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CONSTRUCTS OF RESIDENTS' SATISFACTION WITH THE CONFLICT MEDIATION PERFORMANCE OF LUPONG TAGAPAMAYAPA: CONTEXT OF SELECTED BARANGAYS IN DAVAO CITY

Syreen Grace J. Icoy, Alger P. Dura,
MPA, University of Mindanao Professional Schools
DPA, Professor, University of Mindanao Professional Schools

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ABSTRACT
This study aimed to develop a satisfaction framework of the constitutents in selected barangays in Davao City regarding the conflict mediation performance of Lupong Tagapamayapa (LP). This quantitative, Exploratory Factor Analysis (EFA) study identified key satisfaction factors and constructed a multidimensional framework. There were 308 respondents who answered a structured questionnaire. The analysis included the Kaiser-Meyer-Olkin (KMO), Bartlett's test of sphericity, and Principal Component Analysis (PCA) with varimax rotation. The KMO value of 0.947, confirmed an adequate factor analysis sampling. The Bartlett's Test of Sphericity showed significant correlations among the items. There were six essential factors identified in the study that influence residents' satisfaction with LP's mediation performance: (1) Professionalism and Thoroughness in the Mediation Process, (2) Ethical Conduct and Neutrality, (3) Effective Conflict Resolution and Participant-Centered Approach, (4) Cultural Competence and Adaptive Approach, (5) Strategic Thinking and Expertise in Conflict Management, and (6) Ethical Conduct and Empowerment. These factors collectively explained 50.725% of the variance. This value confirmed the substantial roles of these factors for effective effective mediation.

KEYWORDS: *Satisfaction, Conflict Mediation Performance, Lupong Tagapamayapa, Barangays, Exploratory Factor Analysis*
SDG INDICATOR: *#16 (Peace, Justice, and Strong Institutions)*

INTRODUCTION
Conflict resolution is central for peace and order within communities. However, most residents have expressed dissatisfaction on the moderate performance of the Lupong Tagapamayapa in dispute mediation [1]. Their inability to meet expectations in conflict mediation weakens people's trust in the effectiveness and long-term viability of the system [2]; [3], including the principles of neutrality and fairness [4]; [5]. Therefore, investigating the factors that influence residents' satisfaction on mediation processes is timely and relevant.

Residents' satisfaction centers on several key variables such as neutrality, professionalism, and conflict resolution techniques. These variables are vital in mediation because their absence can accelerate disputes instead of resolving them [3];[6]. The findings from this study can provide evidence-based strategies to improve the mediation system in the barangays.

Usually, studies that delve on this topic use other approaches rather than exploratory factor analysis (EFA), especially in the local setting. This research attempts to fill this gap by developing a multidimensional framework to capture the constructs of resident satisfaction for a robust literature on the topic, which can enhance policy formulation.

OBJECTIVES
Below are the objectives of the study.
1. To identify the factors affecting residents' satisfaction with the conflict mediation performance of the Lupong Tagapamayapa.
2. To develop a multidimensional framework for evaluating residents' satisfaction with the conflict mediation performance of the Lupong Tagapamayapa.

THEORETICAL FRAMEWORK
There are two theories used as anchores of this study: Oliver's Expectancy-Disconfirmation Paradigm (EDP) [7] and Procedural Justice Theory [8]. The Expectancy-Disconfirmation Paradigm (EDP) suggests that discrepancy between expectations and perceived

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performance determines satisfaction [7]. Applying it in the context of this study simply means that the satisfaction of the residents on the mediation performance depends on their actual experience about the process. The residents are satisfied when their expectations are met, oherwise, dissatisfaction results. Moreover, the Procedural Justice Theory [8] suggests that people's perception of fairness influence their satisfaction. It residents perceive that the mediation process is fair, unbiased, and participatory, then, satisfaction occurs. The emphasis is on impartiality, transparency, and equitable treatment during conflict mediation.

METHODS

This study is quantitative and non-experimental that applied exploratory factor analysis (EFA) in identifying key factors of resident satisfaction with conflict mediation. EFA helped in questionnaire development by extracting and grouping related variables into meaningful constructs [9]. EFA is used widely in the social sciences and medical research to assess customer satisfaction [10]; [11].

There were 308 samples in this study. The recommendations of [12] guided the detemination of sample size for EFA. The study also utilized stratified random sampling for a balanced representation across barangays. This study utilized a 50-item Mediation Skills and Competencies checklist initially developed by [13]. The questionnaire received a very high validity rating of 4.95. Moreover, the Cronbach's Alpha was 0.972 for 50 items, which indicated excellent consistency and reliability of the instrument. Furthermore, Exploratory Factor Analysis (EFA) further refined the instrument. It eliminated redundant items and improved the scale's construct validity.

