



# THE PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) IN THE CITY OF BIÑAN: AN ASSESSMENT

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## ABSTRACT

*This paper entitled: The Public Employment Service Office (PESO) in the City of Biñan: An Assessment aimed in evaluating the services offered by PESO of City of Biñan that helps in curving the employment in their locality. This study is participated by two hundred twenty (220) respondents both the officials or the PESO Personnel of City of Biñan and clients as for self-made questionnaires was provided to them. By utilizing a descriptive correlational method and quantitative approach in analyzing the data the researcher proved that services offered by PESO of Biñan as to their referral and placement, labor market information, employment coaching and counseling, and job fair program are all significant to the respondents. The following findings were drawn: as to the profile of the respondents, majority were coming from ages 18 – 25 years old, female, high school graduate and single by civil status. With regard to the services offered by PESO Binan, majority of the respondents were interpreted as “highly evident”. As to the level of satisfaction, majority were respondents with “satisfied” rating. As to the level of services efficiency, all indicators was noted to have an “efficient” interpretation. With regard to the level of efficiency, “highly evident” was noted as assessed by the majority of respondents. No significant difference was noted between the level of service efficiency and the efficacy of officials. Thus, hypothesis 1 was accepted. Significant difference was noted on the clients’ level of satisfaction towards the services offered by PESO City of Binan when group according to profile. Thus, the hypothesis 2 was rejected. Lastly, significant relationship was noted between the services offered by PESO City of Binan and the level of service efficiency hereby rejecting the null hypothesis.*

## INTRODUCTION

Employment rate in a certain locale remains to be a perennial challenge to any local government. Despite of greater job opportunities offer to a wider market an access to those job opportunities for job placement remains low for most of the people. In the report of Philippine Statistic Authority published last August 8, 2002, the country’s rate of employment on the month of June year 2022 and May of the same year was similar as it took 94.0 percent for 2 consecutive months as it depleted from April which was higher to 92.3 percent. Overviewing the report also provided data for Labor force participation rate (LFPR). This implied that in June 2022 that 49.58 million Filipinos were either employed or unemployed as it yielded 64.8 percent. In comparison to the same period of year 2021 at 65.1 percent was interpreted lower. On June of 2022 the LFPR was higher than January (60.5%), February (63.8%), April (63.4%), May (64.0%) but less high that March (65.4 %) of year 2022.

## OBJECTIVES OF THE STUDY

A perennial problem that is encountered by different countries is the unemployment of their citizens. The Public Employment Service Office was established to provide services to job seekers to properly address unemployment. With this, the study aimed to evaluate and assess the services offered by the Public Employment Service Office of the City of Biñan, Laguna. The assessment serves as reference for a highly efficient implementation of Public Employment Service Office (PESO) programs, projects, and activities within their jurisdiction. The findings of the study will serve as a basis to enhance the operations in providing adequate employment opportunities to all job-seekers. The results of this study may serve as a point of reflection for the service providers of the office in order to assess their performance and determine points for improvement and opportunities for developing stronger dedication for their employment by the agency.



## MATERIALS AND METHODS

Bhattacharya (2017) stated that “quantitative research as a systematic investigation of phenomena by gathering quantifiable data and performing statistical, mathematical, or computational techniques”. This data gathering method is effective in particular if measurement of cause-and-effect relationships will be a subject for analyzation in between pre-selected and discreet variables. This will also avoid the subjectivity in collecting and identifying information that describes those experiences being carried in the study. Primary and secondary data sources make use of books, journals, and answers from semi-structured interview.

Best and Kahn (2003) discussed that the descriptive method typically employs a survey or an assessment approach for its purpose was to collect information that permits one to discuss the characteristics of a person and their perceptions. It presents facts concerning nature and status of the study. It was concerned with conditions or relationships that exist, processes that are going on and effects that were felt and trends that are developing.

## POPULATION AND SAMPLING TECHNIQUE

There were two selected groups of respondents for the study, and these were clients or constituents residing in the City of Biñan, Laguna and PESO personnel. As to the quantitative aspect of the study, the respondents were composed of a mix of PESO personnel of the Local City Government of Biñan and the clientele it serves. A random sampling of forty-one (41) PESO Personnel and one hundred seventy-nine (179) clients was done to provide the needed data for the study.

