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| RESEARCH ARTICLE

## Implementing Social Protection for Older Persons: Awareness and Local Implementation of RA 9994 in Marawi City

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| ABSTRACT

This study was undertaken to examine the awareness and implementation of the Expanded Senior Citizens Act of 2010 (Republic Act No. 9994) in Marawi City, recognizing the growing importance of social protection policies for an aging population. This study utilized a descriptive-correlational research design. The research was conducted through structured surveys distributed to 223 senior citizens residing in Marawi City. The survey included questions designed to assess respondents' awareness of the privileges and government assistance provided under the Expanded Senior Citizens Act, as well as their perceptions of how these policies and services impact their lives. Analysis of the respondents' socio-demographic data revealed that the majority were aged 60 to 63 years, with a mean age of 68 years. In addition, respondents displayed varied levels of awareness regarding different privileges. While they were generally informed about discounts on transportation, medical services, and priority lanes, there was less awareness or satisfaction concerning the 5% discount on utility bills and the overall implementation of these benefits. In summary, while some aspects of the Expanded Senior Citizens Act and OSCA services are effective and appreciated, there are significant areas requiring improvement. Enhanced communication, better implementation, and increased support are necessary to address the identified gaps and better meet the needs of senior citizens in Marawi City.

| KEYWORDS

OSCA services, Senior Citizens Act, Marawi City, social protection policies

| ARTICLE INFORMATION

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### 1. Introduction

#### 1.1 Background of the Study

This study was undertaken to examine the awareness and implementation of the Expanded Senior Citizens Act of 2010 (Republic Act No. 9994) in Marawi City, recognizing the growing importance of social protection policies for an aging population. The research was particularly relevant as senior citizens constituted one of the most vulnerable sectors of society, often facing health, economic, and social challenges that required effective government intervention. While RA 9994 was enacted to safeguard the rights and welfare of older persons, concerns had been raised regarding whether its provisions were sufficiently known to senior citizens and properly implemented at the local level. Assessing both awareness and implementation was therefore essential to determine whether the law had translated into tangible benefits for its intended beneficiaries, especially in a post-conflict and resource-constrained urban setting such as Marawi City.

At the global level, population aging had been widely recognized as a major social and governance challenge. International organizations had emphasized the need for inclusive social protection systems, age-friendly policies, and effective service delivery mechanisms to ensure the well-being and dignity of older persons. Many countries had adopted legislative and administrative measures to provide health care access, income security, and social participation for senior citizens; however, studies consistently showed that policy effectiveness depended largely on implementation capacity and public awareness at the community level.

At the national level, the Philippines had demonstrated its commitment to elderly welfare through a series of legislative measures, culminating in the enactment of Republic Act No. 9994 in 2010. This law expanded earlier statutes by granting senior citizens discounts and value-added tax exemptions on basic goods and services, free medical and dental services in government facilities, social pensions for indigent senior citizens, and other privileges intended to improve quality of life. The enactment of RA 9994 reflected the State's adherence to the constitutional principle that, while families bore primary responsibility for elderly care, the government also had a duty to provide just and responsive social security programs.

The relevance of this law had increased as the senior citizen population steadily grew. Data from the Philippine Statistics Authority indicated that in 2020 there were approximately 9.2 million Filipinos aged 60 years and above, representing about 8.5 percent of the total population. This demographic trend had placed greater pressure on government institutions to ensure that social protection policies were not only comprehensive on paper but effectively delivered in practice. Despite the existence of RA 9994, national reports and studies had pointed to persistent issues of limited awareness, uneven implementation, and weak enforcement, particularly among senior citizens living in rural, remote, or economically disadvantaged areas.

At the local level, these challenges were more pronounced in areas facing governance and service-delivery constraints. In cities such as Marawi, which had experienced armed conflict and prolonged social disruption, access to information and public services had been uneven. Senior citizens in such contexts were often more vulnerable due to poverty, health risks, displacement, and dependence on limited family or state support. Although local government units, the Office for Senior Citizens Affairs (OSCA), and social welfare offices were mandated to implement and monitor RA 9994, observations and reports had suggested that compliance by some private establishments was inconsistent and that monitoring mechanisms were not always fully effective.

Despite the existence of national policies and prior studies on senior citizen welfare, a critical research gap had been identified at the local level, particularly in conflict-affected and underserved cities. Previous empirical studies had generally reported that senior citizens were only moderately aware of the benefits provided under RA 9994, while the extent of implementation in certain communities had been described as slight or inconsistent. However, limited research had focused specifically on Marawi City, where unique socio-political, cultural, and administrative conditions could significantly influence policy awareness and implementation.

Moreover, while national-level assessments had highlighted implementation challenges, there had been insufficient localized evidence examining how senior citizens themselves perceived the effectiveness of RA 9994 and how institutional mechanisms functioned on the ground. From a public administration perspective, this gap underscored the need to assess institutional capacity, information dissemination, monitoring, and enforcement at the local level.

Generally, this study measured two key dimensions: (1) the level of awareness of senior citizens in Marawi City regarding their rights, privileges, and benefits under Republic Act No. 9994, and (2) their perceptions of the extent to which these provisions had been implemented and respected by government offices and private establishments. By focusing on these areas of measurement, the research sought to identify administrative, procedural, and informational gaps that had hindered effective policy implementation.

Through this localized assessment, the study aimed to contribute empirical evidence that could inform local government units, policymakers, and program implementers in strengthening governance, accountability, and

service delivery for senior citizens. Ultimately, the findings were expected to support improvements in the execution of RA 9994, enhance social protection for older persons in Marawi City, and contribute to public administration scholarship on policy implementation in complex local settings.

### **1.2 Objectives of the Study**

The purpose of the study was to determine the awareness and perception of the respondents on the Expanded Senior Citizens Act of 2010.

Specifically, this study sought to answer the following questions:

1. What are the personal and socio-demographic profile of the respondents in terms of:
  - 1.1 Age;
  - 1.2 Civil Status;
  - 1.3 Economic Status;
  - 1.4 Educational Attainment;
  - 1.5 Monthly Income;
  - 1.6 No. of Children;
  - 1.7 Occupation; and
  - 1.8 Sex?
  
2. What is the level of awareness of the respondents on the Expanded Senior Citizens Act of 2010 in terms of:
  - 2.1 Privileges; and
  - 2.2 Government Assistance?
  
3. What is perception of the respondents on the Implementation of Expanded Senior Citizens Act of 2010 in terms of:
  - 3.1 Privileges availed;
  - 3.2 Government Assistance availed; and
  - 3.3 Contribution of the Senior Citizen's Act of 2010 to the respondents' condition?
  
4. What is the perception of the respondents on the service delivery of the OSCA?
5. Is there an association between the respondents' socio-demographic profile and their level of Awareness on the Expanded Senior Citizens Act of 2010?
6. Is there an association between the respondents' socio-demographic profile and their perceptions on the implementation of Senior Citizens Act of 2010?
7. What enhancement can be done in the implementation of the Expanded Senior Citizens Act of 2010 in Marawi City?

### **1.3 Research Hypotheses**

**Ho1:** There is no association between the respondent's socio-demographic profile and their level of awareness on the Implementation of Expanded Senior Citizens Act of 2010.

**Ho2:** There is no association between the respondent's socio-demographic profile and their perception on the Implementation of Expanded Senior Citizens Act of 2010.

### **1.4 Theoretical Framework**

The implementation of the Expanded Senior Citizens Act of 2010 (Republic Act No. 9994) can be examined through several theoretical lenses aside from a constitutional and legal point of view, which can explain the relationship between policy design, administrative behavior, citizen awareness, and social outcomes.

#### **1.4.1 Constitutional and Legal Framework**

Article XIII, Section 11 of the Philippine Constitution mandates the State to adopt a comprehensive approach to health development, ensuring that essential goods, health services, and social services are available to all people at affordable costs, with priority given to underprivileged groups, including the elderly (Constitution of the Philippines, 1987). Furthermore, Article XV, Section 4 emphasizes the family's duty to care for its elderly members while advocating for state-designed social security programs to support them (Constitution of the Philippines, 1987). This legal backdrop supports the enactment of Republic Act No. 9994, also known as the Expanded Senior Citizens Act of 2010. This act, which amends Republic Act No. 7432 (the Senior Citizens Act of 1992), provides additional benefits and privileges to senior citizens, thereby maximizing their contributions to nation-building and improving their overall well-being (Republic Act No. 9994, 2010).

#### **1.4.2 Theoretical Perspectives**

The following theories provide the foundation for understanding the dynamics of awareness and implementation of the law in the local context of Marawi City.

##### **a) Policy Implementation Theory**

According to Pressman and Wildavsky's (1973) Implementation Theory, the success of a policy depends not only on the quality of the law itself but also on the capacity, coordination, and commitment of the agencies tasked with carrying it out. Implementation involves a complex chain of decisions and actions by multiple actors, where each link affects the eventual outcome.

Applied to this study, the Expanded Senior Citizens Act's effectiveness in Marawi City depends on how well local government units (LGUs), the Office for Senior Citizens Affairs (OSCA), and other relevant agencies interpret and execute the law's provisions. Challenges such as limited resources, bureaucratic inefficiencies, or weak interagency coordination can hinder the fulfillment of the law's objectives. By using the lens of implementation theory, this research seeks to analyze whether the mechanisms established for RA 9994 are functioning effectively and consistently across the local administrative structure.

##### **b) Awareness-to-Action Model**

The Awareness-to-Action Model proposes that awareness is the first and most essential step in shaping attitudes, decisions, and behaviors toward any policy or program (McGuire, 1984; Keller, 2016). The model explains that individuals move through cognitive stages—such as exposure, comprehension, acceptance, and retention—before they can meaningfully act on the information provided. In social and public policy research, this model is widely used to examine how knowledge gaps can lead to underutilization of government services or misinformed decision-making (Kim & Grunig, 2020).

Applied to this study, the model highlights the central role of awareness in determining whether senior citizens in Marawi City can fully benefit from the Expanded Senior Citizens Act of 2010. If elderly residents are not aware of specific provisions—such as the 20% discount, VAT exemption, free medical services, or the social pension—they are less likely to claim or demand them, weakening the law's intended impact on their welfare (Torres & Cabreza, 2021). In a setting like Marawi City, where social services rely heavily on information dissemination, this model justifies the inclusion of awareness as a primary variable influencing both implementation and program uptake. The theory guides the study by framing awareness not just as a factor, but as a necessary gateway for enabling senior citizens to exercise their legal rights.

##### **c) Theory of Governance and Public Service Delivery**

The Theory of Governance and Public Service Delivery, particularly under the New Public Service (NPS) paradigm, emphasizes that government systems should prioritize serving citizens through participation, collaboration, and responsiveness (Denhardt & Denhardt, 2000; Kettunen & Kallio, 2018). Rather than treating citizens as passive recipients of services, NPS promotes shared responsibility between institutions and communities, stressing

transparency, accountability, and engagement as key governance principles (Osborne, 2010). This framework is often used in research assessing how public institutions deliver welfare programs, especially those involving vulnerable groups.

