



THE LEVEL OF IMPLEMENTATION OF THE PHIL. ID SYSTEM AMONG PUBLIC SERVANTS IN PEÑABLANCA, CAGAYAN: BASIS FOR PROGRAM ENHANCEMENT

MINERVA TULUAN-MARAMAG, DPA

Municipal Civil Registrar

Peñablanca, Cagayan, Philippines

REYCLYDE JYWEL T. MARAMAG, LPT

Faculty-MCNP-ISAP

Peñablanca, Cagayan, Philippines

ABSTRACT: *This study assessed the implementation level of the Philippine Identification System (PhilSys) among 337 public servants in Peñablanca, Cagayan, utilizing a descriptive-correlational research design and a structured questionnaire employing a 5-point Likert scale and checklist methods. The research profiled respondents based on demographics (age, sex, civil status, education, position, length of service) and examined PhilSys implementation across objectives, registration, and ID issuance. It further investigated challenges encountered during registration and ID issuance, and perceived benefits concerning government services and personal transactions. Data analysis involved descriptive statistics (frequencies, percentages, means, standard deviations) and inferential statistics (t-tests, ANOVA, post hoc tests) to identify significant differences based on respondent profiles. Results revealed that while the objectives of PhilSys and the processes of registration and ID issuance were largely perceived as highly implemented, significant challenges remained. These included delays in ID issuance, limited registration center accessibility, insufficient staff to address queries, and a lack of effective feedback mechanisms. Despite these challenges, the perceived benefits of PhilSys were largely positive, with respondents highlighting improved access to government services, reduced need for multiple identification documents, enhanced identity verification, and increased trust in government institutions. The study concludes with recommendations for program enhancement focusing on addressing identified challenges to optimize PhilSys implementation in Peñablanca, providing a model for improvements in other localities. These recommendations include increasing staffing levels, improving communication strategies, expanding infrastructure, and establishing robust grievance mechanisms to enhance efficiency, accessibility, and public trust in the PhilSys.*



Keywords: *Philippine ID system, identification, RA 11055, Standardized national ID, objectives, registration, issuance, benefits and challenges*

INTRODUCTION

Identification systems are indispensable in modern governance, acting as critical tools for facilitating access to essential public and private services. In the contemporary context of an interconnected and increasingly digital society, a unified identification system has become imperative. In the Philippines, fragmented identification processes and disparate documentation practices have often impeded efficient service delivery. The Philippine Identification System (PhilSys), introduced under Republic Act No. 11055 (PhilSys Act), aims to address these inefficiencies by establishing a standardized national identification framework (Philippine Statistics Authority, 2021).

The PhilSys system is designed to enhance governance and citizen welfare through three primary objectives: **Seamless Service Delivery**, which simplifies access to services across government and private sectors; **Reduction of Fraud**, achieved through biometric authentication and the assignment of a unique PhilSys Number (PSN); and **Financial Inclusion**, by formalizing identities to support broader participation in banking and financial transactions. These goals are supported by the PhilSys Integration Implementation Plan (PIIP), which outlines specific activities, timelines, and budgetary requirements for integrating the system into existing government structures (Medialdea, 2022).

In the context of local governance, the municipality of **Peñablanca, Cagayan** serves as a case study for understanding the level of PhilSys implementation among public servants. Peñablanca, with its distinct administrative setup and community dynamics, represents a microcosm of the challenges and opportunities in national ID system deployment. The unique logistical and social realities of the area, such as its geographically dispersed barangays and varying levels of technological readiness, underscore the importance of evaluating how effectively PhilSys has been implemented at the local level.

The Philippine Statistics Authority (PSA) has actively advocated for widespread adoption of the PhilID, emphasizing its critical role in validating identities and promoting its use across government and private transactions (External Affairs and Relations Department, 2020). Despite these efforts, the implementation of PhilSys has encountered several challenges,



ranging from logistical hurdles to technical, administrative, and social barriers (Jacob, 2022). These issues are particularly pronounced in rural areas like Peñablanca, where access to resources and public awareness may be limited. Addressing these challenges requires targeted solutions such as infrastructure upgrades, comprehensive training for public servants, and increased public education initiatives.

The effective implementation of PhilSys in Peñablanca is pivotal not only for achieving its overarching objectives of enhanced service delivery, fraud reduction, and financial inclusion but also for fostering confidence in the system among local communities. By identifying the gaps and areas for improvement, this study aims to provide a basis for program enhancement, ensuring that the PhilSys implementation becomes a model for efficiency and inclusivity.

STATEMENT OF THE PROBLEM

This study aimed to assess the level of implementation of the Philippine Identification System (PhilSys) among public servants in Peñablanca, Cagayan. Specifically, it sought to answer the following questions:

1. What is the profile of the public servant-respondents in terms of:
 - 1.1 age
 - 1.2. sex
 - 1.3. civil status
 - 1.4. highest educational attainment
 - 1.5. present position, and
 - 1.6. length of service
2. What is the level of implementation of the Phil.ID System in the municipality in terms of:
 - 2.1. objectives
 - 2.2. registration, and
 - 2.3. issuance of ID
3. What challenges are experienced by the public servant respondents along:
 - 3.1 registration and
 - 3.2 issuance of IDs
4. What are the benefits of the Phil.ID System on government service and personal transactions as perceived by the public servant-respondents?



