



OMNIBUS CERTIFICATIONS AND REGISTERED BENEFICIARIES IN THE PSA–LGU BIRTH REGISTRATION ASSISTANCE PROJECT: THE CASE OF CAGAYAN TOWARD PROGRAM EFFICIENCY

MINERVA TULUAN - MARAMAG, DPA

Municipal Civil Registrar--LGU Peñablanca /Researcher

Part - Time Professor of the Graduate School of FLVCI/UCV

ABSTRACT: *Birth registration is a cornerstone of legal identity and inclusive development, serving as the gateway to education, health, and social protection. In the Philippines, the PSA–LGU Birth Registration Assistance Project (BRAP) was launched to expand access to timely and accurate registration, particularly among underserved communities. This study examined the alignment between omnibus certifications issued and registered beneficiaries under the Philippine Statistics Authority–Local Government Unit (PSA–LGU) Birth Registration Assistance Project (BRAP) in Cagayan from 2022 to 2025, with the goal of enhancing program efficiency and advancing Sustainable Development Goal (SDG) 16.9: legal identity for all. Using a descriptive–correlational design, data were gathered from Municipal Civil Registrars including OIC and Acting MCRs and PSA (Provincial) Focal Person of BRAP through structured questionnaires, complemented by PSA and LGU records. Findings revealed persistent discrepancies between certifications and actual registrations, most frequently arising during data collection, documentation, and processing stages. These inconsistencies resulted in delays in service delivery, monitoring difficulties, and misalignment with program targets, thereby weakening efficiency and transparency. Common discrepancies included missing beneficiary records, duplicate certifications, clerical errors, and certification-related issues. Resolution methods relied heavily on manual reconciliation, beneficiary follow-up, and coordination meetings, underscoring the absence of standardized, technology-driven solutions. The study concludes that while BRAP demonstrates moderate stability in most municipalities, disparities in outputs, gaps in reporting, and recurring discrepancies pose risks to equity and sustainability. It recommends a CLEAR framework—Capacity building, leveraging technology, Enhanced coordination, Accountability mechanisms, and Responsive*



policy refinement—to strengthen PSA–LGU collaboration, improve data integrity, and institutionalize efficient program delivery. By addressing these challenges, the project can ensure that omnibus certifications consistently reflect actual beneficiaries, thereby reinforcing public trust and contributing to the realization of universal legal identity in line with SDG 16.9.

Keywords: *Birth registration, legal identity, PSA–LGU collaboration, omnibus certifications, registered beneficiaries, discrepancies, program efficiency, data integrity, SDG 16.9, civil registration systems*

INTRODUCTION

Birth registration is universally recognized as the cornerstone of legal identity, serving as the gateway to fundamental rights and entitlements such as education, health care, social protection, and political participation. Without a birth certificate, individuals remain legally invisible, excluded from opportunities, and vulnerable to systemic inequities. In the Philippines, this right is safeguarded by the Civil Registry Law (Act No. 3753) and reinforced by contemporary legislation such as the Philippine Identification System Act (RA 11055), which underscores the necessity of accurate civil registration for national identification and inclusive governance. At the global level, the United Nations' Sustainable Development Goal (SDG) 16.9 explicitly calls for "legal identity for all, including birth registration," situating birth registration as both a human rights imperative and a development priority.

Legal identity is widely recognized as a foundation of inclusive development and effective governance. The United Nations emphasizes that birth registration establishes an individual's legal existence and enables access to fundamental rights and services. Studies show that unregistered or delayed registration disproportionately affects marginalized populations, reinforcing social exclusion and inequality.

A well-functioning Civil Registration and Vital Statistics (CRVS) system is essential for producing accurate population data that inform policy formulation, development planning, and service delivery. Literature highlights that weak institutional



coordination, limited capacity, and inconsistent documentation practices undermine CRVS performance, particularly in decentralized governance contexts.

At the macro level, the Philippines has made strong commitments to universal birth registration through national laws and international frameworks. The Civil Registry Law (Act No. 3753), Republic Act No. 11055 establishing the Philippine Identification System, and the country's adherence to SDG 16.9 collectively emphasize the importance of ensuring that every citizen has a recognized legal identity. These policies highlight the government's intent to strengthen Civil Registration and Vital Statistics (CRVS) systems as a foundation for inclusive governance, evidence-based planning, and equitable service delivery. However, despite these commitments, implementation gaps remain pronounced at the micro level. Local government units, tasked with frontline delivery, often encounter operational challenges such as incomplete documentation, duplicate certifications, clerical errors, and weak monitoring mechanisms. These discrepancies between omnibus certifications issued and actual beneficiaries registered reveal a disconnect between policy intent and ground realities, undermining efficiency and eroding public trust in civil registration services.

The Birth Registration Assistance Project (BRAP), jointly implemented by the PSA and LGUs, was designed to bridge these gaps by extending registration services to underserved and marginalized communities. In provinces like Cagayan, BRAP has indeed expanded access, but the persistence of discrepancies highlights systemic vulnerabilities. These challenges are not merely administrative; they carry profound social implications. At the household level, delays or inaccuracies in registration can deny children access to education, health care, and social protection. At the institutional level, flawed data compromises monitoring, misaligns program targets, and weakens accountability. At the national level, these inefficiencies hinder the Philippines' ability to meet its SDG commitments and to build a robust CRVS system that supports governance and development planning. Thus, the study is both timely and necessary: it provides empirical evidence to understand the causes and effects of



discrepancies, to strengthen PSA–LGU coordination, and to propose interventions that ensure certifications truly reflect registered beneficiaries.

Civil registration remains a cornerstone of inclusive governance, yet persistent gaps between omnibus certifications and registered beneficiaries continue to challenge the efficiency of local implementation. At the national level, the Philippines has long recognized the importance of accurate and timely registration, as reflected in the Civil Registry Law (Act No. 3753), the Philippine Identification System Act (RA 11055), and its commitment to SDG 16.9: legal identity for all. These frameworks emphasize universal coverage, accountability, and institutional credibility. However, the realities observed at the local level reveal a different picture—where administrative inefficiencies, documentation errors, and weak monitoring systems compromise the promise of universal legal identity.