In the context of this study, the NPS perspective supports the evaluation of how agencies such as the Office of Senior Citizens Affairs (OSCA), DSWD, and local government units implement the Expanded Senior Citizens Act in Marawi City. The theory underscores that effective implementation requires citizen-centered processes, accessible information, and opportunities for seniors to participate or voice concerns regarding services (Alampay & Concepcion, 2021). Given Marawi's post-conflict rehabilitation environment, governance quality and service delivery are especially crucial to restoring public trust. The theory therefore provides a foundation for examining whether public institutions fulfill their role in ensuring that senior citizens receive their mandated privileges and whether the delivery of these services reflects principles of responsiveness and inclusivity.

#### **d) Social Exchange Theory**

Social Exchange Theory explains human interactions as exchanges guided by perceived rewards, costs, and mutual obligations (Blau, 1964; Homans, 1958). In public policy contexts, it suggests that individuals' trust, cooperation, and participation in government programs depend on whether they perceive the exchange as fair and beneficial (Cropanzano & Mitchell, 2005). This theory is often applied to welfare studies to analyze how citizens interpret government support and how their experiences shape attitudes toward state institutions.

For this study, the Expanded Senior Citizens Act of 2010 represents a structured exchange in which the government provides benefits—such as healthcare access, discounts, and social protection—in recognition of senior citizens' contributions to society. The success of this exchange depends on two conditions: the government's ability to deliver the promised benefits and the senior citizens' knowledge and trust that these benefits will be provided (De Guzman & Caballes, 2020). In Marawi City, where residents have experienced displacement and institutional disruption, trust in government programs may influence whether seniors actively seek their entitlements. This theory allows the study to examine how awareness, perceptions of fairness, and actual service delivery shape the relationship between senior citizens and implementing agencies.

#### **e) Rights-Based Approach to Social Policy**

The Rights-Based Approach to Social Policy rests on the principle that access to social protection, welfare programs, and public services is not discretionary but an inherent human right grounded in dignity, equality, and justice (United Nations, 2012; Gready & Ensor, 2019). Rather than viewing government programs as acts of benevolence, this framework positions citizens as rights-holders and state institutions as duty-bearers responsible for ensuring accountability, participation, and non-discrimination in service delivery. It emphasizes core principles such as transparency, empowerment, and equitable access, which are central to evaluating how effectively governments uphold the rights of vulnerable populations, including older persons (HelpAge International, 2018).

Applied to this study, the Rights-Based Approach provides a lens for assessing whether senior citizens in Marawi City truly enjoy the protections and entitlements guaranteed under the Expanded Senior Citizens Act of 2010. Since the law affirms the rights of the elderly to health care, social protection, and dignity, this perspective helps determine whether implementing institutions uphold their obligations in ways consistent with both national policy and global frameworks such as the Madrid International Plan of Action on Ageing (United Nations, 2002). Using this approach also highlights structural barriers—such as gaps in awareness, discrimination, or limited access to services—that may prevent senior citizens from exercising their rights. In a post-conflict setting like Marawi, the framework becomes even more relevant as issues of equitable access, government accountability, and the restoration of social trust are essential to upholding the welfare and dignity of the elderly.

Taken collectively, the theories form a comprehensive structure for examining both the behavioral and administrative dimensions of awareness and implementation of the Expanded Senior Citizens Act of 2010 in Marawi City. The Awareness-to-Action Model explains how knowledge shapes attitudes and enables senior citizens to act

upon the provisions of the law, reinforcing the importance of information access in policy uptake. The Theory of Governance and Public Service Delivery highlights the role of participatory, citizen-centered public administration in ensuring that frontline agencies provide responsive and inclusive services. Social Exchange Theory adds a sociological layer by examining how trust, perceived fairness, and reciprocal obligations influence how senior citizens interact with state institutions and respond to available benefits.

Meanwhile, Policy Implementation Theory (as used in public administration) clarifies how laws transition from written mandates to actual practices through structures, processes, and performance of implementing agencies (Hill & Hupe, 2014). The Rights-Based Approach anchors the framework in principles of justice, equity, and accountability, ensuring that the study does not merely evaluate efficiency, but also whether senior citizens' rights are upheld in accordance with national commitments and international standards.

Integrating these perspectives allows the study to evaluate the Expanded Senior Citizens Act through multiple angles—awareness, governance, institutional delivery, social relationships, and rights protection. Together, they provide a solid analytical foundation for understanding how awareness and implementation interact to shape the lived experiences of senior citizens in Marawi City, and how gaps in either dimension may hinder the full realization of their welfare and entitlements.

**1.5 Conceptual Framework**

This study utilized an operational model using input-throughput-output variables (independent and dependent variables). The input of the study presented the socio-demographic profile of the respondents which included the following: Age, Civil Status, Economic Status, Educational Attainment, Monthly Income, Number of Children, Occupation, Sex. In addition, the study examined whether there was a significant relationship between the respondent's socio-demographic profile and their awareness on the Expanded Senior Citizens Act of 2010 as well as their perception on the implementation of the provision based on the benefits they have received and the service delivered by the Office of Senior Citizens Affairs. The output was the enhancement on the implementation of Expanded Senior Citizens Act of 2010 in Marawi City based on the respondent's level of awareness and perception.

In order to gain clearer understanding about the study, a diagram was illustrated below to see the relationships of the variables:

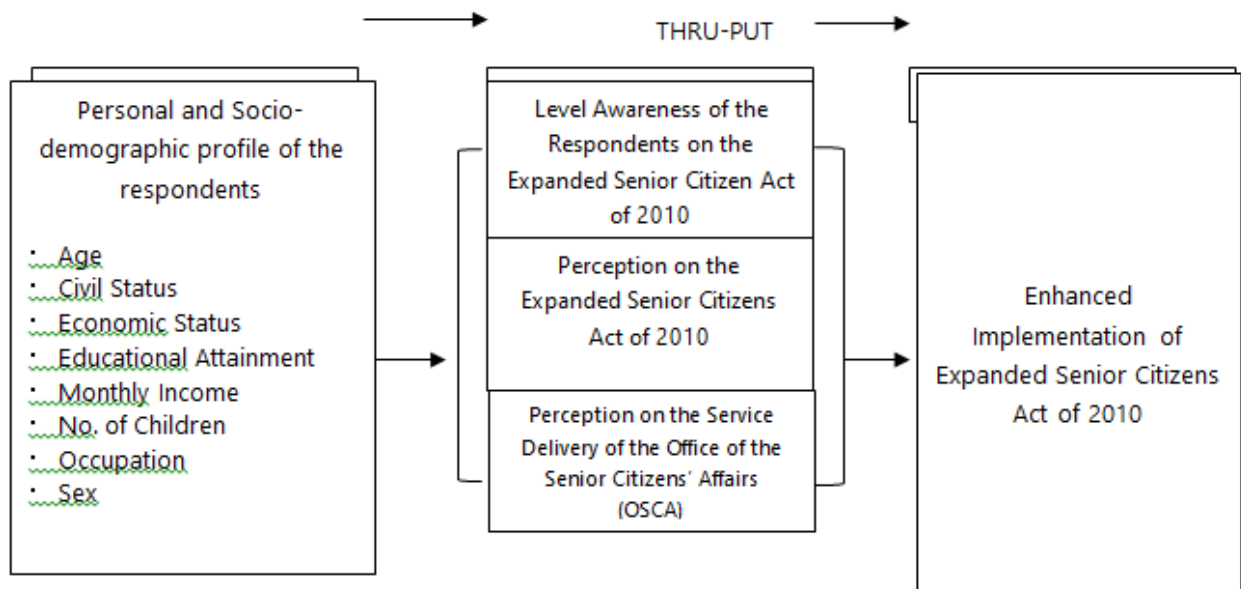


Figure A. The Schematic Diagram of a Conceptual Framework of the Study

### **1.6 Significance of the Study**

The conduct of this study had significant contribution to the study and practices of law implementation like the Implementation of Expanded Senior Citizens Act of 2010 in Marawi City. Moreover, the findings of this study were beneficial to the following:

**Senior Citizens.** This study benefitted the senior citizens by recognizing their rights and be aware of their privileges, benefits as well as their role in the local community. It also motivated them to participate in various activities in the community. Lastly, it helped them realize that their role in the community was vital.

**Local Government Unit.** This study helped both the Marawi City and Provincial Government of Lanao del Sur in improving community awareness services and enhancing the implementation of Republic Act 9994, also known as the Expanded Senior Citizens Act of 2010, along with other laws pertinent to senior citizens in Marawi City and Lanao del Sur.

**Community.** This study helped in raising awareness within the community about the privileges and benefits available to senior citizens. It also enabled the community to increase awareness among senior citizens in their local areas about the law and its provisions.

**Department of Social Welfare and Development and Ministry of Social Services and Development.** This study benefitted the Department of Social Welfare and Development Office Ministry of Social Services and Development by providing insights that enabled them to conduct activities, in coordination with the LGU, aimed at raising awareness about Republic Act 9994. As a result, more senior citizens could be informed of their rights and enjoy an improved quality of life in their later years.

**Stakeholders.** This study guided other agencies beyond the Department of Social Welfare and Development in enhancing their programs and services for senior citizens, as mandated by the government.

**Future Researchers.** This study served as a reference for future researchers interested in exploring similar topics.

### **1.7 Scope and Limitations of the Study**

The scope of this study centered on assessing the level of awareness and perception among senior citizens in Marawi City regarding the implementation of the Expanded Senior Citizens Act of 2010, also known as Republic Act 9994. The primary objective was to evaluate how well-informed the senior citizens were about the benefits and privileges provided under the Act and to understand their perceptions of its execution. Additionally, the study aimed to determine if there were significant relationships between the respondents' socio-demographic profiles—such as age, sex, civil status, educational attainment, number of children, monthly income, occupation, and economic status—and their levels of awareness and perceptions concerning the Act.

In addition, this research specifically targeted senior citizens residing in District 4 of Marawi City, which comprises 18 barangays. A total of 223 senior citizens from this district were included in the study, providing a focused yet comprehensive perspective on the local senior population's awareness and perception. The study's findings are thereby tailored to this particular district and demographic, and may not be generalizable to other districts or regions beyond Marawi City.

Moreover, the study was geographically limited to District 4 of Marawi City, restricting the sample to senior citizens within this area. Consequently, the results may not be applicable to other districts or locations outside of Marawi City. The sample size, consisting of 223 senior citizens, while substantial, may not fully represent the entire senior population of Marawi City or other comparable urban areas. Thus, the findings are specific to the selected barangays and may not capture the experiences of senior citizens from different locations or with varying socio-demographic characteristics.