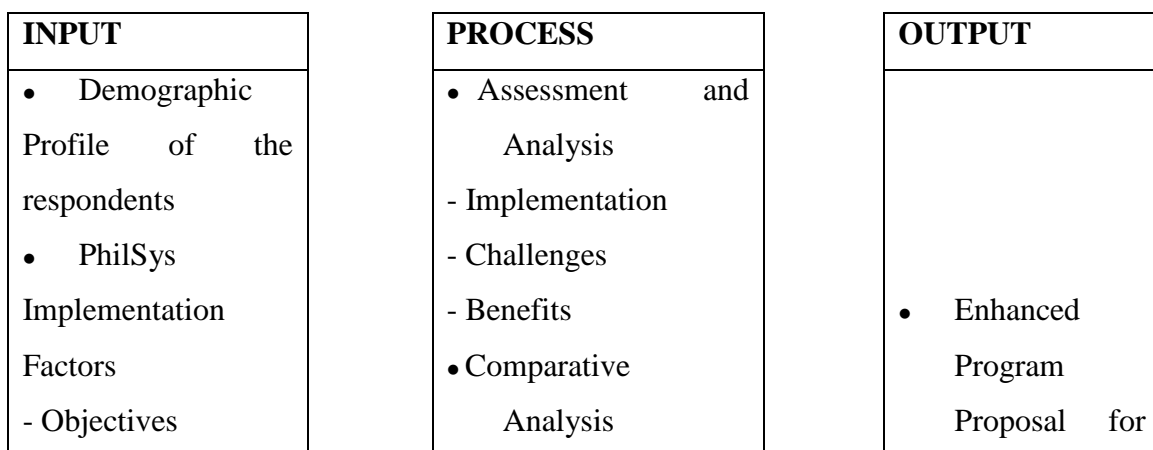
5. Is there a significant difference in the level of implementation of the Phil.ID System in the municipality when grouped according to the profile variables?
6. Is there a significant difference in the challenges experienced by the public servant-respondents in the Phil.ID System when grouped according to their profile variables?
7. Is there a significant difference in the benefits of the Phil.ID System on government services and personal transactions as perceived by the public servant-respondents when grouped according to their profile variables?
8. What enhancement programs may be proposed to improve the implementation of the Phil.ID System in the municipality?

HYPOTHESES

This undertaking was guided by the following hypotheses, to wit:

1. There is no significant difference in the level of implementation of the Phil.ID System among public servants in Peñablanca, Cagayan when grouped according to their profile variables.
2. There is no significant difference in the challenges experienced by public servant-respondents in Peñablanca, Cagayan in the Phil.ID System implementation when grouped according to their profile variables.
3. There is no significant difference in the perceived benefits of the Phil.ID System on government services and personal transactions as perceived by public servant-respondents when grouped according to their profile variables.