## DATA COLLECTION PROCEDURES

Before the actual data gathering, a permission request was sought from the department head of the Public Employment Services Office (PESO) in the City of Biñan. Then, the researcher requested and acquired the list of clients and personnel from the PESO Biñan. After the letter was approved, the researcher personally administered the survey questionnaires to the participants.

At first, the researcher introduced herself to the participants and informed them about the study. Then verbal consent was obtained, allowing them to answer the questionnaires. The researcher explained the procedures for answering questionnaires and guaranteed confidentiality. The gathered data were tallied, tabulated, analyzed, and interpreted.

Since the research involves the assessment of PESO City of Biñan, Laguna, it was deemed important that the respondents know the objectives of the study and the procedures used in the data collection. The researcher obtained the permission of the participants for answering the survey questionnaires. They assured that the information would be disclosed and taken with utmost confidentiality and was strictly ethical standards in research.

## RESULTS AND DISCUSSION

### Results and Discussion Demographic Profile of the Clients at PESO City of Biñan

The demographic profile of the clients pertains to their age, sex, age, and educational attainment.

**Table 1. Demographic Profile of the Respondents**

Demographic Profile	Frequency	Percentage
<i>Age (in years)</i>		
18 - 25	100	57.14%
26 - 33	65	37.14%
34 - 41	10	5.71%
<i>Sex</i>		
Male	61	34.86%
Female	114	65.14%
<i>Marital Status</i>		
Single	160	91.43%
Married	14	8.00%
Legally Separated	1	0.57%
<i>Educational Attainment</i>		
Secondary	102	58.29%
Vocational	37	21.12%
College Level	35	20.00%
Post Graduate	1	0.57%



The clients of PESO in the City of Biñan were mostly young, with ages that ranged from 18 to 25 years old (57.14%) or 26 to 33 years old (37.14%). A very small percentage of the clients has age that ranged from 34 to 41 years old (5.71%). Based on the age of the clients, at the young age of 18, they start to look for available jobs. As the majority of the clients are in their young adulthood, they play a role in the big proportion of the workforce in the province of Laguna.

In terms of sex, more than half of the clients were female (65.14%), and the rest were male (34.86%). This demographic reflects the information provided by the International Labour Organization (2017), which suggests that the shift of job seekers and job opportunities was lent to women as they provide financial capacity to their family. With regard to the marital status of the clients, almost all were single (91.43%) during the time of the study. Censky (2012) affirmed that single people tend not to be picky in choosing job in comparison to those who are married, which appears to be dependent on their partner once they lose their job.

More than half of the clients had attained the secondary level of education (58.29%), while only a small percentage of them had reached the college level (20.00%). This is similar to the report of Torpey & Watson (2014) that almost 39% around the globe seek job opportunities and enter the labor workforce once they receive their secondary or high school diploma. With sound reasoning, populations are seeking for financial capabilities in supporting their needs.

### Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan

The level of respondents' perceptions on the services offered by the PESO City of Biñan pertains to referral and placement, labor market information, employment coaching and career counseling, and job fair program.

In terms of respondents' perception towards Services Offered by the PESO City of Biñan as to Referral and Placement the following outcome was obtained.

**Table 2. Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan in terms of Referral and Placement**

The PESO City of Biñan ...	Service Provider			Client		
	Mean	SD	VI	Mean	SD	VI
makes sure that qualifications of applicants match the job opening.	4.81	0.40	HE	4.63	0.71	HE
provides assistance to applicants until they go onboard the job.	4.81	0.40	HE	4.62	0.59	HE
provides quick placement process.	4.81	0.40	HE	4.61	0.59	HE
ensures that all needed requirements are available before deployment.	4.88	0.34	HE	4.64	0.57	HE
ensures that referral time is quick and responsive.	4.88	0.34	HE	4.67	0.57	HE
<b>Overall Mean</b>	<b>4.84 Highly Evident</b>			<b>4.63 Highly Evident</b>		

Legend: 4.20 - 5.00 Highly Evident (HE) 3.40 - 4.19 Evident (E) 2.60 - 3.39 Moderately Evident (ME) 1.80 - 2.59 Less Evident (LE) 1.00 - 1.79 Not at all Evident (NAE)

The PESO personnel perceived that the provision of services as to referral and placement was *highly evident* based on matching qualifications, providing assistance to clients, providing a quick referral and placement process, and ensuring that all requirements are available before deployment. The overall mean of 4.84 indicates that the PESO personnel believed that referral and placement system was in place and was *highly evident*. Similarly, the clients disclosed that referral and placement system was *highly evident* as shown by the overall mean of 4.63. The two groups of respondents strongly agreed that referral and placement services were carried out at PESO City of Biñan. However, the computed standard deviations revealed that the clients gave more varied responses in each of the indicative statements about referral and placement services than the personnel. This means that the public employment services office provides services to the clients that are somehow visible and evident to their needs in finding a job.