Furthermore, the research was confined to exploring awareness and perception related to the Expanded Senior Citizens Act of 2010 and did not extend to other aspects of senior welfare or broader social policies affecting the elderly. The data collection and analysis were conducted within a specific timeframe, which may limit the relevance of the findings to the period of the study. Additionally, while the study examined the relationships between socio-demographic variables and awareness and perception, it did not consider other potential factors such as personal health status, previous experiences with government services, or broader socio-economic conditions that might influence senior citizens' views and experiences. These delimitations were established to maintain a manageable and focused research scope, ensuring relevant insights within the defined parameters.

### **1.8 Definition of Terms**

For better and clearer understanding of some terminology used in this study, the following were defined either conceptually or operationally.

**Awareness.** It refers to the extent to which senior citizens know about the rights, benefits, privileges, and social protection programs entitled to them under law and government policy. It also includes understanding how to access and claim those entitlements (Cablaog et al, 2019). In this study, it refers to the knowledge and understanding of senior citizens on the Expanded Senior Citizens Act of 2010. This variable is measured by yes, no, and unsure.

**Benefits.** It refers to the range of services, supports, and concessions provided to senior citizens to enhance their well-being — including health services, social pension, discounts on goods and services, and other welfare measures aimed at improving quality of life (Juachon, 2023). In this study, it refers to the various advantages and entitlements granted to senior citizens under the Expanded Senior Citizens Act of 2010 (RA 9994).

**Department of Social Welfare and Development (DSWD).** It refers to the national government agency in charge of social welfare and development programs in the Philippines, responsible for designing, implementing, and overseeing social assistance programs including those for indigent senior citizens (Philippine Institute for Development Studies [PIDS], 2025). In this study, it refers to the agency involved in administering social pensions and other support services for senior citizens, as outlined in the Expanded Senior Citizens Act of 2010.

**Ministry of Social Services and Development (MSSD).** In contexts where this term is used (e.g., in autonomous or regional governments), it refers to the regional governmental body that administers social services and welfare programs, including implementation of social pension and other support for senior citizens in its jurisdiction (MSSD-BARMM, 2025). In this study, it is the regional equivalent to the DSWD that is involved in the direct, localized implementation and administration of social pensions and other support services for senior citizens only within the BARMM territory, following national guidelines set by the Department of Social Welfare and Development Office.

**National Commission of Senior Citizens (NCSC).** It refers to the government agency created in 2019 to serve as the primary institution for coordinating, monitoring, and ensuring the full implementation of laws, policies, and programs for senior citizens, thus promoting their rights, welfare, and well-being, and coordinating with national and local stakeholders for effective service delivery (NCSC, 2019). In this study, the NCSC can provide official reports, circulars, and statistics that can be used as secondary data in the study to support findings about awareness, perception, and service delivery.

**Enhancement.** It refers to initiatives, programs, or interventions designed to improve and strengthen the welfare, rights, and living conditions of senior citizens beyond basic support, such as improved access to health care, social protection, community involvement, or livelihood opportunities through governmental or institutional measures (PIDS, 2025). In this study, it refers to the improvement of the implementation of R.A. 9994 in Marawi City.

**Expanded Senior Citizens Act of 2010.** It refers to the legislation that institutionalized additional government support and privileges for senior citizens, establishing mechanisms for welfare grants, social pension, discounts, and

rights protection, serving as the legal foundation for social protection of older persons (Juachon, 2023). In this study, it provides the legal basis for the rights, privileges, and benefits of senior citizens, which forms the foundation for examining awareness and perceptions in this study.

**Government Assistance.** It refers to support provided by state institutions to senior citizens, including financial aid (social pension), health services, subsidized goods and services, and other welfare measures intended to safeguard their dignity, health, and social inclusion (PIDS, 2025). In this study, it refers to the different assistance given to senior citizens in the Philippines by concerned government agencies such as the LGU, DSWD, DOH, DTI, and the like.

**Implementation.** It refers to the process by which laws, policies, and programs for senior citizens are put into practice. This includes how government agencies and local offices deliver benefits and services, monitor compliance, and operationalize social protection measures for the elderly (NCSC, 2019). In this study, it refers to the operation and practices of the Expanded Senior Citizens Act of 2010 in Marawi City.

**Indigent Senior Citizen.** It refers to an older person (usually 60 years or above) who lacks pension or stable income, does not receive sufficient financial support from relatives or other sources, and qualifies for social pension and other assistance under social welfare programs (DSWD, 2025). In this study, it refers to senior citizens who are receiving 1,000 pesos every month and are also respondents of this study.

**Office of the Senior Citizens Affairs (OSCA).** It refers to the local government unit office mandated to coordinate, manage, and facilitate the welfare of senior citizens in a city or municipality, including registration, dissemination of information, coordination of benefits, and serving as local implementing body for senior citizen programs (MSSD-BARMM, 2025). In this study, it refers to the Office of the Senior Citizens Affairs in Marawi City, which manages the concerns of senior citizens in Marawi City, including but not limited to the issuance of Senior Citizens ID cards and booklets.

**Perception.** It refers to how senior citizens evaluate and interpret the adequacy, fairness, and effectiveness of the benefits, services, and privileges they receive; this includes their views on accessibility, responsiveness of institutions, and overall satisfaction with social welfare programs (Cablao et al., 2019). In this study, it refers to the opinion of the respondents on the practices and operation of RA 9994 in Marawi City. This variable is measured by: 5- Strongly Agree (SA); 4- Agree (A); 3- Undecided (U); 2- Disagree (D); 1- Strongly Disagree (SD).

**Privileges.** It refers to the special rights and concessions legally accorded to senior citizens such as discounts on goods and services, free or subsidized medical care, priority lanes in public and private establishments, and other entitlements intended to support their welfare and inclusion (Juachon, 2023). In this study, it refers to the different benefits entitled to senior citizens in the Philippines, both from the government and commercial establishments.

**Social Pension.** It refers to the regular financial assistance provided by the government to qualified indigent senior citizens, in the form of a monthly stipend which shall not be less than one thousand pesos (P1,000) per month, intended to help cover daily subsistence and medical needs, thereby offering a safety-net for vulnerable older persons (DSWD, 2025). In this study, it is one of the benefits under government assistance availed by the respondents.

**Senior Citizen or Elderly.** It refers to a person, typically a Filipino citizen, who has reached the age of 60 years or older and is therefore eligible under law for the benefits, protections, and social support measures designed for older persons (PIDS, 2025). In this study, it refers to individuals who are 60 years old and above who will be the respondents of this study.

## **2. Review of Related Literature and Studies**

This chapter presents a comprehensive review of related literature and studies that provide the theoretical and empirical foundation for the present research entitled "Expanded Senior Citizen Act of 2010: Awareness and Implementation in Marawi City." It explores the existing body of knowledge concerning the welfare of senior citizens, the legal framework governing their rights and privileges, the level of awareness among beneficiaries, and the degree of policy implementation at the local government level. The review is divided into two major sections: related literature and related studies, both local and foreign, to establish the research context and identify existing gaps that this study intends to address.

### **2.1 Related Literature**

Understanding how older adults experience aging, access services, and perceive government support provides the conceptual foundation for examining awareness and perception of the Expanded Senior Citizens Act of 2010. Literature on global aging, community-based support systems, quality of life, and statutory benefits reveals growing attention to the well-being of senior citizens. These works also highlight persistent disparities in access, awareness, and service delivery which are issues that directly shape how senior citizens interpret and utilize their privileges under the law. By weaving together these strands of scholarship, this review identifies what is known, what remains underexplored, and how this study contributes to addressing a persistent gap: the need to understand not only what benefits exist for seniors, but whether they *know* about them, *access* them, and *perceive* them as meaningful in their lived experience.

### **2.2 The Expanded Senior Citizen Act of 2010 (Republic Act No. 9994)**

Republic Act No. 9994, or the Expanded Senior Citizens Act of 2010, is a landmark legislation in the Philippines that reinforces the government's commitment to promoting the welfare of older persons. The law amends earlier acts—Republic Act No. 7432 and Republic Act No. 9257—by expanding the benefits granted to senior citizens, including discounts on goods and services, exemption from the value-added tax, free medical and dental services, and monthly social pensions for indigent senior citizens (Department of Social Welfare and Development [DSWD], 2021). The law also institutionalizes the Office for Senior Citizens Affairs (OSCA) in every city and municipality, which serves as the implementing arm of the local government for programs related to the elderly (Philippine Statistics Authority [PSA], 2020).

This legislation is grounded on the constitutional provision that the State shall "adopt an integrated and comprehensive approach to health development" and "maintain an effective food and drug regulatory system," ensuring that vulnerable groups such as senior citizens are not neglected (Philippine Constitution, 1987). However, the translation of this policy into practice remains uneven across localities, particularly in geographically or socially challenged areas like Marawi City.

### **2.3 Privileges and Benefits of Senior Citizens**

#### **a) Transportation Benefits**

The Expanded Senior Citizens Act mandates a 20% discount on transportation services, hotels, restaurants, recreation centers, and medicines as part of its effort to reduce out-of-pocket expenses for older adults (Republic Act 7432). For public water transportation, this discount applies to fares, meals, and onboard medicines. Public land transport—including buses, jeepneys, taxis, and shuttle services—likewise adheres to a 20% discount as authorized by the LTFRB, whose Memorandum Circular 2009-010 requires operators to disseminate information to ensure seniors fully benefit from the law.

Senior citizens are also entitled to a 20% fare reduction on LRT, MRT, and domestic air travel. These benefits aim to facilitate mobility, which is closely tied to social participation and access to health and recreational services.

#### **b) Hotels, Lodging, and Recreation Centers**

Discounts in hotels apply only to room accommodations, while recreation centers must honor the senior citizen discount for admission fees to cinemas, theaters, concert halls, circuses, carnivals, and other leisure venues.

Restaurants must provide discounts on all food, drinks, desserts, and consumable items, including value meals. These provisions help seniors maintain social engagement which is an important contributor to psychological well-being.

### **c) Medical, Dental, and Medicine Purchase Benefits**

RA 9994 emphasizes health-related support. Seniors must present their OSCA ID and a valid prescription when purchasing medicines. Administrative Order No. 2012-0007 outlines mechanisms to balance health care costs with hospital viability and instructs all public and private health facilities to comply with discount provisions (Administrative Order No. 2012-0007).

In government facilities, seniors may avail themselves of free medical and dental services, including health examinations, surgeries within facility capability, routine laboratory tests, and dental procedures such as fillings and extractions. These services also include professional consultations and counseling by various medical specialists.

### **d) Life Insurance and Financial Benefits**

Senior citizens who are GSIS retirees may convert compulsory life insurance into optional policies, while SSS retirees continue receiving medical and dental services through Medicare programs. PAG-IBIG membership remains open to senior citizens who wish to continue provident savings or apply for housing loans, subject to eligibility requirements.