The case of Cagayan illustrates this macro–micro divide. While omnibus certifications are issued in large numbers, discrepancies in actual registrations expose systemic vulnerabilities that delay service delivery, misalign program targets, and weaken trust in civil registration services. These inconsistencies are not merely technical; they carry profound social consequences for families whose access to education, health care, and social protection depends on timely recognition of their legal identity. At the same time, they undermine institutional credibility, limiting the capacity of PSA and LGUs to deliver on national and global commitments.

Public administration studies identify discrepancies between reported outputs and actual beneficiaries as indicators of inefficiency and governance gaps. Such discrepancies may arise from data collection errors, duplication of records, weak monitoring systems, or unclear operational guidelines, ultimately affecting program credibility and performance.

Empirical research on birth registration assistance programs underscores the importance of frontline implementers' capacity, training, and workload in determining program outcomes. Studies further emphasize the need for continuous policy refinement, institutional learning, and inter-agency coordination to sustain program effectiveness and public trust.



By examining these discrepancies, the study contributes to a deeper understanding of how policy intent translates—or fails to translate—into local realities. It situates civil registration within the broader discourse on governance and development, offering insights that can inform policy refinement, inter-agency coordination, and frontline capacity-building. More importantly, it provides a localized empirical lens often absent in national reporting, thereby enriching the evidence base for legislative and programmatic interventions.

In this way, the research advances the broader national and global agenda of inclusive development and good governance. By addressing the operational gaps between certifications and registrations, it strengthens institutional credibility and contributes to the realization of universal legal identity as a fundamental human right.

Statement of the Problem

This study **aimed to analyze** the alignment between omnibus certifications issued and registered beneficiaries under the PSA–LGU Birth Registration Assistance Project in Cagayan **in order to improve program efficiency and strengthen alignment with Sustainable Development Goal (SDG) 16.9.**

Specifically, it **sought to answer the following questions:**

1. What is the demographic and professional profile of the respondents in terms of:
 - 1.1 age
 - 1.2 sex
 - 1.3 educational attainment
 - 1.4 years of service
 - 1.5 number of related trainings or seminars attended
 - 1.6 position

2. What is the volume of omnibus certifications issued and the number of registered beneficiaries recorded under the PSA–LGU Birth Registration Assistance Program in Cagayan from 2022 to 2025?



3. What discrepancies exist between the omnibus certifications issued and the registered beneficiaries based on the records of PSA Cagayan and the municipal civil registrars?
4. What factors, as perceived by Birth Registration Assistants and Municipal Civil Registrars, contribute to the discrepancies between certifications issued and beneficiaries registered?
5. What are the effects of the discrepancies between omnibus certifications issued and registered beneficiaries on the efficiency and effectiveness of the PSA–LGU Birth Registration Assistance Project in Cagayan?
6. What policy and program enhancements may be drawn from the findings to improve birth registration services and strengthen alignment with SDG 16.9?

SIGNIFICANCE OF THE STUDY

The results of this study are expected to benefit the following stakeholders:

Philippine Statistics Authority (PSA). The findings provide empirical evidence to guide policy refinement, strengthen coordination with LGUs, and improve monitoring and evaluation mechanisms for birth registration programs.

Local Government Units (LGUs). Municipal governments and Local Civil Registry Offices may use the results to enhance internal processes, improve record management, and strengthen frontline service delivery.

Focal Persons of BRAP and Municipal Civil Registrars. The study highlights operational challenges and capacity gaps that may inform future training programs, procedural standardization, and role clarification.

Policy Makers and Program Planners. Evidence-based insights from the study may support data-driven decision-making and the design of more responsive and efficient civil registration interventions.

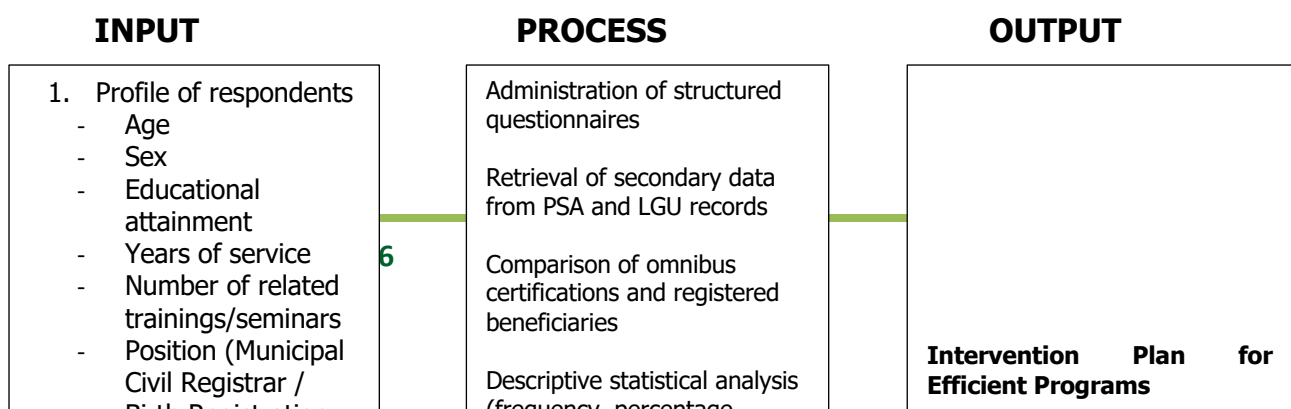


Academe and Researchers. The study contributes to the limited body of empirical literature on local-level implementation of civil registration programs and may serve as a reference for future research in public administration and governance.

The Public. Improved efficiency and accuracy in birth registration services ultimately strengthen access to legal identity and essential public services.

Future Researchers. Future researchers may benefit from the findings of this study as it provides empirical insights into the alignment between omnibus certifications issued and registered beneficiaries under the PSA–LGU Birth Registration Assistance Project. The results may serve as a reference for further studies on civil registration systems, program implementation efficiency, and public sector data management. Moreover, this research may guide future scholars in exploring other factors affecting birth registration processes, evaluating similar programs in other provinces or regions, and developing improved models or frameworks for strengthening coordination between national agencies and local government units in civil registration initiatives.

CONCEPTUAL FRAMEWORK





The conceptual framework works as an interconnected system where each element plays a distinct role yet continuously interacts with the others to produce a coherent intervention plan.