CONCEPTUAL FRAMEWORK



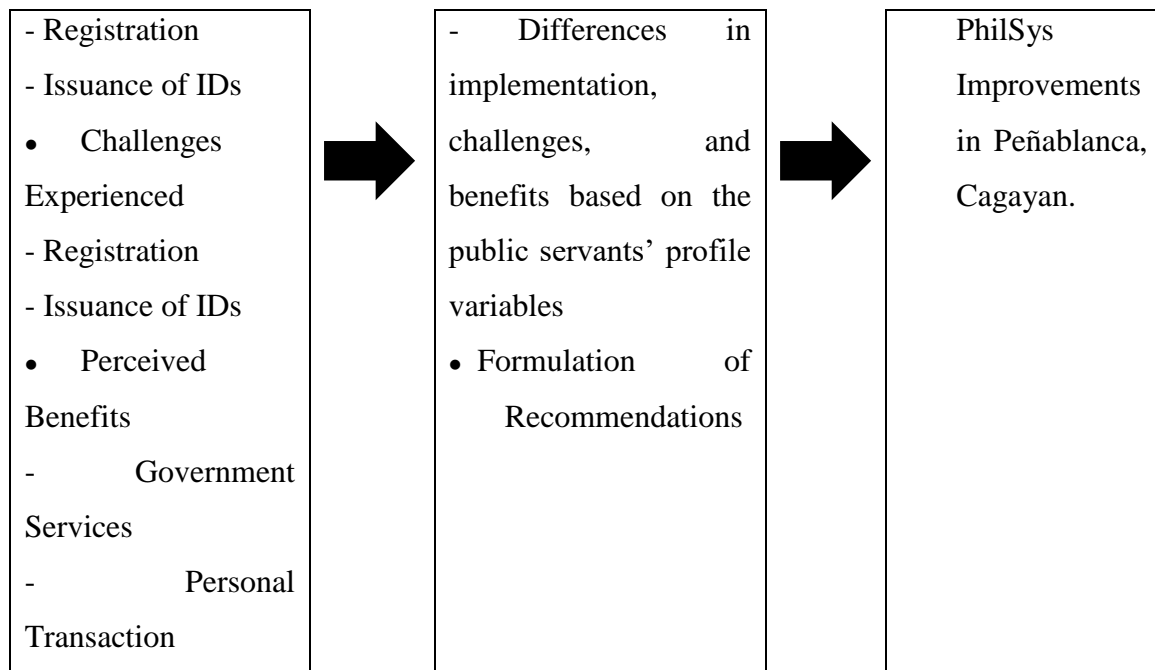


Figure 1. Paradigm of the study

Figure 1 shows the interconnected relationships between the key components of the study: input, process, and output. The Input consists of four main elements: the profile of public servants (age, sex, civil status, educational attainment, position, and length of service), the level of PhilSys implementation (objectives, registration, and issuance), the challenges encountered (registration and issuance), and the perceived benefits of the Phil.ID System on government services and personal transactions. These inputs are analyzed and evaluated through the Process, which involves three stages. First, an assessment and analysis is conducted to measure the level of PhilSys implementation, identify challenges, and evaluate the perceived benefits. Second, a comparative analysis determines if significant differences exist in implementation, challenges, and benefits when grouped by the profile variables of the public servants. Third, the formulation of recommendations is based on findings to address identified gaps and challenges. The results of the process feed into the Output, where an enhanced program proposal is developed to improve the implementation of the Phil.ID System in Peñablanca, Cagayan. This flow ensures that all critical variables and findings contribute to actionable solutions that align with the study's objectives.



SIGNIFICANCE OF THE STUDY

This study holds significant value for a range of stakeholders, each of whom plays a crucial role in the implementation and improvement of the Philippine Identification System (PhilSys), particularly in the municipality of Peñablanca, Cagayan.

Public servants: the findings will highlight specific challenges and bottlenecks in the registration and ID issuance processes, enabling them to address inefficiencies and enhance service delivery. The study's insights will also aid in the design of targeted training and capacity-building programs, improving their ability to effectively use the system.

Municipal Government of Peñablanca: will benefit by gaining a deeper understanding of the local challenges and successes in PhilSys implementation, allowing local leaders to refine strategies and policies that align with the national objectives of the program. This, in turn, will improve the municipality's overall performance in utilizing the PhilSys, fostering better service delivery and public participation.

Policy makers at the national level: will be able to use the study's findings to shape more informed, localized adjustments to the PhilSys, ensuring that the diverse experiences of different regions influence broader policy decisions. By addressing the unique needs of rural and urban areas alike, the study can contribute to a more effective and inclusive national ID system.

Future researchers: will find the study a valuable reference for exploring further aspects of PhilSys implementation, public participation, and government services, offering a foundation for comparative research and further system enhancements.

General public: stands to benefit as well, with more efficient implementation leading to improved access to services, reduced fraud, and increased financial inclusion. In this way, the study not only addresses the immediate needs of Peñablanca but also contributes to the ongoing evolution of the PhilSys, benefiting both local and national governance.



RESEARCH METHODOLOGY

This study utilized a descriptive research design to comprehensively assess the implementation of the PhilSys among public servants in Peñablanca, Cagayan. The descriptive component focuses on profiling the respondents and evaluating the level of implementation, challenges, and benefits associated with the Phil.ID System. Meanwhile, the other variables of the study investigated the relationships and significant differences in the implementation, challenges, and perceived benefits when grouped according to the respondents' profile variables. This approach not only provides a detailed understanding of the current state of PhilSys implementation but also uncovers patterns and insights that can guide program enhancements.

The study was conducted in Peñablanca, Cagayan, and focused exclusively on public servants within the municipality. The participants included the entire population of public servants from various government offices, ensuring a comprehensive representation. This approach captured diversity across key demographic variables such as age, sex, civil status, highest educational attainment, present position, and length of service. By involving public servants from different offices and roles, the study aimed to provide a holistic perspective on the implementation of the Phil.ID System in the municipality.

This study utilized a **total enumeration** approach, including all public servants in Peñablanca, Cagayan, as respondents. By surveying the entire population of approximately 337 respondents, the study ensured comprehensive and accurate representation of their experiences with the PhilSys. This method eliminated the biases associated with sampling and allows for precise, reliable data collection that fully captures the implementation, challenges, and benefits of the Phil.ID System. By engaging all public servants, the study ensures the validity and inclusivity of its findings, providing actionable insights for program enhancement.

The primary data collection tool for this study was a structured questionnaire, carefully designed to capture essential information across four key sections. The first section focused on gathering the respondent's profile, including demographic variables such as age, sex, civil status, educational attainment, present position, and length of service. The second section



assessed the level of implementation of the Phil.ID System, evaluating the extent to which its objectives have been met and the efficiency of the registration and ID issuance processes. The third section addressed the challenges faced by respondents, specifically in the areas of registration and ID issuance. The final section explored the perceived benefits of the Phil.ID System, emphasizing its impact on government services and personal transactions.

To ensure nuanced and measurable responses, items related to implementation, challenges, and benefits, a 5-point Likert scale, ranging from 1 (never implemented) to 5 (very highly implemented) was used. This scale provided quantifiable data that can be analyzed to determine the effectiveness and perceptions of the system. Additionally, a checklist method was incorporated in the questionnaire, allowing respondents to check as many items as applicable. This format was used for ranking challenges, benefits, and other relevant areas, facilitating more detailed responses and enhancing the validity of the interpretation. By combining both Likert scale and checklist items, the instrument ensured that comprehensive, reliable, and actionable data is collected for analysis.