To give insights pertaining to services offered by the PESO City of Biñan as to Labor Market Information the following indicators are given to respondents as it bears the result shown below.



**Table 3. Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan in terms of Labor Market Information**

The PESO City of Biñan ...	Service Provider			Client		
	Mean	SD	VI	Mean	SD	VI
provides timely labor market information to the public.	4.81	0.40	HE	4.63	0.55	HE
makes access to labor market information easy for the constituents.	4.88	0.34	HE	4.59	0.61	HE
provides a wide pool of labor market information for the constituents.	4.81	0.40	HE	4.57	0.66	HE
regularly updates available labor market information	4.81	0.40	HE	4.62	0.67	HE
provides detailed labor market information	4.88	0.34	HE	4.59	0.59	HE
<b>Overall Mean</b>	<b>4.84 Highly Evident</b>			<b>4.60 Highly Evident</b>		

Legend: 4.20 - 5.00 Highly Evident (HE) 3.40 - 4.19 Evident (E) 2.60 - 3.39 Moderately Evident (ME) 1.80 - 2.59 Less Evident (LE) 1.00 - 1.79 Not at all Evident (NAE)

The PESO personnel view that provision of services offered with reference to its labor market information is *highly evident* according to providing timely labor market information, easy access to labor market information, providing a variety of labor market information, updating available labor market information and in providing detailed labor market information. The overall means of 4.60 as proved by the client as *highly evident*. Same with the 4.84 overall mean of service provider interpreted as *highly evident*. A more variation of responses was observed in the client's data that is provided by their standard deviation in comparison to PESO personnel. With this, it can be deduced that the service provided by the PESO office, in perception of both clients and personnel, is noticeable in concerning the labor market information.

In order to analyze the perception on the services offered by the PESO City of Biñan as to Employment Coaching and Career Counseling, the following data was obtained.

**Table 4. Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan in terms of Employment Coaching and Career Counseling**

The PESO City of Biñan ...	Service Provider			Client		
	Mean	SD	VI	Mean	SD	VI
provides coaching and career services especially to those who are new workers.	4.88	0.34	HE	4.59	0.64	HE
regularly/occasionally checks on deployed workers.	4.75	0.45	HE	4.55	0.68	HE
provides mechanisms for addressing job mismatch.	4.88	0.34	HE	4.54	0.64	HE
provides comprehensive employment guidance to its clientele.	4.88	0.34	HE	4.61	0.61	HE
has adequate career coaching and counseling staff.	4.94	0.25	HE	4.62	0.61	HE
<b>Overall Mean</b>	<b>4.86 Highly Evident</b>			<b>4.58 Highly Evident</b>		

Legend: 4.20 - 5.00 Highly Evident (HE) 3.40 - 4.19 Evident (E) 2.60 - 3.39 Moderately Evident (ME) 1.80 - 2.59 Less Evident (LE) 1.00 - 1.79 Not at all Evident (NAE)

Table 4, showed the employment coach and career counseling as a service offered by the PESO City of Biñan that simplify as *highly evident*. With indicators such as providing coaching and career services to new workers, checking on deployed workers on a regular or occasional basis, giving mechanisms in addressing job mismatch, imparting comprehensive or complete guidance to its clientele, and having adequate career coaching and counseling staff. The service provider or PESO personnel believes that those procedures are *highly evident* as it gives an overall mean of 4.86. On a similar note, the client also gives an interpretation of *highly evident* in with 4.58 overall mean. In conclusion, employment coaching and career counseling as one prime service offered by PESO City of Biñan can be perceived as somehow apparent for both the clientele and to PESO personnel.



**Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan in terms of Job Fair Program**

A survey was analyzed in accordance with both clientele and PESO personnel of City of Biñan that aims to know their perceptions about the services offered by the PESO City of Biñan as to their Job Fair Program.