The diagram illustrates a dynamic flow: inputs (profiles and discrepancies) feed into the process (methodology), which transforms them into actionable outputs (intervention plan). Each element is not a static block but part of a continuous cycle—respondent realities influence discrepancies, discrepancies demand methodological rigor, and the methodology produces interventions that loop back to improve respondent experiences and institutional efficiency. This interplay ensures that the framework is not only diagnostic but also transformative, aligning data, perceptions, and processes into a coherent strategy for program credibility and impact.

At the foundation are the profiles of respondents, drawn from PSA–LGU records of Omnibus certifications and registered beneficiaries from 2022–2025. These profiles establish the baseline by showing who the program serves and what their socio-economic and demographic realities are. From this baseline, the framework moves



into the perceived causes of discrepancies, which highlight gaps between official records and actual beneficiary experiences. These discrepancies—whether due to encoding errors, eligibility misinterpretations, or weak monitoring—are not isolated issues but are directly linked to the respondent profiles, since the nature of the beneficiaries often shapes the type of errors or inefficiencies encountered

The process or methodology then acts as the bridge between inputs and outputs. It systematically integrates record analysis, perception surveys, and triangulation to validate findings. This methodology does not operate in isolation; it actively draws from the respondent profiles and the identified discrepancies, processing them into evidence-based insights. Finally, the output—the intervention plan for program efficiency—emerges as the culmination of this interplay. It is shaped by the respondent data, informed by the discrepancies, and refined through the methodological process. The plan proposes harmonization of PSA–LGU records, capacity-building for staff, feedback mechanisms for beneficiaries, and policy refinements, all of which directly respond to the inefficiencies uncovered earlier.

RESEARCH METHODOLOGY

The study employed a descriptive research design to analyze the alignment between omnibus certifications issued and registered beneficiaries under the PSA–LGU Birth Registration Assistance Project in Cagayan. This design is appropriate for identifying discrepancies, examining their causes, and assessing their effects on program efficiency.

The primary respondents are Birth Registration Assistants of PSA Cagayan and Municipal Civil Registrars of Cagayan, OIC and Acting MCR and staff who are directly involved in program implementation and record keeping.

Collected through a structured questionnaire covering respondent profiles, program implementation data, discrepancy analysis, effects on efficiency, and perceptions of program alignment. Extracted from official PSA and LGU records on omnibus certifications issued and registered beneficiaries from 2022 to 2025.



1. Distribution of questionnaires to identified respondents.
2. Retrieval of secondary data from PSA and LGU records.
3. Triangulation of primary and secondary data to validate findings.

Descriptive statistics, discrepancy analysis, weighted mean computation, inferential statistics (chi-square or correlation analysis), and qualitative thematic analysis were employed.

Confidentiality of respondents was ensured, and data were used solely for academic and policy enhancement purposes. Informed consent was obtained prior to participation.

RESULTS AND DISCUSSIONS

Table 1.1: Frequency and Percentage Distribution as to Age

AGE GROUP	FREQUENCY	PERCENTAGE
25–29 years	1	5
30–39 years	3	15
40–49 years	5	25
50–59 years	7	35
60 years and above	1	5
Not specified	3	15
Total	20	100

Looking at the age profile of the respondents, what we see is a workforce that leans heavily toward mid- to late-career professionals. This kind of demographic mix often brings a sense of stability and continuity to an organization because people in their 40s and 50s tend to carry with them years of experience, institutional memory, and a steady approach to decision-making. That maturity can be a real strength, especially in programs that require consistency and credibility. At the same time, the smaller presence of younger professionals hints at a challenge: fewer fresh perspectives, less digital fluency, and limited openness to experimentation. Younger employees are usually the ones who push boundaries, introduce new technologies, and question old



ways of doing things—qualities that are essential in today’s fast-changing environment.

This balance between seasoned expertise and youthful innovation creates both opportunities and risks. On one hand, the organization benefits from resilience and wisdom; on the other, it risks slowing down in areas like adaptability and technological transformation if younger voices remain underrepresented. Some studies suggest that organizations should lean into the strengths of older employees while deliberately creating pathways for younger professionals to join and thrive, ensuring that the demographic profile is balanced (McKinsey & Company, 2025). Others caution that without generational diversity, an aging workforce may resist change and struggle with rapid shifts in technology, making it harder to sustain efficiency in the long run (Dobre, 2025).

Table 1.2: Frequency and Percentage Distribution as to Sex

SEX	FREQUENCY	PERCENTAGE
Male	9	45.00
Female	11	55.00
Total	20	100.00

The sex profile of respondents shows a workforce that is slightly female-dominated, with women making up more than half of the group. This balance carries important implications for organizational dynamics and program efficiency. A stronger female presence often signals inclusivity and diversity in perspectives, which has been linked to improved collaboration, problem-solving, and innovation in institutional settings (Catalyst, 2025). Women in professional environments are also frequently associated with participatory leadership and empathetic approaches, qualities that strengthen stakeholder engagement and program credibility. At the same time, the nearly equal representation of men ensures that the organization benefits from complementary leadership styles, creating opportunities for gender synergy rather than dominance by one group.



This interplay between male and female respondents highlights both opportunities and challenges. On one hand, gender diversity can foster resilience and adaptability, as varied perspectives enrich decision-making. On the other, some studies caution that even slight imbalances may reproduce traditional biases in leadership and resource allocation if not consciously addressed (Eagly & Carli, 2025). In her published work, Agustin (2021) underscores that gender representation must be paired with intentional strategies for equity and empowerment. Her findings emphasize that inclusive participation—whether in classrooms or institutional programs—creates environments where both men and women can contribute meaningfully, and where diversity translates into genuine influence rather than symbolic presence.

Table 1.3: Frequency and Percentage Distribution as to Educational Attainment

EDUCATIONAL ATTAINMENT	FREQUENCY	PERCENTAGE
Bachelor's Degree	9	45.00
Master's Degree	9	45.00
Doctorate Degree	2	10.00
Total	20	100.00

The educational attainment profile of the respondents reveals a workforce that is both academically diverse and highly qualified, with nearly equal representation of bachelor's and master's degree holders, and a smaller but meaningful group holding doctorates. This distribution suggests a strong foundation of technical competence from bachelor's degree holders, complemented by advanced specialization and leadership readiness among those with master's degrees. The presence of doctorate holders, though fewer, adds depth by contributing expertise in research, policy formulation, and institutional transformation—critical for long-term sustainability and innovation.