The data collected in this study was analyzed using both descriptive and inferential statistical tools. Descriptive statistics, including frequencies, percentages, means, and standard deviations, summarized the respondents' profiles and assess the level of implementation, challenges, and perceived benefits of the Phil.ID System. For inferential analysis, t-tests and ANOVA was used to determine significant differences in these variables when grouped by respondent profile. If significant differences are found, post hoc tests followed to perform pairwise comparisons and identify specific group differences. This combined approach ensures a thorough analysis, allowing for meaningful interpretations and informed conclusions to enhance the Phil.ID System implementation.

Descriptive Interpretation on the Level of Implementation of the Phil ID System

Mean	Descriptive Value
1.00 - 1.79	Never Implemented
1.89 - 2.59	Lowly Implemented
2.60 - 3.39	Moderately Implemented
3.40 - 4.18	Highly Implemented
4.20 - 5.00	Very Highly Implemented



RESULTS AND DISCUSSIONS

Table 1.1: Frequency and Percentage Distribution of Respondents According to Age.

Age Bracket	Frequency	Percentage
Under 30	57	16.91
30-39	57	16.91
40-49	94	27.89
50 and above	129	38.28
Total	337	100

Table 1.1 illustrates the age distribution of respondents, revealing that the majority fall within the 50 and above age bracket (38.28%), followed by those aged 40-49 (27.89%). Equal proportions of respondents are under 30 and within the 30-39 age group, each accounting for 16.91% of the total population. This data highlights a significant representation of older public servants, suggesting that the implementation of the PhilID System may involve individuals with considerable work experience.

Table 1.2: Frequency and Percentage Distribution of Respondents According to Sex.

Gender	Frequency	Percentage
Male	186	55.19
Female	151	44.81
Total	337	100

Table 1.2 presents the gender distribution of respondents, showing that a majority are male (55.19%), while females constitute 44.81% of the total population. This relatively balanced distribution ensures that perspectives from both genders are well-represented, offering a comprehensive understanding of the experiences and perceptions related to the PhilID System.

Table 1.3: Frequency and Percentage Distribution of Respondents According to Civil Status.

Civil Status	Frequency	Percentage
Single	117	34.71
Married	194	57.57
Widowed	18	5.34
Separated	8	2.37
Total	337	100



Table 1.3 illustrates the distribution of respondents according to their civil status. The majority of respondents are married (57.57%), followed by single individuals (34.71%). A smaller proportion consists of widowed respondents (5.34%) and those who are separated (2.37%). This distribution provides insight into the varying perspectives of individuals with diverse family and personal circumstances regarding the PhilID System.

Table 1.4: Frequency and Percentage Distribution of Respondents According to Highest Educational Attainment.

Highest Educational Attainment	Frequency	Percentage
High School Level	17	5.04
High School Graduate	60	17.80
College Level	48	14.24
College Graduate	212	62.91
Master's Degree Holder	0	0
Doctorate Degree Holder	0	0
Total	337	100

Table 1.4 shows the distribution of respondents according to their highest educational attainment. The majority are college graduates (62.91%), followed by high school graduates (17.80%) and those who have attended college but not completed it (14.24%). A smaller proportion of respondents have only reached high school level (5.04%). Notably, no respondents hold a master's or doctorate degree. This indicates a generally high level of educational attainment among the respondents, with a significant majority possessing at least a college degree.

Table 1.5: Frequency and Percentage Distribution of Respondents According to Present Position.

Present Position	Frequency	Percentage
Administrative Staff	77	22.85
Technical Staff	5	1.48
Supervisory managerial	4	1.19
Others (specify) Elective	0	0
Total	251	74.48
	337	100

Table 1.5 illustrates the distribution of respondents based on their present position. The majority of respondents fall under the "Others (specify) Elective" category, accounting for 74.48%, followed by administrative staff at 22.85%. A small proportion of respondents are



technical staff (1.48%) and supervisory staff (1.19%), while no respondents hold managerial positions. This data indicates that a significant portion of the respondents are elected officials, highlighting their prominent role in the dataset.

Table 1.6: Frequency and Percentage Distribution of Respondents According to Length of Service

Length of Service	Frequency	Percentage
Less than 1 year	43	12.76
1-5 years	130	38.57
6-10 years	90	26.71
11-20 years	59	17.51
21 years and above	15	4.45
Total	337	100

Table 1.6 presents the distribution of respondents according to their length of service. The largest group comprises those with 1-5 years of service, representing 38.57% of the total respondents, followed by those with 6-10 years at 26.71%. Respondents with 11-20 years of service account for 17.51%, while those with less than 1 year make up 12.76%. A smaller segment, 4.45%, has over 21 years of service. This distribution highlights that a significant portion of respondents are relatively early to mid-career in their roles.

Section 2: Level of Implementation of the Phil ID System

Table 2.1 Weighted Mean and Descriptive Interpretation on the Level of Implementation of the Phil ID System in terms of Objectives

Objectives	Weighted Mean	Descriptive Interpretation
The objectives of the Phil ID system are clear and well-communicated to public servants.	4.115	Highly Implemented
The objectives align with improving governance and service delivery.	4.16	Highly Implemented
Employees understand the long-term benefits of implementing the Phil ID system.	4.183	Highly Implemented
Adequate resources are allocated to meet the objectives the program.	4.093	Highly Implemented
The objectives include inclusivity and accessibility for all residents.	4.006	Highly Implemented
Average weighted mean	4.111	Highly Implemented