The statistical tools used in analyzing the data were Kaiser-Meyer-Olkin (KMO) Measure of Sampling Adequacy, Bartlett's Test of Sphericity, Eigenvalues and Scree Plots, and the Principal Component Analysis (PCA). The Varimax Rotation enhanced the clarity of factor loadings.

RESULTS AND DISCUSSION

Table 1

Measures of sampling Adequacy and Sphericity

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy		0.947
Bartlett's Test of Sphericity	Approx. Chi-Square	7309.733
	df	1225
	Sig.	0.000

Table 1 shows the measures of sampling adequacy and sphericity. The KMO value is excellent at 0.947. KMO values that are closer to 1 indicate adequate factor analysis; values above this indicate a highly appropriate factor analysis. Therefore, this result (0.947) is adequate for factor analysis [14]; [15]; [16]; [17]; [18]. On the other hand, Bartlett's Test of Sphericity yielded, Approx. Chi-Square is 7309.733, and df (degrees of freedom) is 1225, significant at level p <.00001. The result means that there are sufficient correlations between items appropriate for factor analysis [20].

Table 2

Rotated Component Matrix

	Component					
Item	**1**	**2**	**3**	**4**	**5**	**6**
Q36	0.640					
Q37	0.590					
Q38	0.584					
Q39	0.570					
Q40	0.551					
Q41	0.507					
Q42	0.459					
Q43	0.444					
Q44	0.443					
Q45	0.401					
Q48	0.712					
Q1		0.668				
Q2		0.666				
Q3		0.712				
Q4		0.709				
Q5		0.635				
Q6		0.630				
Q12		0.606				

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Q13	0.645				
Q14	0.555				
Q15	0.489				
Q16		0.513			
Q17		0.597			
Q18		0.440			
Q19		0.614			
Q20		0.409			
Q21		0.524			
Q22		0.468			
Q23		0.636			
Q24		0.644			
Q25		0.403			
Q26			0.542		
Q27			0.656		
Q28			0.445		
Q29			0.421		
Q30			0.645		
Q35			0.606		
Q31				0.555	
Q32				0.644	
Q33				0.468	
Q34				0.422	
Q47				0.423	
Q49				0.440	
Q50				0.622	
Q7					0.568
Q8					0.492
Q9					0.413
Q10					0.598
Q11					0.654
Q46					0.445

Extraction Method: *Principal Component Analysis*.
Rotation Method: *Varimax with Kaiser Normalization*.
a Rotation converged in 15 iterations.

The purpose of employing PCA (Principal Component Analysis) was to assess common factors among the items [21]. Conversely, the factor rotations have simplified the rows and columns of the factor matrix whereas expanding single factor loading for true reading [22]; [23]. After 15 iterations with >.4 factor loadings, all 50 items in the survey qualified as factors. Six factors were revealed after rotations of the component matrix analysis. Each factor represents specific aspect of the mediation process. Each can improve the overall effectiveness of and satisfaction with the mediation processes.

Table 3

Factor 1: Professionalism and Thoroughness in the Mediation Process

Q48	Issuing a progress report outlining interim or final understandings, information or preparation necessary for the next meeting, and financial reporting needs.	0.712
Q36	Exhibiting substantive knowledge in the area mediated and refrains from mediating what the mediator believes he or she is deficient in such knowledge.	0.64
Q37	Demonstrating knowledge competencies in systemic peacebuilding.	0.59
Q38	Demonstrating competency in the knowledge of case/conflict-specific designs.	0.584
Q39	Utilizing multiple and mixed process methodologies to maximize a favorable outcome.	0.57
Q40	Carefully assessing the neutrality of meetings' location, timing, and duration.	0.551
Q41	Conducting in-depth pre-mediation interviews with each party involved in the mediation.	0.507
Q42	Carefully reviewing the Mediation Agreement with each participant separately.	0.459
Q43	Clearly explaining the mediation process, ground rules and limitations, options for other dispute resolution (ADR), and the role of legal counsel.	0.444
Q44	Ensuring interpreters are available for participants where necessary or requested.	0.443
Q45	Ensuring all participants are asked about and accommodated for accessibility needs, such as physical, mental, or emotional disabilities, support, etcetera.	0.401

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Table 3 displays Factor 1, "Professionalism and Thoroughness in the Mediation Process." This revealed the degree of strength that each item in the table contributes to this factor. The result indicates that residents demand professionalism and thoroughness through a well-structured, informed, and well-prepared mediation sessions by the Lupong Tagapamayapa [24]; [27]; [28]; [29]. Bultena et al. (2020) [30] emphasize the significance of reducing confrontation between disputants to manage conflict effectively. Thus, the mediators should exhibit professionalism and thoroughness to achieve this, as these are cornerstones of effective mediation.