The interplay among these groups creates a dynamic balance. Bachelor's degree holders often provide the operational backbone, ensuring that day-to-day tasks are executed efficiently. Master's degree holders bring analytical rigor and managerial capacity, bridging practice with theory and often driving program evaluation and



refinement. Doctorate holders, meanwhile, elevate the organization's credibility by anchoring decisions in research and evidence-based frameworks. This balance reflects what Altbach, Reisberg, and Rumbley (2019) describe as the "academic revolution," where higher levels of education increasingly shape institutional performance.

At the same time, scholars caution that credentials alone do not guarantee effectiveness. Teaching quality, leadership style, and institutional culture remain equally important. In her published work, **Agustin, C. P. (2019)** emphasizes that educational attainment must be matched with effective management and evaluative practices to truly elevate organizational performance which findings resonate with this profile, underscoring that while advanced degrees strengthen institutional capacity, their impact depends on how knowledge is applied to empower both faculty and students.

Table 1.4: Frequency and Percentage Distribution as to Years of Service

YEARS OF SERVICE	FREQUENCY	PERCENTAGE
Less than 1 year	1	5
1–10 years	5	25
11–20 years	2	10
21–30 years	8	40
31 years and above	2	10
Not specified	2	10
Total	20	100

The years of service profile of the respondents reveals a workforce that is strongly anchored in long-term institutional commitment, with the majority having served for more than two decades. This distribution carries significant implications for organizational stability, knowledge retention, and succession planning. The largest group—those with 21–30 years of service—represents a reservoir of institutional memory and seasoned expertise, which often translates into consistent program delivery and credibility. At the same time, the smaller representation of those with less than 10 years of service suggests limited infusion of fresh perspectives and innovative



practices, which are typically associated with newer entrants to the workforce (Ng & Feldman, 2010).

The interplay between long-serving and newer employees creates both strengths and vulnerabilities. On one hand, the organization benefits from resilience, continuity, and the wisdom of experience. On the other, the relatively small proportion of early-career professionals may constrain adaptability and digital transformation, particularly in contexts where rapid change is necessary. Some scholars argue that long tenure fosters loyalty and institutional pride, which are critical for sustaining organizational culture (Altbach, Reisberg, & Rumbley, 2019). Others caution that excessive reliance on long-serving employees may lead to resistance to change, making generational and experiential diversity essential for long-term efficiency (Dobre, 2025).

Table 1.5: Frequency and Percentage Distribution as to Number of Related Trainings / Seminars Attended

TRAININGS ATTENDED	FREQUENCY	PERCENTAGE
None	7	35
1–5 trainings	3	15
6–10 trainings	1	5
More than 10 trainings	3	15
30 trainings	1	5
Cannot recall / Not specified	5	25
Total	20	100

The training profile of respondents presents a striking picture of uneven professional development engagement. Out of 20 respondents, **7 reported no training at all**, while others ranged from modest participation (1–5 trainings) to exceptional involvement (30 trainings). This distribution highlights both strengths and vulnerabilities in the institution’s approach to faculty development.



The uneven distribution of training attendance suggests that while a core group of faculty members actively pursue professional growth, a significant portion remains disengaged. This imbalance can lead to inconsistent teaching quality and reduced adaptability in rapidly changing educational environments.

Recent research underscores the importance of training in enhancing teaching effectiveness. Moriña et al. (2025) found that structured faculty training in Universal Design for Learning (UDL) significantly improved inclusivity and student engagement in higher education. Similarly, Valdez et al. (2024) demonstrated that training correlates strongly with teaching effectiveness among Philippine faculty, highlighting that exposure to workshops and seminars enhances adaptability, classroom management, and instructional quality.

In the local context, Agustin (2019), emphasizes that professional development must go beyond credentials. Her findings show that training and evaluative practices directly shape employee behavior and classroom effectiveness, reinforcing the need for continuous learning.

Table 1.6: Frequency and Percentage Distribution as to Position

POSITION	FREQUENCY	PERCENTAGE
Municipal Civil Registrar	14	70
OIC, Municipal Civil Registrar	1	5
BRAP Focal Person	4	20
PSA BRAP Focal Person	1	5
Total	20	100.00

The majority of respondents (70%) were Municipal Civil Registrars, underscoring their central role in civil registration and program implementation, while focal persons from BRAP and PSA provided complementary support. This distribution reflects the institutional structure



of the Philippine civil registration system, where local registrars are frontline implementers mandated by law.

The distribution of positions demonstrates that **civil registration in the Philippines is highly localized**, with Municipal Civil Registrars as the backbone of service delivery. However, the inclusion of BRAP focal persons and PSA representatives highlights the **multi-level collaboration** necessary to achieve universal birth registration. This structure reflects the country's decentralized governance model, where local offices implement national mandates but rely on coordination and support from central agencies.

The findings also suggest that program efficiency depends on the **synergy between registrars and focal persons**. Registrars provide institutional authority and technical expertise, while focal persons ensure outreach and responsiveness to community needs. This balance is essential for addressing discrepancies between omnibus certifications and registered beneficiaries, as identified in the study.

Part II. Program Implementation Outcomes (2022–2025)

Table 2.1: Frequency and Percentage Distribution as to Omnibus Certifications Issued

Category	Frequency	Percentage
Less than 500	5	25.00
500–1,000	8	40.00
1,001–2,000	1	5.00
Other (12,000)	1	5.00
Not reported	5	25.00
Total	20	100.00



The omnibus certifications issued under program implementation reveal a varied distribution that reflects both consistency in moderate issuance and outliers that suggest unique operational contexts. The majority of respondents (40%) reported issuing between 500–1,000 certifications, which indicates a stable operational capacity across most units. A quarter of respondents reported fewer than 500 certifications, suggesting either limited program reach or resource constraints. A smaller proportion indicated higher issuance levels, with one reporting 1,001–2,000 certifications and another an extraordinary 12,000 certifications. Meanwhile, 25% did not report figures, highlighting gaps in documentation and monitoring.