These privileges reflect the intent of national policies to secure older persons' financial stability and access to essential services. However, the effectiveness of these benefits depends on awareness, accessibility, and efficient service delivery—areas that often vary across local contexts.

## **2.4 Government Assistance to Senior Citizens**

### **a) Social Pension for Indigent Senior Citizens**

Social protection for older adults is widely recognized as a fundamental human right anchored in international frameworks such as the Universal Declaration of Human Rights (1948) and the International Covenant on Economic, Social and Cultural Rights (1966). In many countries, the provision of pensions—both contributory and non-contributory—helps safeguard the well-being of older adults who are at risk of income loss, illness, and social exclusion (United Nation, 2015).

In the Philippines, Republic Act 9994 institutionalized additional support through the Social Pension Program for Indigent Senior Citizens. This policy strengthens earlier laws by ensuring that the poorest and most vulnerable seniors receive a monthly stipend to help them meet basic needs (Guidelines on the Implementation of the Social Pension for Indigent Senior Citizens, 2010). Eligibility criteria include age prioritization (80+, then 70–79, then 60–69) and economic status as determined by the National Household Targeting System. Seniors receiving pensions from GSIS, SSS, or other agencies are excluded to prioritize those without regular income or familial support (Guidelines on the Implementation of the Social Pension for Indigent Senior Citizens, 2010).

International trends show that many developing countries struggle with limited pension coverage, prompting the creation of tax-financed universal or means-tested social pensions. Examples include China's nearly universal pension system, Bolivia's tax-funded universal old-age benefits, and Chile's targeted social support for older adults with low or no pensions (United Nation, 2015). These innovations reflect global recognition that income support in old age is essential for maintaining dignity and independence. The Philippine system aligns with these efforts but continues to navigate challenges related to awareness, distribution, and the adequacy of local implementation—issues directly relevant to this study's interest in perception and awareness.

### **b) Health Benefits for Senior Citizens**

Age remains one of the strongest predictors of health status, with older adults facing heightened risks of chronic illness, functional decline, and social isolation (WHO, 2015). Biological aging is associated with weakened immunity and increased susceptibility to disease, while social changes such as bereavement or decreased social roles can further affect well-being (WHO, 2015). These realities highlight the importance of accessible health services and long-term care systems.

Caring for older adults with chronic conditions requires physicians and community health providers who are familiar with geriatric needs, long-term care options, and community-based support services (Cox, 2004). This approach aligns with Philippine legislation, particularly RA 9994 and RA 10645, which guarantee a wide range of health benefits, including:

- **20% discounts** on medicines, vaccines (influenza, pneumococcal), medical supplies, and equipment
- **20% discount** on professional health services rendered in private hospitals, clinics, and home care
- **Free vaccination** for indigent seniors administered by the DOH
- **Mandatory PhilHealth coverage** for all senior citizens, funded through the National Health Insurance Fund (RA 10645)

PhilHealth Circular No. 056 (2012) requires government hospitals to establish geriatric wards exclusively for senior citizens, while PhilHealth Circular No. 033-2014 mandates coordination with OSCA for enrollment and updating of senior citizen membership lists. These policies demonstrate the country's commitment to accessible geriatric healthcare, although actual service delivery depends on the efficiency of local implementation.

From the standpoint of this study, these health provisions highlight why awareness is essential. Even the most comprehensive benefits are ineffective if seniors are unaware of them or unable to navigate the system. Examining how socio-demographic factors shape awareness and perception becomes crucial in evaluating whether the Expanded Senior Citizens Act fulfills its intended goals.

### **c) Policy Awareness and Information Dissemination**

Awareness is a critical factor in determining the success of any public policy. According to Lasswell's (1971) communication model of policy dissemination, information must be effectively transmitted, understood, and acted upon by the target population. Without awareness, even the most comprehensive policies fail to achieve their intended outcomes. In the context of RA 9994, many studies have shown that senior citizens often have limited knowledge about the full range of benefits available to them (Gerolin & Palic, 2020). Barriers include illiteracy, lack of access to reliable information channels, and weak information dissemination strategies by government agencies.

Effective awareness campaigns are therefore essential to empower senior citizens and enable them to claim their rights. Public information materials, media partnerships, and community outreach can enhance knowledge dissemination, particularly in remote or conflict-affected areas such as Marawi.

### **d) Policy Implementation and Local Governance**

Policy implementation refers to the process of translating legislative intent into operational programs and activities. Pressman and Wildavsky (1973) and Van Meter and Van Horn (1975) emphasize that successful implementation depends on factors such as clear objectives, adequate resources, inter-agency coordination, and compliance from implementers. In decentralized systems like the Philippines, local government units (LGUs) play a vital role in ensuring that national laws such as RA 9994 are effectively enforced.

However, challenges often arise in the form of limited manpower, insufficient budget allocations, and bureaucratic inefficiencies (Brillantes & Fernandez, 2018). The Office for Senior Citizens Affairs (OSCA) is tasked with coordinating these efforts, yet many OSCAs in the country operate with limited staff and funding (Commission on Audit [COA],

2019). Such limitations often lead to inconsistent implementation and delayed delivery of benefits, particularly in cities recovering from conflict like Marawi.

#### **e) Public Service Delivery and Citizen-Centered Governance**

The New Public Service model advanced by Denhardt and Denhardt (2000) emphasizes that the role of government is to serve citizens rather than merely steer them. Under this framework, public service delivery should be participatory, equitable, and responsive. In the case of senior citizens, this means ensuring that programs are accessible and inclusive. A rights-based approach to governance (United Nations Development Programme [UNDP], 2012) further highlights the obligation of the State to respect, protect, and fulfill the rights of the elderly through transparent and accountable systems.

This perspective aligns with the intent of RA 9994, which not only provides material benefits but also promotes the social inclusion and dignity of older persons. Thus, assessing the implementation of the Act within Marawi City provides an opportunity to evaluate how well local governance practices align with citizen-centered principles.

#### **f) Social Welfare and Aging**

Aging is a universal process accompanied by social, physical, and economic challenges. Theories of aging such as the activity theory (Havighurst, 1961) and continuity theory (Atchley, 1989) posit that maintaining active engagement and continuity in social roles contributes to the well-being of older adults. Meanwhile, the disengagement theory (Cumming & Henry, 1961) suggests that aging individuals naturally withdraw from social roles, which can be mitigated through institutional support.

In this regard, the Expanded Senior Citizen Act represents a state intervention designed to sustain active participation and reduce vulnerability among the elderly. The Madrid International Plan of Action on Ageing (United Nations, 2002) also underscores the importance of empowering older persons to participate fully in society. Therefore, the success of RA 9994 may be evaluated not only in terms of benefit delivery but also in promoting the active engagement and social inclusion of senior citizens.

### **2.5 Related Studies**

#### **a) Local Studies**

The way senior citizens use, value, and perceive their benefits has been explored in several local studies, offering insights into how awareness and service delivery shape their daily experiences. Oriasa and Sanchez examined senior citizens' loyalty and satisfaction in using their identification cards to access consumer discounts. Their work showed that becoming a "senior citizen" in the Philippines—formally recognized at age sixty—grants access to a range of privileges once an individual holds an OSCA-issued ID. These privileges include discounts in grocery stores, priority seating in public transportation, and preferential access to social welfare services, reflecting broader expectations of respect and accommodation similar to those given to persons with disabilities (Gallaghe, 2008). Seniors often associate these experiences with feelings of positivity and emotional uplift (Anthony, 2010).

In their findings, Oriasa and Sanchez highlighted that the ID is not merely a document but a valued symbol of entitlement and recognition. Seniors reported using it frequently for groceries, wear-and-tear goods, specialty items, and even cosmetic and surgical products. The highest use was for groceries, with a mean rating of 3.2. Their spending on cosmetics and surgeries aligns with observations by Reed (2005), who noted that older adults may invest in appearance-related services as part of maintaining confidence and personal well-being. Loyalty indicators analyzed in the study also showed that satisfaction with services and discounts reinforced seniors' continued use of their IDs, consistent with theories of consumer satisfaction and loyalty (Mosahab, Osman, & Ramayah, 2010).

Cablao et al. (2019) found that in Nueva Ecija, while senior citizens were aware of basic benefits such as discounts, few knew about tax exemptions or government pension programs. Similarly, Suteu and Cuyab (2023) reported that in Davao del Norte, implementation was hampered by budget limitations and inadequate information dissemination.

Gerolin and Palic (2020) highlighted that awareness directly influences the extent of benefit availment among the elderly. They found that those who actively participated in OSCA activities were more informed and thus more likely to access benefits. In Cebu City, De Castro (2021) identified gaps in coordination between LGUs and private establishments, which led to inconsistent compliance with discount provisions.

For Marawi City, post-conflict governance studies by Alonto and Panolong (2022) indicated that social service delivery remains constrained by limited institutional capacity and infrastructure rehabilitation. These challenges may affect how the city implements welfare laws, including the Expanded Senior Citizen Act.

Another study by Borrigo and Anita focused on aging perception and its relationship to awareness of senior citizen programs. Aging perception, understood as how individuals evaluate their own aging, is shaped by living arrangements, household context, and socio-demographic factors. Seniors who own their homes or live with others tend to report a greater sense of control over aging (Burke et al.). This sense of control encourages them to engage in preventive health behaviors and motivates them to seek information on available services and government programs. Awareness of rights and privileges contributes to a more positive outlook, while limited education, single or widowed status, and living alone are linked to less perceived control and more negative perceptions of aging (Slotman et al.). Their findings show that knowledge of benefits is not merely informational—it influences how seniors navigate aging and view their place in society.

Interestingly, Borrigo and Anita reported full awareness among respondents regarding the 20% discount and the availability of express lanes in establishments. However, awareness dropped sharply for other benefits, such as free medical and dental services and the monthly Php 1,000.00 stipend for indigent seniors. This gap underscores the uneven dissemination of information about government assistance, pointing to the need for better communication strategies at the local level.

These concerns are echoed in Antonio's study on LGU responses to senior citizen care management. While many LGUs allocate portions of their IRA to provide additional incentives like cash grants and free hospitalization—supplementing benefits under RA 9994—constraints remain. Challenges include ensuring all seniors have IDs, monitoring the implementation of discounts, and maintaining updated databases within the OSCA. Budget limitations, understaffed OSCAs, and coordination issues with DSWD hinder efficient delivery of services. Antonio noted that LGU efforts still lean heavily toward dole-out approaches rather than empowering seniors as active stakeholders in their own care.

National data further highlight inconsistencies. The 2014 Philippine Country Report showed that although 85% of municipalities and cities had functioning OSCAs, gaps persisted in the availability of fully operational offices and in the consistency of ID processing procedures. Having an ID remains crucial since establishments require it for seniors to claim the mandated 20% discount.