Table 2.1 presents the weighted mean and descriptive interpretation of the level of implementation of the Phil ID system in terms of its objectives. The data reveals that the most



highly implemented objective is "Employees understand the long-term benefits of implementing the Phil ID system," with a weighted mean of 4.183. Studies have shown that employees increasingly recognize the broader implications of PhilSys, particularly its role in simplifying processes related to employment, such as securing social security and health insurance numbers (Malubay, 2016). This heightened awareness underscores the system's potential to enhance workforce efficiency while addressing the administrative challenges previously faced by employees. Moreover, PhilSys empowers citizens by providing a universally recognized form of identification, which is critical for accessing essential services such as healthcare, education, and social welfare. This is especially impactful for marginalized groups who often struggle to prove their identity, enabling them to exercise their rights more effectively (OpenGov Asia, 2018). The second most highly implemented objective is "The objectives align with improving governance and service delivery," with a weighted mean of 4.16. PhilSys achieves this by streamlining processes, enhancing transparency, integrating disparate identification systems, and facilitating seamless access to services. These efforts collectively aim to create a more efficient and trustworthy framework for public administration while fostering greater citizen engagement. The overall findings indicate that all stated objectives are highly implemented, with a total average weighted mean of 4.111. Consequently, the level of implementation of the Phil ID system in the Municipality of Peñablanca is classified as highly implemented.

Table 2.2 Weighted Mean and Descriptive Interpretation on the Level of Implementation of the Phil ID System in terms of Registration

Registration	Weighted Mean	Descriptive Interpretation
The registration processes efficiently organized and easy to follow.	3.9	Highly Implemented
Registration centers are strategically located for convenience.	2.82	Moderately Implemented
Assistance and guidance during registration are readily available.	4.43	Very High Implemented
The registration process effectively minimizes errors in data collection.	3.731	Highly Implemented
The registration process adheres to the announced schedules and timelines.	3.58	Highly Implemented
Average weighted mean	3.692	Highly Implemented



Table 2.2 presents the weighted means and descriptive interpretation of the level of implementation of the Phil ID system in terms of registration in the Municipality of Peñablanca. The findings reveal that "Assistance and guidance provided by employees during registration" is very highly implemented, with a weighted mean of 4.43. Employees play a critical role in guiding applicants through the PhilSys registration process. Abesamis (2021) highlights that effective employee assistance demystifies the registration steps, enabling individuals to provide the necessary documentation and complete their applications more efficiently. This support is particularly beneficial for marginalized groups, who may lack familiarity with bureaucratic procedures. Research further shows that targeted training for employees equips them to address common questions and concerns, reducing anxiety among registrants and significantly increasing registration completion rates. Conversely, "Registration centers being strategically located for convenience" is moderately implemented, with a weighted mean of 2.82. While the establishment of multiple registration points has improved overall registration rates, accessibility challenges persist. Registration centers located in malls, for example, are popular due to their extended hours and convenience. However, many individuals, particularly those in rural or underserved urban areas, continue to face difficulties accessing these facilities (PhilSys Registry Office, 2021). Overall, the total average weighted mean of 3.692 indicates that the level of implementation of the Phil ID system in terms of registration in the Municipality of Peñablanca is highly implemented.

Table 2.3 Weighted Mean and Descriptive Interpretation on the Level of Implementation of the Phil ID System in terms of Issuances of ID

Issuances of ID	Weighted Mean	Descriptive Interpretation
ID issuance timelines are communicated clearly to applicants.	4.36	Very High Implemented
IDs are delivered in a secure and confidential manner.	4.24	Very High Implemented
Replacement processes for lost or damaged IDs are straightforward.	4.16	Highly Implemented
ID issuance covers the majority of the intended population in the municipality.	4.212	Very High Implemented
Feedback mechanisms are in place to resolve issues related to ID issuance effectively.	1.149	Never Implemented
Average weighted mean	3.624	Highly Implemented

Table 2.3 presents the weighted mean and descriptive interpretation of the level of implementation of the Phil ID system in terms of ID issuance in the Municipality of



Peñablanca. The findings indicate that three aspects are rated as very highly implemented: (1) "ID issuance timelines are communicated clearly to applicants," (2) "IDs are delivered in a secure and confidential manner," and (3) "The issuance of IDs covers the majority of the intended population in the municipality," with weighted means of 4.36, 4.24, and 4.21, respectively. Clear communication has significantly enhanced user satisfaction, as noted by Kireeva (2024). For instance, applicants are informed that physical ID cards are typically delivered within 10 to 15 working days after registration, particularly in urban areas such as Metro Manila. This proactive approach alleviates anxiety and uncertainty among registrants. Additionally, the PSA has partnered with reliable courier services to ensure secure and confidential ID delivery, adhering to privacy regulations outlined in the Data Privacy Act (PIS, 2024). These measures safeguard the personal information of registrants during delivery. Furthermore, while ID issuance has achieved impressive coverage, challenges remain for specific demographic groups, especially in remote areas. To address this, the PSA is actively expanding registration sites and deploying mobile registration units to improve accessibility (Philippine News Agency, 2021). However, the study reveals a critical weakness: "Feedback mechanisms are in place to resolve issues related to ID issuance effectively" is rated as never implemented, with a weighted mean of only 1.14. This highlights significant shortcomings in addressing concerns related to ID issuance. Research by Abesamis and Caramancion (2022) demonstrates that applicants who experience delays in ID delivery or encounter issues during the registration process often lack a clear avenue for resolving their concerns. This absence of feedback mechanisms can lead to frustration and a perception that the system is unresponsive to citizen needs. Similarly, Elfayez (2022) emphasizes that the lack of effective feedback channels erodes public trust in PhilSys. Without the ability to report and resolve issues, confidence in the system diminishes, which may deter widespread participation in national ID initiatives. Overall, the level of implementation of the Phil ID system in terms of ID issuance in the Municipality of Peñablanca is rated as highly implemented, with a total average weighted mean of 3.624.