This distribution has important implications for the study. The dominance of the 500–1,000 range suggests that most units are functioning at a moderate level of program delivery, ensuring a consistent reach but also revealing potential limitations in scaling. The outlier of 12,000 certifications demonstrates that under certain conditions—such as stronger administrative capacity, higher demand, or better resource allocation—programs can achieve far greater reach. This disparity implies uneven program effectiveness across units, which may affect the overall credibility and sustainability of the initiative.

The presence of 25% “not reported” cases is particularly concerning, as it undermines transparency and weakens evidence-based decision-making. Incomplete reporting obscures program impact and makes it difficult to evaluate effectiveness. According to the OECD (2024), consistent documentation and reporting are critical for comparability and accountability in public sector programs. Similarly, the World Bank (2025) emphasizes that uneven implementation often reflects disparities in local governance structures and resource distribution, which can either accelerate or hinder program outcomes. The UNDP (2024) further stresses that equitable program implementation requires standardized accountability mechanisms to ensure that all communities benefit equally.

These findings highlight that while the program demonstrates operational stability in most units, disparities in certification issuance and gaps in reporting pose risks to



equity, transparency, and sustainability. Addressing these issues requires strengthening monitoring and evaluation frameworks, investigating outlier cases to determine whether they represent best practices or anomalies, and enhancing capacity-building for units with lower outputs. By aligning certification issuance with institutional goals and ensuring consistent reporting, the program can achieve greater accountability, comparability, and equitable impact across all units.

Table 2.2: Frequency and Percentage Distribution as to Registered Beneficiaries

CATEGORY	FREQUENCY	PERCENTAGE
Less than 500	5	25
500–1,000	8	40
1,001–2,000	1	5
Not reported	5	25
More than 2,000	1	5
Total	20	100.00

The profile of registered beneficiaries under program implementation paints a picture of both consistency and disparity in program reach. The largest share of respondents (40%) reported registering between **500–1,000 beneficiaries**, which suggests that most units are operating at a moderate and stable level of delivery. A quarter of respondents reported fewer than 500 beneficiaries, pointing to either limited demand, resource constraints, or weaker implementation strategies. At the other end of the spectrum, one unit reported **1,001–2,000 beneficiaries** and another reported **more than 2,000 beneficiaries**, reflecting stronger program reach but also underscoring the unevenness of implementation. Equally notable is the 25% of respondents who did not report figures, signaling gaps in documentation and monitoring.

This distribution carries several implications for the study. The dominance of the 500–1,000 range indicates that the program has achieved a consistent level of reach across most units, but the relatively small number of higher-output cases suggests that scaling is uneven. The presence of units with exceptionally high registration levels



demonstrates that, under favorable conditions such as stronger administrative capacity or greater community demand, programs can achieve broader coverage. However, the disparities between low and high registration levels raise concerns about equity, as communities served by lower-performing units may not be receiving the same level of support.

The “not reported” category is particularly significant, as incomplete documentation undermines transparency and weakens the ability to evaluate program effectiveness. According to the **OECD (2024)**, reliable reporting is essential for comparability and accountability in public sector programs. The **World Bank (2025)** further emphasizes that uneven implementation often reflects disparities in governance structures and resource distribution, which can either accelerate or hinder program outcomes. Meanwhile, the **UNDP (2024)** stresses that equitable program delivery requires standardized accountability mechanisms to ensure that all communities benefit equally.

These findings highlight that while the program demonstrates operational stability in most units, disparities in beneficiary registration and gaps in reporting pose risks to equity, transparency, and sustainability. Addressing these issues requires strengthening monitoring and evaluation frameworks, investigating higher-output cases to determine whether they represent best practices or anomalies, and enhancing capacity-building for units with lower outputs. By aligning beneficiary registration with institutional goals and ensuring consistent reporting, the program can achieve greater accountability, comparability, and equitable impact across all units.

Part III. Discrepancies Between Certifications and Beneficiaries

Table 3: Frequency and Percentage Distribution of Discrepancies Between Omnibus Certifications and Registered Beneficiaries

FREQUENCY OF DISCREPANCIES	FREQUENCY	PERCENTAGE
Rarely	14	73.68



Occasionally	3	15.79
Very Frequently	2	10.53
Total	19	100.00

The discrepancies between omnibus certifications and registered beneficiaries reveal important insights into the consistency and reliability of program implementation. The majority of respondents (73.68%) indicated that discrepancies occur **rarely**, suggesting that in most cases, certifications issued align closely with the number of beneficiaries registered. This reflects a generally strong level of accuracy and accountability in program delivery. However, 15.79% reported that discrepancies occur **occasionally**, and 10.53% noted that they occur **very frequently**, which points to potential weaknesses in monitoring systems, data management, or administrative processes.

From the perspective of the study, these findings imply that while the program demonstrates overall reliability, the presence of occasional and frequent discrepancies cannot be overlooked. Even small inconsistencies can undermine trust in the program, distort reporting outcomes, and weaken evidence-based decision-making. According to the **OECD (2024)**, minimizing discrepancies between reported outputs and actual beneficiaries is essential for maintaining transparency and comparability across units. The **World Bank (2025)** further emphasizes that discrepancies often arise from gaps in institutional capacity, such as weak data collection systems or uneven resource distribution, which can hinder program effectiveness. Meanwhile, the **UNDP (2024)** stresses that accountability frameworks must be strengthened to ensure that certifications genuinely reflect the beneficiaries served, thereby safeguarding equity and credibility.

The predominance of “rarely” reported discrepancies is encouraging, as it suggests that most units are able to maintain alignment between certifications and beneficiaries. However, the existence of occasional and frequent discrepancies highlights the need for stronger monitoring and evaluation mechanisms. Addressing these issues requires investing in standardized reporting systems, enhancing staff



training in data management, and conducting regular audits to verify consistency. By reducing discrepancies, the program can reinforce its credibility, ensure equitable service delivery, and provide a more accurate basis for policy and decision-making.

