreted as "Low".

#### Level of Social Workers' Professional Challenges

**Table 4. Level of Social Workers' Professional Challenges in terms of Work-life Balance**

Statements	Mean	SD	Remarks
1. I establish a balance between work and personal life by fulfilling my needs, expectations, and responsibilities.	2.88	0.75	Moderately Challenged
2. I am equally engage in and satisfied with my work role and family role.	2.58	1.01	Slightly Challenged
3. I establish a balance between the work life and personal life to achieving the desired outcomes during disaster response.	2.46	0.69	Slightly Challenged
4. Maintaining a balance between work and personal life is not easy during disaster response.	2.77	1.09	Moderately Challenged
5. By creating balance I simple stop to take a few deep breaths every couple of hours or using breaks as a time to engage in work-life balance during disaster response.	2.23	1.01	Slightly Challenged
<b>Weighted Mean</b>	<b>2.58</b>		
<b>SD</b>	<b>0.91</b>		

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

The average weighted mean value of 2.58 with a standard deviation of 0.91 revealed that the level of Social Workers'

Professional challenges in terms of Work-life balance was interpreted as "Low".

**Table 5. Level of Social Workers' Professional Challenges in terms of Support and Resources**

Statements	Mean	SD	Remarks
1. I have received regular supervision during disaster response.	2.54	1.01	Slightly Challenged
2. During disaster response, the department provided basic needs (food, lodging, and vehicle).	2.58	1.08	Slightly Challenged
3. I have the level of skills and commitment needed in relation to disaster response.	2.81	0.92	Moderately Challenged
4. During disaster response the local government unit and the national government provide enough support and resources for effective response.	3.23	0.85	Moderately Challenged
5. The Department provide stress debriefing to staff who conducted disaster response.	3.73	1.19	Challenged
<b>Weighted Mean</b>	<b>2.98</b>		
<b>SD</b>	<b>1.01</b>		

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

Table 5 presents the level of Social Workers' Professional challenges in terms of Support and Resources. The average

weighted mean value of 2.98 with a standard deviation of 1.01 revealed that the level of Social Workers' Professional challenges in terms of Support and Resources was interpreted "**Moderate**".

**Table 6. Level of Social Workers' Professional Challenges in terms of Guilt, Shame, and Burnout**

Statements	Mean	SD	Remarks
1. In disaster response, I feel guilt, shame, and Burnout.	2.54	0.80	Moderately Challenged
2. I have specialized training in disaster response, and I more effective in reducing the stress and anxiety of disaster survivors.	3.73	1.37	Challenged
3. I have been feeling irritable and short-tempered during disaster response.	2.15	0.72	Slightly Challenged
4. I've been feeling traumatized in disaster response.	2.08	0.92	Slightly Challenged
5. I've been feeling difficulty coping with stress in disaster response.	1.96	0.81	Slightly Challenged
<b>Weighted Mean</b>	<b>2.49</b>		
<b>SD</b>	<b>0.92</b>		

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

Table 6 presents the level of Social Workers' Professional challenges in terms of Guilt, Shame, and Burnout. The average weighted mean value of 2.49 with a standard deviation of 0.92 revealed that the level of Social Workers'

Professional challenges in terms of Guilt, Shame, and Burnout was interpreted as "**Low**".





**Table 7. Level of Social Workers' Professional Challenges in terms of Training and Experiences**

Statements	Mean	SD	Remarks
1. I know my role in disaster response.	3.23	1.05	Moderately Challenged
2. I have participated in training related to disaster response management before.	3.04	1.51	Moderately Challenged
3. I considered myself prepared for disaster management.	3.19	0.96	Moderately Challenged
4. I have the level of skills and commitment needed in relation to disaster response.	2.81	0.88	Moderately Challenged
5. I am equipped and well-trained in disaster operations.	3.46	1.31	Challenged
<b>Weighted Mean</b>	<b>3.15</b>		
<b>SD</b>	<b>1.14</b>		

Table 7, presents the level of Social Workers' Professional challenges in terms of Training and Experiences.

The average weighted mean value of 3.15 with a standard deviation of 1.14 revealed that the level of Social Workers'

Professional challenges in terms of Training and Experiences was interpreted as "**Moderate**".

#### Level of Social Workers' Activity Situation

**Table 8. Level of Social Workers' Activity Situation in terms of Severity of Disaster**

Statements	Mean	SD	Remarks
1. I have been deployed to disaster areas and work longer hours.	2.92	1.11	Moderately Challenged
2. I've been deployed to provide a wider range of services to disaster survivors in response to more severe disasters.	2.73	1.46	Moderately Challenged
3. I have been deployed and am more likely to experience burnout and compassion fatigue in response to more severe disasters.	2.19	0.79	Slightly Challenged
4. I have been exposed to more trauma and difficult cases in response to these disasters.	1.96	0.85	Slightly Challenged
5. I received support from colleagues, supervisors, and mental health professionals in response to these disasters.	2.85	1.20	Moderately Challenged
<b>Weighted Mean</b>	<b>2.53</b>		
<b>SD</b>	<b>1.08</b>		

The average weighted mean value of 2.53 with a standard deviation of 1.08 revealed that the level of Social Workers'

activity situation in terms of Severity of disaster was interpreted as "**Low**".