Table 3 Challenges Experienced by the Respondents in the Phil ID System

Challenges in the Phil ID System	Frequency	Percentage
Difficulty understanding the requirements for registration	31	5.65
Long wait times at registration centers	56	10.20
Limited availability of registration staff to address queries	67	12.20
Insufficient number of registration centers in the municipality	59	10.75
Technical issues such as system downtime during registration	41	7.47
Delayed issuance of IDs beyond the expected timeline	88	16.3
Errors in personal details printed on the IDs	53	9.65
Limited communication about the status of ID issuance	62	11.29
Difficulty in retrieving IDs for residents who have moved to other areas	47	8.56
Limited grievance mechanisms for addressing errors in IDs	45	8.19
Total	549	100.00

Table 3 highlights the key challenges in implementing the Phil ID system in the Municipality of Peñablanca. The most reported issue is delayed issuance of IDs (16.3%), reflecting inefficiencies in the distribution process. Persistent delays have led to calls for greater accountability and improvements in the rollout of PhilSys. Legislative actions have been initiated to investigate these delays, with advocates emphasizing the need to address operational inefficiencies and enhance transparency (Jacob, 2022). Staffing constraints emerge as another significant challenge, with limited registration staff to address queries (12.20%) and insufficient communication about ID status (11.29%) contributing to gaps in service quality. The shortage of personnel negatively impacts both the speed of service delivery and the quality of assistance provided to applicants (Mejia, 2024). This issue is compounded by the lack of proactive communication regarding ID issuance, leaving applicants uncertain about the status of their IDs. Accessibility concerns remain a critical issue, with insufficient registration centers (10.75%) and long wait times (10.20%) disproportionately affecting residents in remote areas. Despite efforts to deploy mobile registration teams, many individuals still face significant barriers to accessing registration services due to the limited availability of facilities and resources (Jacob, 2022). Similarly, operational challenges such as errors in printed IDs (9.65%) and system downtimes (7.47%) undermine the system's reliability. Sigue (2020) highlights that budget constraints and mismanagement during peak registration periods contribute to these inefficiencies, leading to mistakes in ID production and distribution. Additional challenges include difficulty retrieving IDs for relocated residents (8.56%) and limited grievance mechanisms (8.19%). The lack of



effective complaint resolution processes exacerbates frustrations among registrants. Jacob (2022) reports that many individuals have not received their IDs long after registration, and complaints about inaccuracies in issued IDs are common. Without robust grievance mechanisms, registrants are left without clear avenues for resolving issues, further diminishing trust in the system. Addressing these challenges is essential to achieving PhilSys's objectives of timely, inclusive, and efficient service delivery in Peñablanca. Key areas for improvement include increasing staffing levels, enhancing communication strategies, expanding infrastructure, and establishing effective grievance mechanisms. These efforts will be critical in building trust and ensuring the system fulfills its intended purpose.

Table 4. Perceived Benefits of the Phil ID System by the Respondents

Perceived Benefits of the Phil ID System	Frequency	Percentage
The Phil ID simplifies access to government programs and services.	79	11.83
Reduces the need for multiple identification documents for government transactions.	71	10.63
Improves the accuracy and speed of verifying individual identities for government services.	77	11.53
Enhances coordination between different government agencies.	63	9.43
Contributes to reducing corruption and fraud in government transactions.	54	8.8
Simplifies the process of opening bank accounts or accessing financial services.	53	7.93
Reduces the risk of identity theft during personal transactions.	65	9.73
Facilitates smoother travel and access to public transportation benefits.	49	7.33
Improves convenience when accessing health care services or benefits.	76	11.38
Enhances trust between citizens and government institutions by providing a reliable identification system.	81	12.12
Total	668	100.00

Table 4 highlights the perceived benefits of the Phil ID system in Peñablanca, emphasizing its role in improving access to government services and fostering trust between citizens and government institutions. The most significant benefit, reported by 12.12% of respondents, is that the Phil ID enhances trust in government by providing a reliable and transparent identification system. The United Nations Development Programme (2021) underscores the importance of transparency and accountability in public institutions as foundational elements for trust-building. It highlights how effective governance practices, such as a well-implemented national ID system, can strengthen public confidence in government services.



Similarly, Morikawa (2017) observes that higher levels of trust in government correlate with greater acceptance of information sharing—an essential factor in the success of national ID systems.