Table 4: Frequency and Percentage Distribution of Common Types of Discrepancies Observed

Type of Discrepancy	Frequency	PERCENTAGE
Missing beneficiary names / records	10	45.46
Duplicate certifications	2	9.09
Beneficiaries registered without certification	1	4.55
Certification-related issues	3	13.64
Clerical errors (names/details)	2	9.09
Problems in requirements	1	4.54
None reported	3	13.63
TOTAL	22	100

The common types of discrepancies observed between omnibus certifications and registered beneficiaries reveal several recurring issues that affect the accuracy and reliability of program implementation. The most frequently reported problem was **missing beneficiary names or records** (10 cases), which suggests weaknesses in documentation and data management systems. This type of discrepancy is particularly critical because it directly undermines accountability and makes it difficult to verify whether certifications truly correspond to actual beneficiaries.

Other discrepancies included **certification-related issues** (3 cases), such as delays or mismatches in issuance, and **clerical errors** (2 cases), which often involve mistakes in names or details. These errors, though seemingly minor, can accumulate and distort reporting accuracy. Less common but still notable were **duplicate certifications** (2 cases), **beneficiaries registered without certification** (1 case), and **problems in requirements** (1 case), all of which point to inconsistencies in



administrative processes. Interestingly, three respondents reported **no discrepancies**, which indicates that some units have stronger monitoring and verification systems in place.

The implications of these findings for the study are significant. The predominance of missing records highlights the need for robust data management and monitoring frameworks. According to the **OECD (2024)**, reliable documentation is essential for ensuring transparency and comparability in public sector programs. The **World Bank (2025)** emphasizes that discrepancies often stem from institutional capacity gaps, such as weak record-keeping practices or uneven resource distribution, which can hinder program outcomes. Meanwhile, the **UNDP (2024)** stresses that accountability mechanisms must be strengthened to ensure that certifications accurately reflect the beneficiaries served, thereby safeguarding equity and credibility.

These discrepancies underscore that while program implementation is generally functional, weaknesses in documentation and administrative processes pose risks to accuracy, transparency, and trust. Addressing these issues requires investing in digital record-keeping systems, training staff in data management, and conducting regular audits to detect and correct errors. By minimizing discrepancies, the program can reinforce its credibility, ensure equitable service delivery, and provide a more reliable basis for evaluation and policy-making.

Table 5: Frequency and Percentage Distribution of Stage Where Discrepancies Usually Arise

STAGE OF OCCURRENCE	FREQUENCY	PERCENTAGE
Data collection from beneficiaries	12	63.16%
Certification issuance	2	10.53%
Encoding	2	10.53%
Data processing	2	10.53%
Registration stage	1	5.26%
Total	19	100.00%



The stage where discrepancies usually arise provides critical insight into the operational weaknesses of program implementation. The data shows that the majority of discrepancies (63.16%) occur during **data collection from beneficiaries**, underscoring that the earliest stage of program administration is the most vulnerable to errors. This suggests that inaccuracies often originate at the point of entry, where beneficiary information is gathered, recorded, and validated. Such issues may stem from incomplete documentation, misreporting, or challenges in verifying eligibility.

Smaller but notable proportions of discrepancies occur during **certification issuance (10.53%)**, **encoding (10.53%)**, and **data processing (10.53%)**, which highlight that administrative and technical stages also contribute to inconsistencies. Errors at these points may involve mismatches between records and certifications, duplication, or clerical mistakes in digital systems. Finally, **registration stage discrepancies (5.26%)** reflect occasional lapses in ensuring that beneficiaries are properly enrolled before certifications are issued.

The implications of these findings are significant for the study. Since most discrepancies arise at the data collection stage, strengthening front-line processes is essential. According to the **OECD (2024)**, robust data collection frameworks—including standardized forms, digital tools, and verification protocols—are critical for ensuring accuracy and comparability across units. The **World Bank (2025)** emphasizes that weak data collection systems often lead to downstream inefficiencies, as errors introduced early cascade into later stages of program delivery. Similarly, the **UNDP (2024)** stresses that accountability begins at the point of data entry, and that investments in training, monitoring, and community-level verification can substantially reduce discrepancies.

The findings highlight that program reliability depends heavily on the integrity of initial data collection. While later stages such as encoding and certification issuance also contribute to discrepancies, their impact is secondary compared to the vulnerabilities at the front line. Addressing these issues requires a comprehensive approach: strengthening beneficiary verification systems, investing in digital record-keeping,



training staff in accurate data entry, and instituting regular audits. By minimizing errors at the earliest stage, the program can ensure that certifications align more closely with actual beneficiaries, thereby enhancing transparency, equity, and credibility.

Table 6: Frequency and Percentage Distribution of Methods Used to Address or Resolve Discrepancies

RESOLUTION METHOD	FREQUENCY	PERCENTAGE
Manual reconciliation of records	8	36.36
Beneficiary follow-up	5	22.73
Coordination meetings	4	18.18
Manual reconciliation with coordination	3	13.64
No formal mechanism / Not specified	2	9.09
TOTAL	22	100

The methods used to address or resolve discrepancies reveal the practical strategies employed by program implementers to safeguard accuracy and accountability. The most common approach was **manual reconciliation of records** (8 cases), which underscores the reliance on traditional, labor-intensive methods to verify and correct inconsistencies. While effective in identifying errors, this approach is often time-consuming and prone to human limitations. Complementing this, **beneficiary follow-up** (5 cases) highlights the importance of direct engagement with stakeholders to validate information, ensuring that certifications genuinely correspond to actual beneficiaries.

Other strategies included **coordination meetings** (4 cases), which reflect collaborative efforts among staff and administrators to resolve discrepancies through dialogue and shared accountability. A hybrid approach—**manual reconciliation with coordination** (3 cases)—demonstrates that combining verification with collective decision-making can strengthen accuracy and reduce oversight. However, the presence of **no formal mechanism or unspecified methods** (2 cases) is concerning, as it suggests that some units lack structured processes for addressing



discrepancies, which can undermine transparency and weaken trust in program outcomes.