**Table 9. Level of Social Workers' Activity Situation in terms of Resources Availability**

Statements	Mean	SD	Remarks
1. I have been more active in disaster response when I had access to adequate resources, (funding, staffing, and equipment).	3.38	1.39	Moderately Challenged
2. I have been more satisfied in disaster response when I had access to adequate resources, (funding, staffing, and equipment).	3.35	1.27	Moderately Challenged
3. I have been more satisfied in disaster response when I had access to these resources, (funding, staffing, and equipment).	3.35	1.33	Moderately Challenged
4. I have enough resources that empowers me during disaster response and also the survivors.	2.58	1.01	Slightly Challenged



5. I have enough resources as social worker that underscores the importance of developing comprehensive policies, training programs, and workplace intervention.

2.62 0.79

Moderately Challenged

**Weighted Mean** 3.05

**SD** 1.16

Table 9 presents the level of social workers' activity situation in terms of Resources Availability.

The average weighted mean value of 3.05 with a standard deviation of 1.16 revealed that the level of social workers'

activity situation in terms of Resources Availability was interpreted as "Moderate".

**Table 10. Level of Social Workers' Activity Situation in terms of Support from Colleagues and Supervisors**

Statements	Mean	SD	Remarks
1. I've worked in supportive environments and am more likely to be active in disaster response.	3.27	0.98	Moderately Challenged
2. I have received supportive supervision and am more likely to provide effective interventions to disaster survivors.	3.19	0.96	Moderately Challenged
3. I have received peer support and am less likely to experience burnout and compassion fatigue.	3.15	0.86	Moderately Challenged
4. I have enough social support emerges as a vital coping mechanism crucial in mitigating job stress and enhancing overall well-being within the profession.	3.15	1.06	Moderately Challenged
5. I have enough support is conceptualized as a reservoir of emotional and material resources individuals can tap into during adversities, underscoring its indispensable role in fostering adaptive coping strategies and bolstering well-being.	2.96	0.85	Moderately Challenged
<b>Weighted Mean</b>	<b>3.15</b>		
<b>SD</b>	<b>0.94</b>		

Table 11 presents the level of social workers' activity situation in terms of Support from Colleagues and Supervisors.

The average weighted mean value of 3.15 with a standard deviation of 0.94 revealed that the level of social workers' activity

situation in terms of Support from Colleagues and Supervisors was interpreted as "Moderate".

### Level of Social Workers' Performance Situation

**Table 12. Level of Social Workers' performance situation in terms of Effectiveness**

Statements	Mean	SD	Remarks
1. I have specialized training in disaster response, and I am more likely to report feeling prepared and confident in my ability to respond to a disaster.	1.92	1.03	Slightly Challenged
2. I have specialized training in disaster response, I am more likely to provide a wide range of services to disaster survivors.	2.35	0.87	Slightly Challenged
3. I have specialized training in disaster response, and I more effective in reducing the stress and anxiety of disaster survivors.	2.27	0.98	Slightly Challenged
4. I have specialized training in disaster response, and I more likely to provide disaster survivors with emotional support, practical assistance, and advocacy services.	2.38	1.04	Slightly Challenged
5. I have specialized training, I more likely to be aware of the unique needs of disaster survivors and to be able to provide them with effective services.	2.50	0.97	Slightly Challenged



**Weighted Mean** 2.28  
**SD** 0.98

Table 12 presents the level of Social Workers' performance situation in terms of Effectiveness.

The average weighted mean value of 2.28 with a standard deviation of 0.98 revealed that the level of Social Workers'

performance situation in terms of Effectiveness was interpreted as "Low".

**Table 13. Level of Social Workers' performance situation in terms of Efficiency**

Statements	Mean	SD	Remarks
1. I have specialized training in disaster response, as I am more likely to perform efficiently.	2.54	1.15	Slightly Challenged
2. I have trained in disaster response, and I more likely to be aware of a unique challenge.	2.54	1.22	Slightly Challenged
3. I have smaller caseload and I more likely to perform efficiently and effectively in disaster response.	2.31	0.91	Slightly Challenged
4. I have adequate resources provided by the Department for disaster response, so I can work efficiently.	2.46	0.84	Slightly Challenged
5. I have a supportive work environment where social workers feel comfortable asking for help when needed.	3.27	1.26	Moderately Challenged
<b>Weighted Mean</b>	<b>2.62</b>		
<b>SD</b>	<b>1.08</b>		

The average weighted mean value of 2.62 with a standard deviation of 1.08 revealed that the level of Social Workers'

performance situation in terms of Efficiency was interpreted as "Moderate".