Table 4

Factor 2: Ethical Conduct and Neutrality

Q3	Demonstrating equal and fair treatment to all participants	0.712
Q4	Checking for conflicts of interest and avoiding biases	0.709
Q1	Having no vested interest in the outcome of the mediation	0.668
Q2	Maintaining neutrality throughout the mediation process	0.666
Q13	Disclosing biases that may impact or harm the process to participants	0.645
Q5	Assessing the need for recusal if a conflict of interest arises	0.635
Q6	Reflecting on ethical issues and dilemmas and responding appropriately	0.63
Q12	Demonstrating awareness of personal biases and effectively managing neutrality	0.606
Q14	Clearly explaining and maintaining confidentiality of the mediation process	0.555
Q15	Minimizing harm to participants throughout the process	0.489

Table 4 displays Factor 2, Ethical Conduct and Neutrality. This factor captures the principle of fairness, impartiality, and ethical responsibility of mediators. The highest-loading item (Q3, 0.712), emphasizing the equal and fair treatment of parties to conflict resolution to achieve a successful mediation process [31]; [32]. Mediators should exhibit ethics to achieve a lasting solution to the problem [33]; [34]. Likewise, [32] stressed the importance of neutrality of mediators to establish their credibility and avoid the suspicion of bias. The high loadings of Q1 (0.668) and Q2 (0.666) aligns to this claim.

Hartung (2020) [34] and Gioti (2022) [33] stress further the importance of self-awareness and ethical responsibility of mediators. They can uphold integrity by actively reflecting on moral issues (Q6), managing biases (Q12), maintaining confidentiality (Q14), and minimizing harm (Q15) [35].

Factor 2 ethical conduct and neutrality as foundations toward an effective and credible mediation process. Once mediators demonstrate fairness, neutrality, transparency, and upholds moral standards, citizens also display satisfaction and trust [35]; [36]. Thus, mediators should be keen on these.

Table 5

Factor 3: Effective Conflict Resolution and Participant-Centered Approach

Q24	Caucusing appropriately and selectively, with defined strategic mediation objectives	0.644
Q23	Questioning intentions, and focusing away from entrenched positions.	0.636
Q19	Creating a positive and rapport-building atmosphere	0.614
Q17	Using reframing to reduce conflict and focus on solutions	0.597
Q21	Providing mechanisms for mitigation when necessary	0.524
Q16	Demonstrating active listening skills and encouraging participants to do the same	0.513
Q22	Focusing on addressing issues or disputes without allowing personal attacks	0.468
Q18	Checking for and addressing coercion, intimidation, and power imbalances	0.44
Q20	Creating a positive and rapport-building atmosphere	0.409
Q25	Obtaining consensus on the agenda topics, ranking, and time allowances	0.403

Table 5 displays Factor 3, Effective Conflict Resolution and Participant-Centered Approach. This factor promotes a positive mediation climate with open communication toward constructive conflict resolutions. The highest loading item is Q24 (0.644). This shows appropriate and strategic use of caucus, revealing the selective use of private discussion to attain resolution but maintaining fairness in their approach. Q23 (0.636) displays the necessity of shifting participants from rigid positions to a more flexible and interest-based negotiation. This result emphasizes the development of conducive environment for open communication [37]; [38]; [39]. Moreover, Jones et al. (2019) [39] declared that active listening skills (Q16) and empathy are crucial elements in conflict resolution. When participants feel heard and valued, they participate in problem-solving rather than remaining in adversarial positions. Gómez (2024) [38] affirmed that a collaborative approach is vital in developing a sustainably viable solutions for the parties involved.

Factor 3, effective conflict resolution and participant-centered approach, underlines the critical role of a participant-centered and solution-focused approach in effective conflict resolution. The results emphasize the adoption of positive rapport, actively listening, strategic guided discussions, and balance of power in creating open communication and positive mediation climate.

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Table 6

Factor 4: Cultural Competence and Adaptive Approach

Q27	Observing personal and participant body language	0.656
Q30	Encouraging parties to consider opportunity costs, and what-if scenarios	0.645
Q35	Demonstrating sensitivity to the culture, gender, and religion of the participants	0.606
Q26	Refraining from inflammatory or insensitive comments or using inappropriate words.	0.542
Q28	Encouraging participants to consider proposed solutions for compromise	0.445
Q29	Balancing between managing high emotions on the conflict.	0.421

Table 6 displays Factor 4, Cultural Competence and Adaptive Approach. This factor stress the significance of cultural sensitivity, adaptability, and specialized knowledge in mediation. The highest-loading item is Q27 (0.656). It emphasizes personal observation in understanding emotions and body language. [40] accentuated the role of non-verbal communication in assessing reactions during mediation.