De Leon's study on the quality of life of Filipino elderly supports these observations. Among 411 respondents with senior citizen cards, more than 60% used them for transportation (77.13%), medicines (72.99%), and food purchases (60.83%), with additional use in medical and dental services, groceries, recreational centers, and local tax benefits. Urban seniors used their cards more frequently than rural seniors, suggesting disparities in access, availability of services, and local implementation systems.

### ***b) Foreign Studies***

Internationally, research on elderly welfare policies reveals similar issues of awareness and implementation. A study by Kim and Park (2020) in South Korea emphasized that awareness programs significantly improved senior citizens' participation in social pension schemes. In Indonesia, Wulan and Ratri (2019) found that limited awareness and administrative inefficiencies reduced access to welfare benefits among the elderly.

In developed contexts, such as Japan and the United Kingdom, studies highlight the importance of strong inter-agency collaboration and community-based approaches in policy implementation (Yamamoto, 2018; Walker, 2021). These findings suggest that policy success is contingent not only on the existence of legal frameworks but also on sustained awareness campaigns and efficient local governance systems.

The literature on aging, senior welfare policies, and public service delivery shows that while laws such as the Expanded Senior Citizens Act of 2010 offer a wide range of benefits—from transportation discounts and health services to pensions and financial support—their effectiveness depends heavily on how well older adults understand, access, and perceive these provisions. Local and international studies consistently reveal that awareness is uneven, with seniors often familiar only with the most visible benefits, while knowledge of medical, financial, and administrative entitlements remains limited, especially in areas with weak information dissemination or constrained institutional capacity. Research on policy implementation further demonstrates that gaps in resources, staffing, coordination, and monitoring affect how local governments enforce RA 9994, which aligns with broader insights from governance frameworks emphasizing accountability, participation, and rights-based service delivery. Evidence from both Philippine and foreign contexts shows that these structural barriers intersect with personal factors such as education, living arrangements, and perceptions of aging, shaping how seniors engage with available programs. Despite extensive legislation and global commitments to elderly welfare, few studies have examined how seniors in conflict-affected or socioeconomically challenged settings like Marawi City understand and experience the law in their daily lives. The research gap lies in the limited examination of the link between awareness and actual utilization of RA 9994 benefits within such contexts, particularly how local governance conditions, post-conflict realities, and socio-demographic factors influence senior citizens' perceptions and access to their rights.

The reviewed works show broad agreement that the Expanded Senior Citizens Act of 2010 provides a strong legal foundation for protecting the welfare of older adults, offering discounts, medical support, pensions, and other privileges meant to improve quality of life. Research also shows that these benefits are only as effective as the awareness and access seniors have to them. Many older adults remain familiar only with common discounts, while knowledge of medical, financial, and administrative entitlements is far more limited. Local and foreign studies point to weak information dissemination, budget constraints, understaffed OSCAs, and inconsistent coordination between agencies and private establishments as recurring barriers. Personal factors such as education, living arrangements, and attitudes toward aging further shape how seniors understand and use these benefits. In post-conflict or resource-strained areas like Marawi, these challenges tend to be more pronounced. Together, the literature and previous studies underline a clear gap: while laws and programs are extensive, little is known about how seniors in Marawi actually perceive these benefits, how aware they are of them, and how effectively local implementation supports their needs.

### **3. Research Methodology**

This chapter dealt with the research design, locale of the study, population and sample, sampling technique used, data gathering method, instrument used in the study and statistical used in the study.

#### **3.1 Research Design**

This study utilized a descriptive-correlational research design. The descriptive method was employed to determine the level of awareness and the extent of implementation of the Expanded Senior Citizen Act of 2010 (Republic Act No. 9994) among senior citizens and implementers in Marawi City. The correlational aspect sought to identify the relationship between the level of awareness of senior citizens and the degree of implementation of the law as perceived by both beneficiaries and concerned agencies.

The descriptive method is appropriate for this study because it allows the researcher to describe and interpret the current conditions, practices, and perceptions related to the implementation of the law (Calderon & Gonzales, 2018). Meanwhile, the correlational design is suitable for determining whether variations in awareness levels correspond with variations in implementation effectiveness.

### **3.2 Research Setting**

This study was conducted in Marawi City. Marawi is a city and the capital of the Lanao del Sur, a province in the Bangsamoro Autonomous Region of the Philippines. Based on the 2015 census, it has a population of 201,785. The city is also called the "Summer Capital of the South" because of its higher elevation and cooler climate. Marawi was founded as Dansalan in October 1639 by the Spaniards led by conquistador Francisco Atienza who came from Iligan and were attempting to conquer the entire Lake Lanao area. However, it was abandoned later the same year when thousands of Maranao warriors invested the then-fortifying settlement, pressing the Spaniards hard and thus they returned to Iligan, having failed in their quest. It served as the capital of the undivided Lanao province from 1907 to 1940. Dansalan in Meranaw is a place where ships berth – a port of entry.

According to the late well-known Meranaw scholar Dr. Mamitua Saber, Marawi got its charter in 1940. The granting of a charter to the old Dansalan municipality was jointly conceived by the Philippine Commonwealth President Manuel L. Quezon and Assemblyman, later Senator, Tomas L. Cabili. The changing of the official name from Dansalan to Marawi was through Congressional amendment of the Charter in 1956 sponsored by Sen. Domocao Alonto. This is embodied by Republic Act No. 1552 dated June 16, 1956.

The renaming of the city as "Islamic City of Marawi" was proposed by Parliamentary Bill No. 261 in the defunct Batasang Pambansa, the former parliament of the Philippines during the Marcos regime, reportedly to attract funds from the Middle East.

Marawi has a total land area of 8,755 hectares (21,630 acres). It is located on the northernmost shores of Lake Lanao and straddles the area where the Agus River starts. Mountains, rolling hills, valleys, and a large placid lake dominate the city's landscape. Marawi is politically subdivided into 96 barangays. Barangays in Marawi City were grouped into 5 districts.

On May 23, 2017, a pro-Islamic State of Iraq and the Levant group called the Maute Group attacked Marawi City. The battle of Marawi City also known as Marawi Siege, the Marawi Clash, and Marawi crisis started on May 23, 2017. President Rodrigo Duterte declared martial law on the island of Mindanao, where the fighting was taking place, initially until December 31, 2018 but was later extended to the end of 2019. The city was liberated from militant control on October 17, 2017 and the battle operations officially ended on October 23, 2017. The battle left the city ruins with 95 percent of the structures within the 4 square kilometers of the main battle area to be heavily damaged or completely collapsed.



**Figure B. Map of Marawi City**

(Source: newsinfo.inquirer.net)

### **3.3 Data Gathering Procedure**

To gather the necessary data, the researcher employed a structured interview method, prepared in English to ensure clarity and comprehensibility for the senior citizens. This approach involved a standardized set of questions administered uniformly to all respondents, which helped minimize misunderstandings and allowed for consistency in the responses. The interviews were conducted face-to-face to facilitate direct communication, providing an opportunity for the researcher to clarify any ambiguities and encourage open, honest responses. Each interview was recorded with the respondents' consent to ensure accurate transcription of their answers.

The primary data were collected through these structured interviews, providing direct insights into the respondents' awareness and perceptions regarding the Expanded Senior Citizens Act of 2010. To supplement this primary data, secondary information was sourced from books, internet articles, academic journals, and other relevant materials related to the study. This secondary data offered additional context and supported the analysis of the primary findings.

### **3.4 Research Instruments**

The researcher employed a structured interview method designed to gather the necessary data for the study. The questionnaire consisted of four parts. The first part of the questionnaire determined the respondents' profile, which was composed of seven items, namely sex, age, educational attainment, economic status, occupation, and monthly income. The second part of the interview focused on the level of awareness of the Expanded Senior Citizens Act of 2010 (R.A. 9994), measured by yes (1), no (0), and not sure (0). There are 11 statement indicators and the perfect

score is 11. Thus, the respondents with 156 to 223 scores are considered to have high awareness, 68 - 155 have moderate or average awareness and 0 to 67 scores has low awareness.

The third part of the interview comprised questions about the respondents' perception of the implementation of the Expanded Senior Citizens Act of 2010 in Marawi City, measured by a Likert scale: 5-Strongly Agree (SA), 4-Agree (A), 3-Undecided (U), 2-Disagree (D), and 1-Strongly Disagree (SD). The fourth part of the interview focused on the respondents' perception of the service delivery by the Office of the Senior Citizens Affairs (OSCA) in Marawi City, also measured by the same Likert scale.

These structured interviews were conducted face-to-face to ensure clear communication and understanding of the questions. The responses and information gathered from these interviews constituted the primary data for the study. Secondary data were collected from books, internet articles, academic journals, and other relevant materials to supplement and provide context to the primary data. The comprehensive approach ensured a thorough understanding of the level of awareness and perception of senior citizens regarding the Expanded Senior Citizens Act of 2010, and the effectiveness of its implementation in Marawi City.

**a) Statistical Tools Used in Data Analysis**

The data was tabulated and interpreted to acquire the actual information needs. The following statistical techniques were employed that answered the different problems presented.

**Frequency and percentage distribution** were used to describe the respondents' profile variables such as sex, educational attainment, and monthly income. The formula for percentage:

$$P_f = (f / n) \times 100\% \quad \text{Where :}$$

$P_f$  = Percentage frequency, %  
 $f$  = Class frequency  
 $n$  = Sample size

**Standard Deviation.** This was used to tell how measurements for a group are spread out from the average (mean), or expected value. The formula for standard deviation:

Where:

$\sigma$  = population standard deviation  
 $N$  = the size of the population  
 $x_i$  = each value from the population  
 $\mu$  = the population mean

**Weighted Mean.** Weighted mean was used to capture the overall average of the respondents' answers while giving more importance to items or variables that carried greater significance in the analysis. It allowed the study to reflect differences in how strongly each indicator contributed to the construct being measured, instead of treating all responses as equal. This made the results more accurate and more aligned with the actual distribution of perceptions or experiences in the group. The formula for weighted mean:

$$\bar{x}_w = \frac{\sum_{i=1}^n (x_i)(w_i)}{\sum_{i=1}^n w_i}$$

Where:  $x_i$  = observations  
 $w_i$  = weight

**Pearson Correlation Coefficient Formula.** This research paper aimed to establish or ascertain relationships between two variables, the correlation technique was employed. Specifically, the Pearson Correlation Coefficient Formula was used to describe the correlation between the respondents' socio-demographic profile and their level of awareness on the Expanded Senior Citizens Act of 2010 as well as the correlation between the respondents'

socio-demographic profile and their perceptions on the implementation of Senior Citizens Act of 2010. The formula for Pearson Correlation Coefficient Formula:

$$\text{Where: } r = \frac{n(\sum XY) - (\sum X)(\sum Y)}{(\sqrt{n\sum X^2 - (\sum X)^2})(\sqrt{n\sum Y^2 - (\sum Y)^2})}$$

N = number of pairs of scores

$\sum xy$  = sum of the product of paired scores

$\sum x$  = sum of x score

$\sum y$  = sum of y score

### **3.5 Study Informants and Sampling Methods**

The population of the study was composed of all the senior citizens residing in the 4th district of Marawi City, which encompassed eighteen (18) barangays with a total of 678 indigent senior citizens. These barangays were excluded from the 24 areas most severely affected by the five-month-long conflict between the Maute Group and the Armed Forces of the Philippines. By May 2018, the residents of these barangays had safely returned to their homes, following the resolution of the conflict.