**Table 14. Level of Social Workers' performance situation in terms of Quality**

Statements	Mean	SD	Remarks
1. I have had specialized training and experience in disaster response.	2.04	1.13	Slightly Challenged
2. I had received regular supervision in disaster response.	2.88	1.01	Slightly Challenged
3. I have clear roles and responsibilities.	2.50	0.97	Slightly Challenged
4. I reflect on the needs of the community, especially the most vulnerable, so I can perform the best quality of work in disaster response.	3.00	1.07	Slightly Challenged
5. I provide effective and timely response.	3.12	1.01	Moderately Challenged
<b>Weighted Mean</b>	<b>2.71</b>		
<b>SD</b>	<b>1.04</b>		

**Note:** N=100. The mean is interpreted as follows: 4.21-5.00 severely challenged, 3.41-4.20 Challenged, 2.61-3.40 Moderately Challenged, 1.81-2.60 Slightly Challenged and 1.00-1.80 Not Challenged

Table 14 presents the level of Social Workers' performance situation in terms of Quality

The average weighted mean value of 2.71 with a standard deviation of 1.04 revealed that the level of Social Workers'





### Significant Relationship between the Demographic Profile of The Respondent and their Level of Challenges

**Table 15. Significant Relationship between the Demographic Profile of The Respondents and their Level of Challenges in terms of Personal**

Profile	Df	Critical Value $\alpha = .05$	Computed Chi-square value	Remarks
Age	12	21.03	3.86	Not Significant
Sex	4	9.49	1.89	Not Significant
Civil Status	12	21.03	3.92	Not Significant
Employment Status	12	21.03	1.68	Not Significant
Family Income	12	21.03	3.63	Not Significant
Years in Service	16	26.30	10.96	Not Significant

Since the computed chi-square values 3.86, 1.89, 3.92, 1.68, 3.63 and 10.96 are less than the critical values 21.03, 9.49, 21.03, 21.03, 21.03, 26.30 respectively at  $\alpha = .05$ , the null hypothesis was accepted. It can be concluded that there is no statistically

significant relationship using the above-mentioned statistical tests was detected between the demographic profile of the respondents and their level of challenges in terms of personal.

**Table 16. Significant Relationship between the Demographic Profile of The Respondents and their Level of Challenges in terms of Professional**

Profile	Df	Critical Value $\alpha = .05$	Computed Chi-square value	Remarks
Age	12	21.03	3.05	Not Significant
Sex	4	9.49	1.44	Not Significant
Civil Status	12	21.03	6.61	Not Significant
Employment Status	12	21.03	6.10	Not Significant
Family Income	12	21.03	6.02	Not Significant
Years in Service	16	26.30	11.52	Not Significant

Table 16, presents the significant relationship between the demographic profile of the respondents and their level of challenges in terms of professionalism.

Since the computed chi-square values 3.05, 1.44, 6.61, 6.10, 6.02 and 11.52 are less than the critical values 21.03, 9.49, 21.03,

21.03, 21.03, 26.30 respectively at  $\alpha = .05$ , the null hypothesis was accepted. It can be concluded that there is no statistically significant relationship using the above-mentioned statistical tests was detected between the demographic profile of the respondents and their level of challenges in terms of professionalism.

### Significant Relationship between the Demographic Profile of the Respondents and their Level of Challenges

**Table 17. Significant Relationship between the Demographic Profile of The Respondents and their Level of Activity in terms of Situation**

Profile	Df	Critical Value $\alpha = .05$	Computed Chi-square value	Remarks
Age	12	21.03	10.30	Not Significant
Sex	4	9.49	4.88	Not Significant
Civil Status	12	21.03	9.96	Not Significant
Employment Status	12	21.03	13.93	Not Significant
Family Income	12	21.03	8.37	Not Significant
Years in Service	16	26.30	11.52	Not Significant

Since the computed chi-square values 10.30, 4.88, 9.96, 13.93, 8.37 and 11.52 are less than the critical values 21.03, 9.49, 21.03, 21.03, 21.03, 26.30 respectively at  $\alpha = .05$ , the null hypothesis was accepted. It can be concluded that there is no statistically

significant relationship using the above-mentioned statistical tests was detected between demographic profile and their level of activity in terms of situation.