Another is cultural sensitivity (Q35, 0.606). The value affirms the respect of mediators toward the culture, gender, and religious backgrounds of the participants to promote cooperation in the mediation table. Mediation must be inclusive, respectful and and considerate of varied perspectives [40]; [41]. Q26 (0.542) reflects the necessary requirement of respect and unbiased environment. Mediators must tailor their communication styles and approaches to fit the cultural and situational contexts of the mediation participants [42]. A culturally competent mediation approach create a long-term peacebuilding solutions [40].

Factor 4 reinforces cultural competence and adaptability as essentials for effective mediation. Observance of non-verbal cues and respect of cultural differences can lead to building trust, and finding long-term conflict resolution strategies 41]; [42].

Table 7

Factor 5: Strategic Thinking and Expertise in Conflict Management

Q32	Carefully assessing and empowering participants	0.644
Q50	Employing subject matter experts for neutral interventions and to break impasses	0.622
Q31	Leading and motivating multi-party and multistakeholder interests and participation	0.555
Q33	Provoking thoughtful insight and reflection on proposed scenarios and solutions	0.468
Q49	Recognizing a deficiency in knowledge and suggests resources to fill knowledge gap	0.440
Q47	Using shuttle or staggered mediation to empower participants	0.423
Q34	Illustrating exceptional knowledge of drivers of conflict	0.422

Table 7 displays Factor 5, Strategic Thinking and Expertise in ConflictManagement. This factor emphasizes the significance of mediator's expert knowledge and informed decision-making in resolving conflicts effectively. The item with the highest loading is Q32 (0.644) *carefully assessing and empowering participants*. This means that strategic mediation is crucial toward effective conflict resolution [43]; [44]; [45]; [46]. Mediators should be assertive while encouraging participants to analyze the long-term consequences of their decisions [46]; [47]. Furlong (2020) [48] stressed that mediators knowledge is essential in managing power imbalances and triggering productive discussions. Factor 5 is important in strategic conflict management for effective, informed, and emotionally intelligent mediation.

Table 8

Factor 6: Ethical Conduct and Empowerment

7	Illustrating consistent competency in evaluating bad-faith negotiations	0.568
10	Consistently explaining the rights of termination of the mediation process	0.598
11	Empowering participants to embrace self-determination for a lasting solution	0.54
8	Illustrating consistent competency in managing bad-faith negotiations	0.492
46	Showing the voluntary nature of mediation and the termination options	0.445
9	Explaining consistently the voluntary nature of mediation	0.413

Table 8 displays Factor 6, Ethical Conduct and Empowerment. Ethics, participant self-determination, and transparency are mediation imperatives. This factor ensures fairness, neutrality, and trust among mediators, while empowering participants to take charge of their dispute-resolution process. The highest-loading item is Q10 (0.598). When individuals understand their rights and options, they are likely to engage in the process meaningfully and trust the mediator's impartiality [24]; [29]; [49]; [50]. Mediator transparency (Q10, Q9, Q46) can result in trust [29]. It is crucial to clearly explain the process, voluntary participation, and termination rights, to create a safe and equitable environment. Confidentiality and privacy protections encourage participants to speak openly without fear [24]. It is the responsibility of the mediators to manage bad-faith negotiations (Q7, Q8) [51]; [52] Participants should act in good faith by not exploiting the process to maintain the integrity of mediation. A skilled mediator must identify deceptive tactics and take appropriate measures to prevent manipulation [51; [52].

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Table 9
Latent Roots Criterion of the Extracted Factors

Factors	Total	% of variance	Cumulative %
1	17.364	34.728	34.728
2	2.471	4.942	39.670
3	1.623	3.246	42.916
4	1.337	2.674	45.590
5	1.287	2.575	48.165
6	1.280	2.560	50.725

The Latent Roots Criterion is crucial in factor analysis. It identifies significant factors in explaining the variance within a dataset [52]. This criterion determines the number of factors to be retained. Those having eigenvalues are more significant as they account for more variance than a single observed variable [53]. This analysis extracted six factors. These are the most relevant dimensions retained for interpretation. The eigenvalues and variance effectively define the dimensionality of the data, focusing on the meaningful contribution to the study.