The implications of these findings for the study are significant. The reliance on manual reconciliation indicates that many units still operate with limited digital infrastructure, which can slow down resolution and increase the risk of recurring errors. According to the **OECD (2024)**, modernizing data management systems and adopting digital reconciliation tools are critical for improving efficiency and reducing human error. The **World Bank (2025)** emphasizes that collaborative mechanisms, such as coordination meetings, are essential for strengthening institutional capacity and ensuring equitable program delivery. Meanwhile, the **UNDP (2024)** stresses that accountability frameworks must include structured, formalized mechanisms for discrepancy resolution to safeguard program credibility.

The findings highlight that while practical methods are being employed to address discrepancies, the absence of standardized and technology-driven solutions poses risks to sustainability. Strengthening monitoring systems, institutionalizing formal resolution mechanisms, and investing in digital tools can significantly enhance accuracy, reduce administrative burdens, and ensure that certifications consistently align with registered beneficiaries. By doing so, the program can reinforce transparency, equity, and long-term credibility.

Table 7: Frequency and Percentage Distribution of the Effects of Discrepancies on Program Efficiency

OBSERVED EFFECT	FREQUENCY	PERCENTAGE
Delays in service delivery	12	44.44
Difficulty in monitoring	6	22.22
Misalignment with targets	5	18.52
No effect / Not reported	4	14.82
TOTAL	27	100



The observed effects of discrepancies on program efficiency highlight how administrative inconsistencies directly impact service delivery and institutional performance. The most common consequence reported was **delays in service delivery** (12 cases), which underscores how errors in documentation, certification, or beneficiary records slow down the timely provision of services. Such delays not only frustrate beneficiaries but also weaken the credibility of the program.

Another significant effect was **difficulty in monitoring** (6 cases), reflecting how discrepancies complicate the ability of administrators to track progress, evaluate outcomes, and ensure accountability. When records are inconsistent, monitoring systems lose accuracy, making it harder to assess whether targets are being met. Relatedly, **misalignment with targets** (5 cases) shows that discrepancies can distort program outputs, leading to gaps between planned objectives and actual achievements. Finally, a small portion of respondents (4 cases) reported **no effect or did not specify**, which may indicate either stronger internal controls or incomplete recognition of the impact of discrepancies.

These findings carry important implications for the study. The predominance of delays in service delivery suggests that discrepancies are not merely technical issues but operational bottlenecks that directly affect beneficiaries. According to the **OECD (2024)**, efficiency in public programs depends on minimizing administrative errors to ensure timely and equitable service provision. The **World Bank (2025)** emphasizes that discrepancies in program data often cascade into broader inefficiencies, undermining institutional capacity and resource utilization. Meanwhile, the **UNDP (2024)** stresses that effective monitoring and accountability frameworks are essential to prevent misalignment with targets and to safeguard program credibility.

These effects highlight that discrepancies compromise both the efficiency and integrity of program implementation. Addressing them requires strengthening data management systems, institutionalizing regular audits, and investing in staff training to reduce errors at every stage. By minimizing delays, improving monitoring accuracy,



and ensuring alignment with targets, the program can enhance its efficiency, reinforce transparency, and deliver more reliable outcomes to beneficiaries.

SUMMARY OF FINDINGS

The study on the PSA–LGU Birth Registration Assistance Project (BRAP) in Cagayan from 2022 to 2025 revealed several critical insights into program implementation, discrepancies, and efficiency.

Respondent Profile. The majority of respondents were Municipal Civil Registrars and BRAP focal persons, predominantly mid- to late-career professionals with long years of service. Most held at least a bachelor’s degree, with a significant number possessing advanced degrees. Training exposure was uneven, with some respondents reporting extensive participation while others had none, highlighting gaps in professional development.

Omnibus Certifications Issued. Most units reported issuing between 500–1,000 certifications, reflecting moderate and stable program delivery. However, disparities were evident, with some units reporting fewer than 500 certifications and others reporting exceptionally high outputs (e.g., 12,000). A notable 25% did not report figures, pointing to weaknesses in documentation and monitoring.

Registered Beneficiaries. Beneficiary registration followed a similar pattern, with most units reporting moderate levels (500–1,000). Yet, disparities persisted, with some units registering very few and others exceeding 2,000. Again, 25% did not report, underscoring accountability gaps.

Discrepancies Between Certifications and Beneficiaries. While most respondents indicated that discrepancies occurred rarely, occasional and frequent cases were still present. The most common types of discrepancies included missing beneficiary records, certification-related issues, clerical errors, and duplicate certifications. These discrepancies were found to arise primarily during the **data**



collection stage, confirming that front-line processes are the most vulnerable to error.

Resolution Methods. Discrepancies were commonly addressed through manual reconciliation of records, beneficiary follow-up, and coordination meetings. While these methods demonstrate practical efforts, reliance on manual systems highlights the absence of standardized, technology-driven solutions.

Effects on Program Efficiency. The most frequently observed effect was **delays in service delivery**, followed by difficulty in monitoring and misalignment with targets. These consequences show that discrepancies are not merely technical issues but operational bottlenecks that compromise efficiency, transparency, and credibility.

CONCLUSIONS

This study on **Omnibus Certifications and Registered Beneficiaries in the PSA–LGU Birth Registration Assistance Project: The Case of Cagayan Toward Program Efficiency** demonstrates that while the program has achieved moderate stability in most municipalities, persistent discrepancies between certifications issued and beneficiaries registered continue to challenge efficiency, transparency, and equity where these inconsistencies arise primarily during data collection and documentation, leading to delays in service delivery, difficulties in monitoring, and misalignment with program targets.

RECOMMENDATIONS

To strengthen the **PSA–LGU Birth Registration Assistance Project (BRAP)** in Cagayan and ensure greater program efficiency, equity, and transparency, the following recommendations are proposed under the acronym **CLEAR** — emphasizing the need for clarity, accountability, and sustainability in civil registration services:

C – Capacity Building



- Provide continuous training for Municipal Civil Registrars and Birth Registration Assistants on data management, digital tools, and discrepancy resolution.
- Develop standardized modules to ensure uniform practices across LGUs.

L – Leveraging Technology

- Adopt digital record-keeping and automated reconciliation systems to minimize manual errors.
- Integrate PSA–LGU databases for real-time monitoring and verification of certifications and beneficiaries.

E – Enhanced Coordination

- Institutionalize regular coordination meetings between PSA and LGUs to harmonize procedures and resolve discrepancies.
- Establish clear communication protocols to ensure timely reporting and feedback loops.