As for the sampling technique used, the researcher employed probability sampling to ensure that each element within the population had an equal chance of being selected for the sample. Specifically, simple random sampling was utilized to achieve this objective. The sample was determined to be 33% of the total 678 indigent senior citizens within the 4<sup>th</sup> district of Marawi City. Consequently, a total of 223 senior citizens were selected to serve as respondents for the study. This approach aimed to provide a representative sample that could offer reliable insights into the study's focus.

### **3.6 Ethical Consideration**

The study adhered to established ethical standards to ensure the protection, dignity, and voluntary participation of all respondents. Before any data were gathered, the research proposal underwent formal ethical clearance from the College Research Ethics Committee. This process confirmed that the study's design, procedures, and data management complied with ethical principles such as confidentiality, beneficence, and respect for persons. Only after receiving approval was the researcher permitted to proceed with data collection related to the awareness and implementation of the Expanded Senior Citizen Act of 2010.

The researcher also secured official permission through a formal letter addressed to the Local Government Unit of Marawi City, coursed through the City Social Welfare and Development Office and the Office for Senior Citizens Affairs. This ensured that local authorities were fully informed about the study's purpose and scope, and that the work aligned with established guidelines for engaging with senior citizens and government offices.

In addition, the researcher coordinated with barangay officials to facilitate proper access to the communities and to ensure that participants were approached in a respectful and organized manner. Barangay leaders were informed about the research objectives and ethical safeguards, which helped ensure that data collection took place only with community consent and in an environment that protected the well-being of senior citizen respondents. These steps collectively supported the ethical integrity and credibility of the study.

## **4. Results and Discussion**

This chapter presents a comprehensive analysis of the data collected from the respondents regarding their awareness, perception, and experiences with the Expanded Senior Citizens Act of 2010 and the services provided by the Office of the Senior Citizens Affairs (OSCA). The chapter is structured into four main sections: Part I explores the socio-demographic profile of the respondents to contextualize their responses. Part II delves into their level of awareness about the privileges and government assistance available under the Act. Part III examines their perceptions of how the Act has impacted their conditions and the effectiveness of the privileges they have availed. Finally, Part IV assesses the respondents' views on the services provided by OSCA. Each section aims to provide a

detailed understanding of the effectiveness and impact of these policies and services, based on the gathered data and subsequent analysis.

#### **4.1 Socio-Demographic Profile of the Respondents**

**Table 1**  
*Distribution of Respondents According to Age*

<b>Age Category</b>	<b>Frequency</b>	<b>Percent</b>
60 – 63	66	29.6
64 – 67	55	24.6
68 – 71	41	18.4
72 – 75	32	14.3
76 – 79	20	8.9
80 – 83	9	4.0
<b>Total</b>	<b>223</b>	<b>100</b>

The age distribution of respondents had important implications for the assessment of awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The predominance of respondents aged 60–63 and 64–67 years indicated that the study largely captured the perspectives of younger senior citizens who were relatively more mobile, socially engaged, and capable of accessing government services and information. This implied that the levels of awareness and perceived implementation reported in the study may have reflected the experiences of seniors who were more likely to interact with local government offices, health facilities, and commercial establishments.

Conversely, the declining representation of respondents in the older age brackets—particularly those aged 76 years and above—suggested potential barriers to participation among the oldest senior citizens. These barriers may have included physical limitations, health conditions, reduced mobility, or limited access to information channels. As a result, the findings implied that the actual level of awareness and benefit utilization among the oldest and most vulnerable seniors may have been lower than what the overall results suggested. This highlighted a critical administrative concern: implementation mechanisms of RA 9994 may have been less responsive to seniors with advanced age and greater dependency.

From a public administration perspective, the findings implied that policy implementation and information dissemination strategies were more accessible to younger seniors than to older cohorts. This raised concerns regarding equity and inclusiveness in service delivery. Local government units (LGUs), the Office for Senior Citizens Affairs (OSCA), and social welfare offices may have relied heavily on passive or centralized modes of information dissemination, which were less effective for seniors with limited mobility or declining health. The mean age of 68 years further implied that program design and outreach efforts were not sufficiently differentiated according to age-related needs within the senior citizen population.

Overall, the findings suggested that while RA 9994 may have been partially effective for younger senior citizens, its implementation risked marginalizing the oldest age groups. This underscored the need for age-sensitive administrative strategies, such as home-based information campaigns, proactive benefit delivery, and stronger community-level monitoring, to ensure that the law equally protected all senior citizens regardless of age or physical capacity.

Existing literature consistently showed that age significantly influenced awareness, access, and utilization of social welfare benefits among senior citizens. Studies conducted in various national and local contexts had demonstrated

that younger seniors were generally more informed about government programs and more capable of claiming benefits compared to their older counterparts. This pattern was attributed to higher mobility, better health status, and stronger social networks among younger seniors (Cablao et al., 2019).

In the Philippine context, several empirical studies had reported that awareness of senior citizen privileges under RA 9994 was moderate at best, with awareness levels declining as age increased. Research had shown that seniors in their early sixties were more likely to know about discounts, VAT exemptions, and health benefits, while those in advanced age groups were less informed and less likely to assert their rights (DSWD, 2021). These findings aligned with the present study's age distribution, where participation and representation decreased as age increased.

Public administration literature emphasized that effective policy implementation depended on institutional capacity, targeted communication, and adaptive service delivery. Scholars had argued that social protection laws, while progressive in design, often failed to reach the most vulnerable populations due to administrative rigidity and insufficient local outreach. In the case of senior citizens, studies had highlighted that uniform implementation approaches overlooked the heterogeneity of the elderly population, particularly differences related to age, health status, and functional ability.

Furthermore, research in post-conflict and resource-constrained settings indicated that elderly populations were disproportionately affected by service delivery gaps. Older seniors were more likely to experience exclusion from welfare programs due to weakened institutional presence, limited infrastructure, and disrupted social support systems. These conditions were especially relevant to cities like Marawi, where governance challenges and recovery constraints influenced the effectiveness of local policy implementation.

The literature also stressed the role of local governance structures, such as LGUs and OSCAs, in bridging the gap between national policy and local realities. Studies had found that proactive monitoring, community-based outreach, and inter-agency coordination improved awareness and benefit access among senior citizens, particularly those with limited mobility. However, where these mechanisms were weak, older seniors remained underserved despite the existence of protective legislation.

Taken together, the reviewed literature reinforced the findings of the present study by demonstrating that age was a critical factor in shaping awareness and experiences of policy implementation. The concentration of respondents in younger senior age groups, combined with the underrepresentation of the oldest cohorts, reflected a broader pattern documented in previous studies: social welfare policies tended to reach the "younger-old" more effectively than the "older-old." This convergence of empirical evidence highlighted the necessity for differentiated, age-responsive administrative approaches in implementing RA 9994 at the local level.

**Table 2**  
*Distribution of Respondents According to Sex*

<b>Sex Category</b>	<b>Frequency</b>	<b>Percent</b>
Male	81	36.5
Female	142	63.5
<b>Total</b>	<b>223</b>	<b>100</b>

The sex distribution of respondents revealed a clear predominance of female senior citizens, which carried important implications for the interpretation of the study's findings on awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The higher representation of women suggested that female seniors were more likely to participate in activities, programs, and studies related to senior citizen welfare, possibly due to longer life expectancy, stronger social networks, and more active engagement in caregiving and community roles.

This pattern was consistent with existing literature, which indicated that women generally outlived men and were therefore more represented in older age groups, as well as more visible in social and health-related programs (Hogan, 2018). Related studies also showed that female seniors tended to have higher levels of interaction with government offices and social welfare institutions, resulting in greater exposure to information on benefits and entitlements. From a public administration perspective, this imbalance implied that the study's findings may have reflected female experiences more strongly than those of male seniors, potentially underrepresenting male awareness levels, utilization patterns, and implementation challenges. The literature further emphasized that gender-neutral policies often produced gender-differentiated outcomes when implementation failed to account for participation patterns and social roles. Consequently, the findings highlighted the need for gender-responsive policy implementation and outreach strategies to ensure that both male and female senior citizens were equally informed, represented, and served under RA 9994, thereby promoting more equitable and inclusive service delivery at the local level.

**Table 3**  
*Distribution of Respondents According to Educational Attainment*

<b>Highest Educational Attainment</b>	<b>Frequency</b>	<b>Percent</b>
Elementary Level	21	8.4
Elementary Graduate	36	16.1
High School Level	38	17.0
High School Graduate	43	19.3
College Level	31	14.0
College Graduate	37	16.6
Post Graduate	1	0.44
Others	16	7.2
<b>Total</b>	<b>223</b>	<b>100</b>

Table 3 reveals the distribution of respondents according to educational attainment provides a detailed view of the educational background of senior citizens in Marawi City who participated in the study. The data reveals a varied educational landscape among the respondents.

The largest group comprises high school graduates, accounting for 19.3% of the sample, which suggests that a substantial portion of the senior population has completed secondary education. This is closely followed by high school level attendees at 17.0% and college graduates at 16.6%. The presence of these individuals indicates a relatively high level of education among the senior citizens, though not the majority.

The percentage of respondents with only elementary education (both level and graduate) is lower, with 8.4% for elementary level and 16.1% for elementary graduate. This indicates that a notable proportion of seniors have attained at least some level of primary education, although it is not as prevalent as secondary or higher education levels.

The representation of college level attendees at 14.0% and the very small proportion of post-graduate degree holders at 0.44% highlights the educational diversity within the sample, though advanced degrees are rare. The "Others" category, which includes various educational backgrounds not explicitly listed, comprises 7.2% of the respondents, reflecting additional diversity in educational attainment.

The data indicates that while a significant portion of the senior population has attained high school education or beyond, there remains a notable segment with lower educational attainment. This distribution can impact the

study's findings on awareness and perception of the Expanded Senior Citizens Act of 2010, as educational background often influences knowledge levels and engagement with such policies.