**Table 18. Significant Relationship between the Demographic Profile of The Respondents and their Level of Activity in terms of Performance**

Profile	Df	Critical Value $\alpha = .05$	Computed Chi-square value	Remarks
Age	12	21.03	7.99	Not Significant
Sex	4	9.49	1.67	Not Significant
Civil Status	12	21.03	8.84	Not Significant
Employment Status	12	21.03	3.72	Not Significant
Family Income	12	21.03	9.10	Not Significant
Years in Service	16	26.30	22.55	Not Significant

Table 18 presents the significant relationship between the demographic profile of the respondents and their level of activity in terms of performance

Since the computed chi-square values 7.99, 1.67, 8.84, 3.72, 9.10, and 22.55 are less than the critical values 21.03, 9.49, 21.03,

21.03, 21.03, 26.30 respectively at  $\alpha = .05$ , the null hypothesis was accepted. It can be concluded that there is no statistically significant relationship using the above-mentioned statistical tests was detected between the demographic profile of the respondents and their level of activity in terms of performance

#### Significant Relationship between the Level of Social Workers' Challenges and their Level of Activity

**Table 19. Significant Relationship between the Level of Social Workers' Challenges and their Level of Activity**

Variables	Overall Mean	Df	Computed r-value	Critical r-value	Remarks
Level of challenges in terms of personal and professional	2.61	24	0.35	0.39	Not Significant
Level of activity in terms of situation and performance	2.72				

The table further revealed that the computed r- value 0.35 is less than the critical r- value 0.39 at 0.05 level of significance with 24 degrees of freedom. Therefore, the null hypothesis is accepted. It can be concluded that there is no statistically significant relationship using the above-mentioned statistical tests detected between the level of social workers' challenges in terms of personal and professional and their level of activity in terms of situation and performance.

## CONCLUSION AND RECOMMENDATION

### Conclusion

Considering the study's finding and hypothesis which implies on the profile of Social Worker in Crisis Intervention Section of the Department of Social Welfare and Development 4A, There were 26 Social Workers in the Crisis Intervention Section of Department Social Welfare and Development 4A who participated in the research study since they are employees in the section who have experienced disaster response. It was noted that majority of these Social Workers aged 21-30, female, single, contract of service, earned a monthly family income of Php30, 001.00 to Php40, 000.00 and six years and above in service. Among the level of challenges of Social Worker in terms of personal Physical Challenges got the highest mean of 2.57 with verbal interpretation of "Low" while Emotional and Psychological challenges got the same weighted mean of 2.33

with verbal interpretation of "Low". On the other hand, in Professional challenges, training and experiences got the highest mean of 3.15 followed by support and resources with weighted mean of 2.98 with both verbal interpretations of Moderate. On the contrary, guilt, shame and burnout got the lowest mean of 2.49 with verbal interpretation of low. Among the level of activity in terms of situation Support from Colleagues and Supervisors got the highest mean of 3.15 with verbal interpretations of moderate. While, level of activity in terms of performance, quality got the highest mean of 2.71 with verbal interpretations of moderate.

#### On the Significant Difference on the demographic profile of the Social Workers under Crisis Intervention Section of the DSWD 4A in terms of Personal and Professional Challenges in a Disaster Response

The 26 social workers involved in the study as regards with their demographic profile in terms of Personal and Professional Challenges in a Disaster Response shows no significant differences.

#### On the Significant Difference on the demographic profile of the Social Workers under Crisis Intervention Section of the DSWD 4A in Level of Activity in terms of Situation and Performance in a Disaster Response



The 26 social workers involved in the study as regards with their demographic profile in terms of level of activity in situation and performance in a Disaster Response shows no significant differences. Social Workers in the Crisis Intervention Section of the Department of Social Welfare and Development Region IV-A are bounded to what they ought to do and the unwritten duties and obligations that are expected which includes the duty to the profession that requires a professional social worker to maintain with a high standard of commitment with positive attitude to take responsibilities.

### Recommendation

In view of the conclusion, the following recommendations were given. That additional or other demographic variables and elements may be used given future researchers similar to the present study so that they can extract a more comprehensive view of the challenges of social workers in a disaster response. That the social workers under CIS realize the importance of job tenure for their security. Secondly, that the national government specifically the legislature department must enact and amend the Magna Carta for Social workers that compensate social workers regardless of their employment status when it comes to disaster response. That the Department of Social Welfare and Development 4A requests for more creation of permanent or contractual positions especially for those staff who give and render their time, skills, commitment, and collaborative efforts that contribute to a successful program implementation. That the Department of Social Welfare and Development 4A invests in capacity-building activities for the social workers and other support staff in relation to disaster response. Front liners during disaster response must possess a strong set of skills and are properly trained.

Lastly, that the local and national government construct and create and full implementation of a strategic plan to avoid and lessen political interference during disaster response for effective and efficient disaster response operations.

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