The explanation of variance is another significant function of the extracted factors' latent roots criterion. Each retained factor accounts for a portion of the total variance, with Factor 1 explaining the most significant percentage (34.728%), followed by subsequent factors contributing smaller portions. The cumulative variance is 50.725%. This cumulative percentage denotes the variability of the dataset collectively captured by these six factors. These factors sufficiently represent the underlying structure, maintaining a balance between complexity and interpretability.

The criterion simplified the data structures. It focuses on factors with higher eigenvalues, enhancing the clarity of the results and allowing a more precise theoretical and practical applications and analysis [54]; [55]. The total variance of 50.725% effectively captures the dataset's key dimensions while maintaining meaningful interpretation. This approach ensures that factor analysis remains a powerful technique for uncovering hidden relationships, reducing complexity, and enhancing the clarity of data-driven research.

Figure 1 illustrates the multidimensional framework of residents' satisfaction with the conflict mediation performance of the Lupong Tagapamayapa derived from Table 9, the latent roots criterion of the extracted factors or the generated framework.

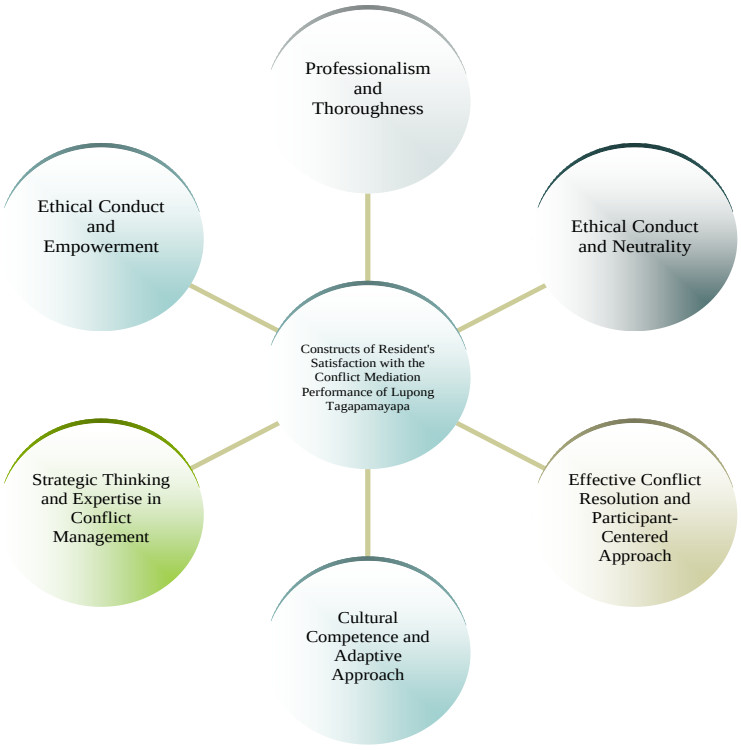


Figure 1. Multidimensional Framework of Residents' Satisfaction with the Conflict Mediation Performance of the Lupong Tagapamayapa

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CONCLUSION

This study extensively evaluated the residents' satisfaction of the performance of conflict resolution by 'Lupong Tagapamayapa.' It disclosed several critical factors for effective mediation. Different people have varied perceptions about the Lupong Tagapamayapa. Thus, bringing different meanings. The study identified six significant factors of resident satisfaction in the mediation process: *professionalism and thoroughness in the mediation process*, *ethical conduct and neutrality*, *effective conflict resolution and participant-centered approach*, *cultural competence and adaptive approach*, *strategic thinking and expertise in conflict management*, and *ethical conduct and empowerment*. These factors collectively account for 50.725% of the total variance. This value confirms that these factors are crucial in the mediation process and its outcomes. The results implies that factors outside the study may influence constituents' satisfaction with mediation with 49.275%.

This study reinforces that effective mediation is a multidimensional process, requiring ethical conduct, cultural awareness, strategic thinking, and participant empowerment. Future research may explore the practical application of these findings in different mediation settings and assess how these factors influence mediation outcomes across various cultural and legal contexts.

RECOMMENDATIONS

Based on the findings and conclusions of this study, several recommendations are proposed to enhance the Lupon Tagapamayapa conflict mediation process. 1) Enhance Professionalism and Thoroughness, 2) Strengthen Ethical Conduct and Neutrality, 3) Adopt a Participant-Centered Approach, 4) Promote Cultural Competence and Adaptability, 4) Enhance Strategic Thinking and Expertise, 5) Empower Participants Through Ethical Mediation. Implementing these recommendations will enhance the Lupon Tagapamayapa's mediation processes, ensuring that conflict resolution is fair, transparent, culturally sensitive, and participant-driven.

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