**Table 4**  
*Distribution of Respondents According to Economic Status*

<b>Category</b>	<b>Frequency</b>	<b>Percent</b>
Earning	75	33.8
Not Earning	147	66.2
<b>Total</b>	<b>223</b>	<b>100</b>

Table 4 shows the distribution of respondents according to economic status reveals a significant disparity between those who are earning and those who are not among the senior citizens in Marawi City. The distribution of respondents according to educational attainment carried important implications for the interpretation of awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The presence of a sizeable proportion of senior citizens who had reached high school and college levels suggested that a segment of the elderly population possessed the basic literacy and cognitive capacity necessary to understand policy provisions, access information, and engage with government services. This finding was consistent with related literature, which indicated that higher educational attainment among seniors was positively associated with greater awareness of social protection programs, stronger help-seeking behavior, and more active participation in welfare initiatives.

At the same time, the continued representation of respondents with only elementary education or lower educational exposure implied potential limitations in comprehension, access to information, and confidence in asserting legal entitlements. Previous studies in social policy and public administration had emphasized that individuals with lower educational attainment were more likely to experience information asymmetry and dependence on intermediaries when accessing government benefits. From a governance perspective, this educational diversity suggested that uniform information dissemination strategies may have been insufficient to reach all senior citizens effectively. The findings therefore implied the need for differentiated and education-sensitive implementation approaches under RA 9994, including simplified communication materials, verbal orientations, and community-based assistance, to ensure that seniors across all educational levels were equally informed and able to benefit from the law.

**Table 5**  
*Distribution of Respondents According to Occupation*

<b>Category</b>	<b>Frequency</b>	<b>Percent</b>
None	147	65.9
Self-employed	45	20.2
Government Employee	19	8.5
Arabic Teacher	2	0.89
Pedicab Driver	5	2.2
Carpenter	3	1.3
Laborer	2	0.89
<b>Total</b>	<b>223</b>	<b>100</b>

Table 5 presents the distribution of respondents according to occupation reveals significant insights into the professional background and economic dependency of senior citizens in Marawi City. The data shows that a

substantial majority, 65.9%, have no current occupation. This indicates that these individuals have not participated in formal or informal work throughout their lives and rely entirely on external sources of support, such as family assistance or government aid.

Among the remaining respondents, self-employed individuals represent 20.2%, suggesting that a small but notable segment of seniors engages in informal or small-scale entrepreneurial activities. These individuals might pursue self-employment as a means to supplement their income or remain active, even though they are not formally employed.

The other occupational categories, including government employees (8.5%), Arabic teachers (0.89%), pedicab drivers (2.2%), carpenters (13.6%), and laborers (0.89%), reflect minimal representation among the respondents. The presence of roles such as pedicab drivers and carpenters, though relatively small in percentage, indicates that some seniors engage in informal work, potentially driven by necessity or personal choice, despite the overall trend of economic dependency.

The high percentage of respondents with no occupation underscores a significant reliance on assistance, highlighting a potential area of focus for social programs and policies aimed at supporting this population. Understanding the lack of formal employment among these seniors can provide valuable context for analyzing their perceptions and awareness of the Expanded Senior Citizens Act of 2010, as their dependency on assistance may influence their engagement with and perceptions of such policies.

The occupational distribution of respondents had important implications for understanding awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The predominance of senior citizens with no current occupation suggested a high level of economic dependency on family support and government assistance, which likely heightened the relevance of RA 9994 benefits such as discounts, health services, and social pensions.

This finding was consistent with related literature indicating that older persons who were not engaged in formal employment were more dependent on social protection mechanisms and more sensitive to the effectiveness of welfare policies. Studies in public administration and social policy had shown that economically dependent seniors were more likely to value, seek, and rely on state-provided benefits, but were also more vulnerable to implementation gaps and service delivery failures. The presence of a smaller proportion of self-employed and informally working seniors aligned with existing research that older individuals often remained engaged in small-scale or informal economic activities to supplement income, especially in contexts with limited pension coverage.

However, literature also suggested that informal workers were less likely to have stable income or contributory pensions, increasing their reliance on non-contributory benefits such as those provided under RA 9994. From a governance perspective, these findings implied that effective implementation of the law was critical for economically inactive seniors, while outreach and benefit access mechanisms needed to account for both fully dependent and informally working elderly populations. The integrated evidence underscored the necessity for responsive and inclusive administrative strategies to ensure that senior citizens, regardless of occupational background, were adequately informed and supported under RA 9994.

**Table 6**  
*Distribution of Respondents According to Monthly Income*

Category	Frequency	Percent
No income	147	65.9
1,000 – 2,249	34	15.2
2,500 – 3,499	15	6.7
3,500 – 4,249	11	4.9
4,250 – 5,999	14	6.3
6,000 – 7,249	2	0.9
<b>Total</b>	<b>223</b>	<b>100</b>

The distribution of respondents according to monthly income offers a detailed view of the financial situation of senior citizens in Marawi City. The data indicates that a significant majority, 65.9%, report no income, underscoring a high level of economic dependency on external sources such as family support or government assistance. This high percentage of respondents with no income highlights the considerable financial challenges faced by a large segment of the senior population.

For those who do have an income, the majority fall into the lower income brackets. Specifically, 15.2% of respondents earn between PHP 1,000 and PHP 2,249 per month, which suggests a modest level of financial support. The income brackets above this show progressively fewer respondents, with 6.7% earning between PHP 2,500 and PHP 3,499, 4.9% earning between PHP 3,500 and PHP 4,249, and 6.3% earning between PHP 4,250 and PHP 5,999. These figures reflect a limited distribution of income across higher brackets, indicating that very few seniors have access to higher levels of monthly income.

The small percentage of respondents earning between PHP 6,000 and PHP 7,249 (0.89%) further emphasizes that higher monthly incomes are rare among this population. The mean income for those who do have earnings is PHP 2,703.45 per month, suggesting that while there is some variability in income levels, the average income remains relatively low.

The income distribution highlights a predominant reliance on non-earning statuses, with those who do have income generally experiencing modest financial resources. This economic profile is crucial for understanding how financial constraints may affect respondents' awareness and perceptions of the Expanded Senior Citizens Act of 2010, as lower income levels may impact access to and engagement with such programs.

The distribution of respondents according to monthly income had significant implications for understanding awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The predominance of senior citizens reporting no income underscored a high level of economic vulnerability and dependence on family support and government assistance, which heightened the importance of RA 9994 as a primary mechanism for social protection.

This finding was consistent with related literature, which indicated that elderly individuals with little or no income were more reliant on state-provided benefits such as discounts, health services, and social pensions, and were therefore more affected by the effectiveness or shortcomings of policy implementation. Previous studies in social policy and public administration had shown that low-income seniors were more sensitive to information gaps, administrative delays, and non-compliance by service providers, as these directly affected their ability to meet basic needs.

The concentration of respondents in lower income brackets and the very low mean monthly income further aligned with research demonstrating that limited financial resources constrained access to transportation, communication, and health services, thereby influencing awareness and utilization of welfare programs. From a governance perspective, these findings implied that effective, accessible, and proactive implementation of RA 9994 was critical for economically disadvantaged seniors. The integrated evidence highlighted the need for income-sensitive administrative strategies, including targeted outreach, simplified procedures, and strengthened monitoring, to ensure that the law meaningfully benefited senior citizens facing persistent financial insecurity.

**Table 7**  
*Distribution of Respondents According to Number of Children*

<b>Category</b>	<b>Frequency</b>	<b>Percent</b>
None	11	4.9
1-3	50	22.4
4 – 6	87	39.0
7 – 9	52	23.3
10 – 12	19	8.5
13 – 15	4	1.8
<b>Total</b>	<b>223</b>	<b>100</b>

The distribution of respondents according to the number of children provides insights into the family dynamics and potential support networks of senior citizens in Marawi City. The data reveals that the majority of respondents have a relatively high number of children, which can influence their support systems and interactions with assistance programs.

A significant proportion, 39.0%, have between 4 and 6 children, indicating that many seniors have moderate-sized families. This sizable group may have a considerable support network, which could impact their reliance on external assistance or engagement with senior citizen policies. The next largest category is those with 7 to 9 children, comprising 23.3% of respondents. This suggests that having a larger family is not uncommon among the senior population, potentially providing additional layers of support and care.

On the other hand, 22.4% of respondents have between 1 and 3 children, indicating that some seniors have smaller family units. This could reflect varying levels of familial support, where seniors with fewer children might experience different dynamics compared to those with larger families. The percentage of respondents with 10 to 12 children is 8.5%, showing that very large families are less common but still present. Finally, only 1.8% of respondents have between 13 and 15 children, representing the smallest group in terms of family size.

The mean number of children among those with children is approximately 6.7, which rounds to about 7 children. This mean highlights that, on average, seniors have a relatively large number of children, which could be a significant factor in their support systems and their interactions with the Expanded Senior Citizen Act of 2010.

The distribution of the number of children underscores the varying family structures within the senior population and suggests that having a larger number of children might be associated with more extensive familial support. Understanding these family dynamics is important for interpreting how seniors perceive and engage with policies and assistance programs.

The distribution of respondents according to the number of children had important implications for understanding awareness and implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The predominance of senior citizens with moderate to large family sizes suggested that many elderly individuals

potentially relied on familial support networks for daily needs, care, and access to information. This finding was consistent with related literature, which emphasized the central role of family as the primary support system for older persons in collectivist societies, including the Philippines, where intergenerational responsibility was culturally embedded. Previous studies in social policy and public administration had shown that seniors with larger families were often less dependent on formal welfare programs but, at the same time, were more likely to experience uneven support depending on the economic capacity and proximity of their children.

Conversely, literature also indicated that seniors with fewer children or smaller family units faced higher risks of social and economic vulnerability, making them more dependent on government-provided benefits and institutional support. From a governance perspective, these findings implied that family structure significantly shaped how senior citizens perceived, accessed, and valued the benefits under RA 9994. The integrated evidence underscored that reliance on family support did not eliminate the need for effective policy implementation; rather, it highlighted the importance of designing senior citizen programs that complemented familial care while ensuring that all seniors—regardless of family size—were adequately informed and protected by the law.