Another notable benefit is the simplification of access to government programs and services (11.83%), alongside the improvement of convenience in accessing healthcare and social benefits (11.38%). Research by Samontina et al. (n.d.) highlights how national ID systems enhance government service efficiency, reducing bureaucratic delays and improving access to essential services, particularly for rural residents. The Phil ID, as a universally accepted form of identification, facilitates streamlined processes for accessing healthcare and social welfare programs, significantly benefiting marginalized communities (PSA, 2024). These findings underscore the system's potential to enhance service delivery and increase public satisfaction. Furthermore, respondents noted improvements in the accuracy and speed of identity verification (11.53%), which reduces errors and delays in transactions. Additional advantages include reducing the need for multiple identification documents (10.63%) and mitigating identity theft risks (9.73%). These features enhance the system's reliability and usability for various applications. However, benefits such as facilitating smoother travel (7.33%) and simplifying financial account processes (7.93%) were reported less frequently. This indicates areas where further promotion or awareness campaigns may be needed to maximize public understanding of the Phil ID system's full scope of applications.

Table 5. Test of Significant Difference in the Level of Implementation of the Philippine ID System When Grouped According to Profile

Profile	F/T-value	p-value	Interpretation
Age	0.123	0.946	Not Significant
Sex	0.136	0.716	Not Significant
civil status	0.147	0.804	Not Significant
education	4.924	0.002**	Significant
present position	1.147	0.354	Not Significant
length of service	0.324	0.892	Not Significant

****significant at 0.01 level**

Table 5 illustrates the Test of Significant Differences in the Level of Implementation of the Philippine ID System in the Municipality When Grouped According to Profile. Based on the table, the computed p-value under education is significant, thus, the null hypothesis is rejected. Hence, there is a Significant Differences in the Level of Implementation of the



Philippine ID System in the Municipality When Grouped according to education. It can be inferred that people with lower levels of education may face more barriers to accessing or understanding the Philippine ID System. This can lead to unequal participation and benefits among groups. On the other hand, age, sex, civil status, present position and length of service found no significant differences in the Level of Implementation of the Philippine ID System in the Municipality since the computed p-values are greater than 0.05 level of significance. This means that the Phil ID system implementation level among these groups is more likely equal regardless of sex, age, civil status, present position and length of service.

Table 6. Test of Significant Difference in the Challenges Experienced by the Respondents in the Philippine ID System When Grouped According to Profile

Profile	F/T-value	p-value	Interpretation
Age	1.723	0.194	Not Significant
Sex	0.110	0.743	Not Significant
civil status	1.376	0.279	Not Significant
education	4.299	0.004**	Significant
present position	15.247	0.000**	Significant
length of service	0.672	0.620	Not Significant

****significant at 0.01 level**

Table 6 reveals the Test of Significant Differences in the Challenges Experienced by the Respondents in the Philippine ID System in the Municipality When Grouped According to Profile. Based on the table, the computed p-value under education and present position are significant, thus, the null hypothesis is rejected. Hence, there are Significant Differences in the Challenges Experienced by the Respondents in the Philippine ID System in the Municipality When Grouped according to education and present position. This can be inferred that individuals with lower education levels or lower-ranking positions may face unique challenges (e.g., lack of awareness, difficulties in understanding the requirements or processes). Higher-ranking individuals or those with higher education might encounter fewer barriers due to better knowledge or resources. Differences in challenges suggest that communication efforts are not equally effective across all groups. For example, more educated or higher-positioned individuals may better interpret government policies, while others struggle to understand them.

On the other hand, age, sex, civil status and length of service found no significant differences in the Challenges Experienced by the Respondents in the Philippine ID System in the



Municipality since the computed p-values are greater than 0.05 level of significance. This means that the Challenges Experienced by the Respondents in the Philippine ID System in the Municipality are more likely the same regardless of the profile mentioned above.

Table 7. Test of Significant Difference in the Benefits of the Philippine ID System When Grouped According to Profile

Profile	F/T-value	p-value	Interpretation
Age	20.347	0.000**	Significant
Sex	1.095	0.307	Not Significant
civil status	2.279	0.111	Not Significant
education	2.336	0.084	Not Significant
present position	2.941	0.048*	Significant
length of service	2.397	0.086	Not Significant

****significant at 0.01 level**

***Significant at 0.05 level**

Table 7 shows the Test of Significant Differences in the Benefits of the Philippine ID System in the Municipality When Grouped According to Profile. The table reveals that the computed p-value under age and present position are significant, thus, the null hypothesis is rejected. Hence, there are Significant Differences in the Benefits of the Philippine ID System in the Municipality When Grouped according to age and present position. This can be inferred that younger individuals might benefit more from digital integration and modern services of the ID system compared to the older groups. In addition to this, it could be due to factors like digital literacy, physical mobility, or differing needs and priorities. Older individuals may face challenges in accessing these benefits due to technology gaps. Likewise, higher-positioned individuals may leverage the ID for easier access to government or financial services, while lower-ranked workers may see limited immediate advantages. On the other hand, sex, civil status, education and length of service found no significant differences in the Benefits of the Philippine ID System in the Municipality since the computed p-values are greater than 0.05 level of significance. This means that the benefits of the Philippine ID System in the Municipality are more likely to have equal access regardless of the profile mentioned above.