**Table 5. Respondents' Perceptions Towards the Services Offered by the PESO City of Biñan in terms of Job Fair Program**

The PESO City of Biñan ...	Service Provider			Client		
	Mean	SD	VI	Mean	SD	VI
provides information about the job fair program.	4.88	0.34	HE	3.54	0.54	HE
helps the applicants to meet potential employers.	4.81	0.40	HE	4.68	0.58	HE
matches the job to the qualification of applicants.	4.75	0.45	HE	4.65	0.58	HE
reduces the time, cost, and effort on the part of the applicants.	4.81	0.40	HE	4.59	0.59	HE
helps the applicants get hired immediately.	4.94	0.25	HE	4.61	0.60	HE
<b>Overall Mean</b>	<b>4.84</b>		<b>Highly Evident</b>	<b>4.4</b>		<b>Highly Evident</b>

*Legend:* 4.20 - 5.00 Highly Evident (HE) 3.40 - 4.19 Evident (E) 2.60 - 3.39 Moderately Evident (ME) 1.80 - 2.59 Less Evident (LE) 1.00 - 1.79 Not at all Evident (NAE)

The PESO personnel view that service offered by PESO City of Biñan as indicated by their job fair program, that includes the disseminating information about the job fair program, helping the applicants in meeting potential employers, reducing time, cost, and effort on behalf of the applicants and in helping applicants for their immediate hiring resulted, as *highly evident* with 4.84 overall mean. The same interpretation was given to the data of clientele as it gives 4.4 overall means and *highly evident* as well. Both the clientele and personnel of PESO agreed via their results that the job fair program of PESO in the City of Biñan is obvious as referred to the results. According to Beam (2016), job fairs, employment counseling, job or work referrals, and information dissemination are all essential intervention in encouraging individuals to make them move to labor world prior to conveying the information for labor market situations.

**CONCLUSION AND RECOMMENDATION**

**Conclusions**

Based on the findings of the study conclusions were drawn:

The demographic profile in this study is dominated by the population of aged 18 to 25 years old. It is also visible in the shift of women empowerment in their willingness to participate in the labor workforce, as they have large number. High school graduates are in question about whether they are work-ready and single as to their civil status. Since respondents perceived services offered by PESO City of Biñan are highly evident, it might also be taken into account that the different livelihood programs are actively manifested in Biñan City. Since most of the respondents are satisfied with the PESO City of Biñan in terms of the services it offers, there should be a personal reflection among respondents on their employability status. The service provided by PESO City of Biñan, as perceived by respondents is efficient. This implies that service caters the needs of its clientele. Likewise, they perform their duties in accordance with the observed instruments. Officials of the PESO City of Biñan perform their job in a highly effective manner. This implied that good working atmosphere, administration and leadership are provided in the program. This will put a challenge to its neighboring PESO office to model this leadership and administration. No significant difference was noted between the level of service efficiency and the efficacy of officials. Thus, hypothesis 1 was accepted. Significant difference was noted on the clients' level of satisfaction towards the service offered by PESO City of Biñan when group according to profile. Thus, the hypothesis 2 was rejected. Lastly, significant relationship was noted between the services offered by PESO City of Biñan and the level of service efficiency hereby rejecting the null hypothesis.

**Recommendations**

The following recommendations are based on the findings and conclusions of this study:

1. In light of the best practices of PESO City of Biñan, it is recommended that they share their best practices among other local government units (LGUs) in Laguna in implementing the PESO program. An active involvement of youth is also needed to curve the unemployment issue and work with different activities that will be participated in by youth that are inclined toward the skills needed by a workforce society. The PESO City of Biñan was proven effective in providing services to its clientele. It is recommended that they help those local government units (LGUs) to institutionalize a PESO. Moreover, it is expected that PESO City of Biñan will generate numerous clients. It is recommended for them to allocate a greater amount of budget to different project opportunities awaiting them. Since the services offered by PESO City of Biñan is perceived by the respondents as effective, it is recommended for them to maintain



their utmost devotion and dedication to the service. It can also be viewed to have different program that can address the issue of work in behalf of gender. It is recommended to create program that deals with employment in concerning the gender of the applicants. For future researchers, it is also a challenge to study the digitalization of the program and develop an assessment of it as a goal toward improvement.

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