A – Accountability Mechanisms

- Implement standardized reporting formats to reduce “not reported” cases.
- Conduct periodic audits and monitoring to verify alignment between certifications issued and registered beneficiaries.

R – Responsive Policy Refinement

- Review and update existing guidelines to address recurring discrepancies, especially those arising during data collection.
- Align policies with **SDG 16.9** to ensure universal legal identity and equitable access to services.

INTERVENTION PLAN FOR EFFICIENT PROGRAM DELIVERY



To operationalize the findings of the study, a structured intervention plan is proposed under the acronym **BRAP-E** (Birth Registration Assistance Project – Efficiency). This framework ensures that program delivery is strengthened through capacity, technology, coordination, accountability, and policy refinement.

Intervention Plan Matrix (BRAP-E)

Objective	Strategies / Actions	Responsible Agencies	Expected Outcomes
B – Build Capacity	<ul style="list-style-type: none">- Conduct continuous training for Municipal Civil Registrars and Birth Registration Assistants on data collection, encoding, and discrepancy resolution.- Develop standardized operational manual for uniform practices across LGUs.	PSA, LGUs, DILG	Improved staff competence, reduced errors, and consistent program delivery.
R – Reinforce Coordination	<ul style="list-style-type: none">- Institutionalize quarterly PSA–LGU coordination meetings.- Establish clear communication protocols for reporting and feedback.	PSA, LGUs	Harmonized procedures, faster resolution of discrepancies, stronger interagency collaboration.
A – Automate Systems	<ul style="list-style-type: none">- Invest in digital platforms for real-time encoding and reconciliation.- Integrate PSA and LGU databases for seamless monitoring.	PSA, DICT, LGUs	Reduced manual errors, faster data processing, and improved transparency.



<p>P – Policy Refinement</p>	<ul style="list-style-type: none"> - Review and update guidelines to address recurring issues, especially during data collection. - Align policies with SDG 16.9 for universal legal identity. 	<p>PSA, Congress, Policy Makers</p>	<p>Clearer operational standards, stronger alignment with international commitments.</p>
<p>E – Enhance Accountability</p>	<ul style="list-style-type: none"> - Implement standardized reporting format to minimize “not reported” cases. - Conduct periodic audits and monitoring to verify alignment between certifications and beneficiaries. 	<p>PSA, COA, LGUs</p>	<p>Strengthened transparency, improved monitoring accuracy, and greater public trust</p>

ACKNOWLEDGMENT

The researcher expresses her profound gratitude to all individuals and institutions who, in one way or another, contributed to the successful completion of this study.

Foremost, the researcher extends her deepest appreciation to **Dr. Chona Pajarillo Agustin**, Associate Professor V of Cagayan State University, Tuguegarao City, and Editor-in-Chief of the *International Journal of Advanced Research in Management and Social Sciences*, for her invaluable guidance, professional expertise, and unwavering encouragement throughout the conduct of this research. Her insightful comments, constructive suggestions, and scholarly support greatly enriched the quality and rigor of this study.

The researcher also expresses her sincere gratitude to the officials and personnel of the Local Government Unit of Peñablanca headed by Mayor Marilyn Julia-Taguinod, Vice Mayor Washington M. Taguinod and all SB Members, for their unwavering support, the Philippine Statistics Authority (PSA) – Cagayan, as well as to the Municipal



Civil Registrars who willingly participated in this study. Their cooperation, openness, and provision of relevant information and data were essential to the completion of this research.

Special thanks are extended to the respondents of this study, particularly the PSA Focal Person of BRAP and Municipal Civil Registry personnel, whose time, participation, and valuable insights greatly contributed to the generation of reliable data for this research.

The researcher is also grateful to her staff who provided assistance during the preparation of this study.

Above all, the researcher expresses her deepest gratitude to her family for their unwavering love, understanding, patience, and inspiration. Their constant support and encouragement served as a source of strength and motivation in completing this academic endeavor.

Finally, the researcher offers her sincere thanks to the **Almighty God** for granting wisdom, strength, and guidance throughout the entire journey of this research.

REFERENCES

- Agustin, C. (2021). *Teaching effectiveness and institutional empowerment: A framework for inclusive education.*
- Agustin, C. P. (2019). *The teaching behavioral attributes of faculty members of the College of Business, Entrepreneurship and Accountancy: A comparative students' evaluation.* International Journal of Advanced Research in Management and Social Sciences.
- Agustin, C. P.(2019). *Classroom teaching management and evaluative techniques of the instructional staff of the College of Business, Entrepreneurship and Accountancy: A comparative students' evaluation.* International Journal of Advanced Research in Management and Social Sciences.



- Altbach, P. G., Reisberg, L., & Rumbley, L. E. (2019). *Trends in global higher education: Tracking an academic revolution*. UNESCO.
- Catalyst. (2025). *The impact of gender diversity on organizational performance*. Catalyst Research Report.
- Dobre, A. (2025). *Managing multigenerational workforces: Challenges and opportunities*. Journal of Organizational Change Management.
- Eagly, A. H., & Carli, L. L. (2025). *Gender and leadership: Navigating the labyrinth*. Harvard Business Review.
- International Labour Organization. (2025). *Managing an aging workforce: Best practices for succession and sustainability*.
- McKinsey & Company. (2025). *The future of work: Harnessing experience for resilience*. McKinsey Global Institute Report.
- Moriña, A., Carballo, R., & Doménech, A. (2025). *Transforming higher education: A systematic review of faculty training in UDL and its benefits*. Teaching in Higher Education, 30(7), 1722–1739.
- OECD. (2024). *Strengthening monitoring and evaluation in public sector programs*. OECD Policy Paper.
- UNDP. (2024). *Accountability and transparency in program implementation: Lessons from developing countries*. United Nations Development Programme Report.
- Valdez, R. P., Dolaypan, K. C., & Ollier, K. C. (2024). *Correlates of teaching effectiveness of faculty members*. Psychology and Education: A Multidisciplinary Journal, 21(3), 242–252.
- World Bank. (2025). *Institutional capacity and program delivery: Addressing disparities in governance*. World Bank Development Report