PROGRAM ACTIVITY PLAN FOR PHILSYS ENHANCEMENT

PROGRAM	OBJECTIVE	PURPOSE	ACTIVITY	TIMELINE
Staffing and Training Initiatives	To address staffing shortages and improve service delivery	Increasing the number of personnel at registration centers will ensure that public servants can efficiently handle the volume of inquiries and registrations. Training existing and new staff will enhance their understanding of PhilSys processes, leading to better customer service and quicker resolution of issues.	-Recruit additional personnel for registration centers -Conduct training workshops for existing and new staff on PhilSys processes, focusing on customer service and technical skills	Q1 2025. Q2 2025.
Infrastructure Development	To improve accessibility of registration centers.	By assessing the current locations of registration centers and establishing mobile units, the program aims to reach underserved areas, ensuring that all public servants have easy access to registration services. This will help mitigate delays caused by geographical barriers.	-Assess current registration center locations and identify underserved areas -Establish mobile registration units to reach remote barangays	Q1 2025. Q3 2025.
Enhanced Communication Strategy	To increase public awareness and understanding of PhilSys.	Developing clear communication materials and launching a social media campaign will inform public servants and citizens about the benefits and processes associated with PhilSys. This initiative aims to reduce misinformation, encourage participation, and foster a	-Develop informational materials (brochures, posters) explaining PhilSys benefits and processes -Launch a social media campaign to engage the community and provide updates on registration schedules	Q2 2025. Q2 2025.



		positive perception of the system.		
Grievance Mechanism Implementation	To establish a robust feedback system for public servants.	Creating an online portal for grievances allows public servants to report issues encountered during registration and ID issuance. This mechanism will facilitate timely responses and improvements based on user feedback, enhancing overall satisfaction with the system.	-Create an online portal for submitting grievances and suggestions related to PhilSys -Hold quarterly community forums to discuss feedback and improvements	Q3 2025. Q4 2025.
Public Education Campaigns	To educate public servants and citizens about PhilSys benefits.	Purpose: Organizing seminars for public servants will improve their knowledge about PhilSys, enabling them to assist constituents more effectively. Outreach programs aimed at citizens will increase awareness about how to register and the advantages of having a national ID, ultimately boosting participation rates.	-Organize seminars and workshops for public servants to discuss the importance of PhilSys in government service delivery -Implement community outreach programs to educate citizens about how to register and the advantages of having a national ID	Q2 2025. Q3 2025.
Monitoring and Evaluation Framework	continuously assess the effectiveness of PhilSys implementation	Developing a monitoring framework with key performance indicators (KPIs) will allow stakeholders to track progress in registration rates, ID issuance times, and user satisfaction. Regular evaluations will identify areas needing	-Develop a monitoring framework with key performance indicators (KPIs) related to registration rates, ID issuance times, and user satisfaction -Conduct bi-annual evaluations to assess	Q4 2025. early 2026.



		improvement, ensuring that the program remains responsive to challenges.	progress and make necessary adjustments to the program activities	
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CONCLUSION

The implementation of the Philippine Identification System (PhilSys) among public servants in Peñablanca, Cagayan, represents a critical step towards modernizing governance and improving service delivery within the municipality. Our comprehensive analysis reveals a generally high level of implementation across various dimensions, including objectives, registration processes, and ID issuance. However, the findings also highlight significant challenges that need to be addressed to realize the full potential of the system. Key challenges include delayed ID issuance, insufficient registration centers, and limited communication regarding the status of ID applications. These issues not only impede the efficiency of the system but also undermine public trust in its effectiveness. To overcome these obstacles, targeted enhancements are necessary, such as increasing staffing levels at registration centers, improving the communication of timelines and processes, and establishing robust grievance mechanisms for applicants. Moreover, the perceived benefits of the Phil ID System, particularly in simplifying access to government services and enhancing trust in public institutions, underscore the importance of continued efforts to promote and educate the public

RECOMMENDATIONS

Based from the findings of this study, the following are strongly suggested for possible action to be undertaken:

- Address the challenge of insufficient staff at registration centers by hiring additional personnel. This would help manage the volume of inquiries and streamline the registration and ID issuance processes.
- Expand the number of registration centers and ensure they are strategically located to serve all barangays effectively. Mobile registration units could also be deployed to reach remote areas.
- Develop clear communication plans to inform public servants and the general public about PhilSys processes, benefits, and updates. Utilizing multiple channels such as



social media, community meetings, and printed materials can increase awareness and engagement.

- Implement effective feedback and grievance mechanisms that allow public servants to report issues encountered during registration and ID issuance. This could include a dedicated hotline or online portal for submitting concerns.
- Organize regular training sessions for public servants to improve their understanding of the PhilSys processes and enhance their ability to assist constituents effectively.
- Launch educational campaigns aimed at informing the public about the benefits of PhilSys, how to register, and the importance of having a national ID. This can help reduce misinformation and increase participation.
- Establish a continuous monitoring system that evaluates the implementation of PhilSys regularly. This should include collecting data on registration rates, ID issuance times, and user satisfaction to identify areas needing improvement.
- Invest in technology solutions that facilitate online registration and ID tracking, reducing wait times and improving overall service delivery.
- Engage local government units, community organizations, and other stakeholders in discussions about PhilSys implementation challenges and potential solutions tailored to local needs.
- Conduct a similar study to cover variables or areas not covered by this study.

ETHICAL CONSIDERATION

Ethical considerations were rigorously observed throughout the study to protect the rights and well-being of the respondents. Informed consent was obtained by clearly explaining the study's purpose, procedures, and the voluntary nature of participation. Participants were assured of their confidentiality, with responses recorded anonymously to prevent any identifying information from being linked to individuals. Furthermore, the data collected was solely used for academic purposes, in strict adherence to ethical research standards. These measures were taken to ensure the integrity of the study while safeguarding the privacy and rights of all participants.



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