#### **4.2 Level of Awareness on the Expanded Senior Citizens Act of 2010 Awareness on the Senior Citizen Privileges**

**Table 8**  
*Distribution of Respondents According to Awareness on Senior Citizen Privileges*

<b>Statement Indicators</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>	<b>Score</b>	<b>Interpretation</b>
1. Twenty percent discount in medicine purchases, medical equipment, and professional fees of attending physicians	169 (75.8%)	34 (15.2%)	20 (8.97%)	169	High Awareness
2. Free medical, dental, and vaccination, diagnostic and laboratory fees	138 (61.8%)	52 (23.3%)	33 (14.8%)	138	Moderate/Average Awareness
3. Twenty percent discount on land transportation fare, domestic air transport, and sea shipping vessels	172 (77.1%)	22 (9.7%)	29 (13.0%)	172	High Awareness
4. Twenty percent discount in hotel accommodation, restaurants, recreational centers, and places of leisure like cinemas	156 (69.9%)	48 (21.5%)	19 (8.5%)	156	High Awareness
5. Five percent discount on the monthly consumption of water and electricity provided the meter used is registered under the name of the senior citizens	20 (8.96%)	161 (72.2%)	42 (18.8%)	20	Low Awareness
6. Express lanes for senior citizens in all commercial and government establishments	193 (86.5%)	18 (8.1%)	12 (5.4%)	193	High Awareness
<b>Total</b>				223	

Scaling:

Yes = 1

No = 0

Not Sure = 0

- High Awareness: 7/10 to 10/10 of the maximum possible score (223). This translates to a score of approximately 156 to 223.
- Moderate/Average Awareness: 4/10 to 6/10 of the maximum possible score (223). This translates to a score of approximately 68 to 155.
- Low Awareness: 0/10 to 3/10 of the maximum possible score (223). This translates to a score of approximately 0 to 67.

Table 8 shows the distribution of respondents' awareness regarding the privileges provided by the Expanded Senior Citizens Act of 2010 reveals varying levels of familiarity with different benefits among senior citizens in Marawi City.

A majority of 75.8% of respondents are aware of the 20% discount on medicine, medical equipment, and professional fees, demonstrating a high level of familiarity with this significant benefit. However, 15.2% are not aware of this discount, and 8.97% are unsure. This high awareness level suggests that this particular benefit is well-communicated or recognized, possibly due to its direct impact on healthcare expenses, which are a primary concern for seniors (De Jong & McGonagle, 2020).

Awareness of free medical, dental, vaccination, diagnostic, and laboratory services is reported by 61.8% of respondents. This indicates a moderate level of recognition, with 23.3% not aware and 14.8% unsure. The lower awareness compared to the discount on medicines could be due to less direct exposure to these services or less visibility in public communication, highlighting the need for more effective dissemination of information (Chan & Lee, 2021).

Knowledge of the 20% discount on transportation fares, including land, domestic air, and sea transport, stands at 77.1%. This high percentage indicates good awareness among seniors about this benefit, with only 9.7% not aware and 13.0% unsure. The relatively high awareness may be attributed to the frequent use of transportation services by seniors and targeted promotional efforts by transportation providers (De Jong & McGonagle, 2020).

For the 20% discount on hotel accommodations, restaurants, and recreational centers is at 69.9%. While this reflects a good level of recognition, 21.5% are unaware and 8.5% are unsure. The partial awareness might be due to less frequent use of these services or insufficient information about leisure-related discounts (Chan & Lee, 2021).

Awareness of the 5% discount on water and electricity is very low, with only 8.96% of respondents aware of this benefit. A significant majority, 72.2%, are not aware, and 18.8% are unsure. This low level of awareness suggests that this particular benefit might not be effectively communicated or is less visible compared to other benefits, potentially due to less frequent interactions with utility companies or lack of targeted outreach (De Jong & McGonagle, 2020).

The express lanes for senior citizens in commercial and government establishments are the most recognized benefit, with 86.5% of respondents aware of this provision. Only 8.1% are unaware, and 5.4% are unsure. This high awareness likely results from the visible implementation of express lanes and their direct impact on seniors' daily interactions with various establishments (Chan & Lee, 2021).

Finally, while awareness of some benefits is high, there are notable gaps, particularly regarding utility discounts. These findings underscore the importance of targeted information campaigns to ensure that all senior citizens are fully informed about the benefits available to them.

The varying levels of awareness regarding the privileges under the Expanded Senior Citizens Act of 2010 (RA 9994) had important implications for understanding policy communication and implementation in Marawi City. The high awareness of visible and frequently utilized benefits, such as express lanes, transportation discounts, and the 20%

discount on medicines, suggested that senior citizens were more informed about privileges that had immediate, tangible effects on their daily lives.

This pattern was consistent with related literature, which indicated that benefits directly linked to health care access and routine transactions were more easily recognized and retained by older adults (De Jong & McGonagle, 2020). In contrast, the notably low awareness of less visible benefits, particularly the 5% discount on water and electricity, reflected persistent information gaps in policy dissemination. Previous studies had shown that senior citizens were less likely to be aware of benefits that required proactive application, coordination with utility providers, or indirect administrative processes (Chan & Lee, 2021).

From a public administration perspective, these findings implied that implementation effectiveness was uneven and heavily influenced by the visibility of benefits and the extent of institutional promotion. The integrated literature emphasized that fragmented communication strategies and weak inter-agency coordination often resulted in selective awareness, thereby limiting the full realization of social protection policies. Consequently, the findings highlighted the need for targeted, systematic, and multi-channel information campaigns, as well as stronger coordination among local government units, utility providers, and service establishments, to ensure comprehensive awareness and equitable access to all privileges guaranteed under RA 9994.

**Table 9**  
*Distribution of Respondents According to Awareness on Government Assistance*

<b>Statement Indicators</b>	<b>Yes</b>	<b>No</b>	<b>Not Sure</b>	<b>Score</b>	<b>Interpretation</b>
1. At least 1,000 pesos monthly stipend for indigent senior citizens	183 (82.1%)	33 (14.8%)	7 (3.1%)	183	High Awareness
2. National health insurance coverage for indigent senior citizens	144 (64.6%)	44 (19.7%)	35 (15.8%)	144	Moderate/Average Awareness
3. Social safety assistance in the form of food, medicines, and financial assistance for senior citizens affected by calamities	75 (33.6%)	97 (43.5%)	51 (22.9%)	75	Moderate/Average Awareness
4. At least 2,000 pesos assistance to the nearest surviving relatives who took care of a deceased senior citizen	20 (9.0%)	154 (69.1%)	49 (21.9%)	20	Low Awareness
5. Re-employment of senior citizens who are still capable to work in any government agencies	44 (19.7%)	67 (30.0%)	112 (49.3%)	44	Low Awareness
6. Establishment of senior citizens' wards in all levels of government hospitals and pharmacies	35 (15.7%)	67 (30.0%)	121 (54.3%)	35	Low Awareness
<b>Total</b>				<b>223</b>	

Scaling:

Yes = 1

No = 0

Not Sure = 0

- High Awareness: 7/10 to 10/10 of the maximum possible score (223). This translates to a score of approximately 156 to 223.

- Moderate/Average Awareness: 4/10 to 6/10 of the maximum possible score (223). This translates to a score of approximately 68 to 155.
- Low Awareness: 0/10 to 3/10 of the maximum possible score (223). This translates to a score of approximately 0 to 67.

Table 9 presents the distribution of respondents' awareness regarding government assistance for senior citizens provides a detailed view of their knowledge about various support mechanisms available under the Expanded Senior Citizens Act of 2010.

A substantial 82.1% of respondents are aware of the at least PHP 1,000 monthly stipend for indigent senior citizens, reflecting a high level of familiarity with this form of financial assistance. Only 14.8% are unaware, and 3.1% are unsure. The high awareness is likely due to the direct financial impact this assistance has on the lives of senior citizens, making it a well-recognized benefit (De Jong & McGonagle, 2020).

Awareness of national health insurance coverage for indigent senior citizens is reported by 64.6% of respondents. This indicates a moderate level of recognition, with 19.7% not aware and 15.8% unsure. The relatively high awareness suggests effective outreach, but there is room for improvement to ensure that more seniors fully understand this benefit (Chan & Lee, 2021).

Knowledge of social safety assistance in the form of food, medicines, and financial aid for calamity-affected seniors is moderate/average, with only 33.6% aware of this support. A significant proportion, 43.5%, are unaware, and 22.9% are unsure. This moderate/average awareness might be due to the less frequent occurrence of such calamities or insufficient visibility of this form of assistance (De Jong & McGonagle, 2020).

Awareness of the PHP 2,000 assistance provided to the nearest surviving relatives who cared for a deceased senior is very low, with only 9.0% aware. A large majority, 69.1%, are unaware, and 21.9% are unsure. This low level of awareness could be attributed to the infrequent need for this assistance and limited communication about this specific support (Chan & Lee, 2021).

Knowledge about the re-employment of capable senior citizens in government agencies is reported by 19.7% of respondents. This indicates limited awareness, with 30.0% not aware and a significant 49.3% unsure. The low awareness level may reflect the relatively rare occurrence of re-employment opportunities or insufficient promotion of this option (De Jong & McGonagle, 2020).

Awareness of the establishment of senior citizens wards in all levels of government hospitals and pharmacies is also low, with 15.7% of respondents aware of this provision. A large majority, 30.0%, are unaware, and 54.3% are unsure. This suggests that this initiative may not be well-publicized or may vary in implementation, affecting overall recognition (Chan & Lee, 2021).

In summary, while there is considerable awareness of certain types of government assistance, significant gaps remain, particularly concerning less direct forms of support. These findings highlight the need for enhanced communication and outreach efforts to ensure that all senior citizens are fully informed about the range of assistance available to them.

The distribution of respondents' awareness regarding government assistance under the Expanded Senior Citizens Act of 2010 (RA 9994) carried significant implications for policy implementation and public administration in Marawi City. The high awareness of the PHP 1,000 monthly stipend for indigent senior citizens indicated that benefits with direct and immediate financial impact were well recognized, reflecting the critical role of tangible support in shaping seniors' engagement with social welfare programs (De Jong & McGonagle, 2020). Moderate awareness of national health insurance coverage suggested that health-related programs had some visibility, but gaps persisted

in reaching all beneficiaries (Chan & Lee, 2021). Conversely, the very low awareness of calamity-related aid, survivor assistance, re-employment opportunities, and senior citizen wards highlighted significant information and dissemination gaps, consistent with literature indicating that indirect, infrequently accessed, or less visible benefits were often poorly understood by senior populations (De Jong & McGonagle, 2020; Chan & Lee, 2021).

These findings implied that implementation effectiveness was uneven, with seniors primarily recognizing benefits that were directly experienced or frequently utilized, while more specialized or administrative provisions remained under-communicated. From a governance perspective, this underscored the need for systematic, multi-channel information campaigns, improved coordination among local government units, and proactive outreach to ensure that all forms of assistance under RA 9994 were adequately known and accessible. The integrated literature emphasized that bridging awareness gaps was crucial not only for maximizing program utilization but also for enhancing the equitable delivery of social protection services to all senior citizens, particularly those most vulnerable or reliant on government support.

#### **4.3 Perception Of The Respondents On The Implementation Of The Expanded Senior Citizens Act Privileges Availed By The Sc Respondents**

**Table 10**

*Distribution of Respondents According to Their Perception on the Privileges They Have Availed*

<b>Statement Indicators</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Weighted Mean</b>	<b>SD</b>	<b>Qualitative Description</b>
1. Twenty percent discount on medicine purchases, medical equipment, and professional fees of attending physicians	66	63	36	38	20	1.9	-0.8	Disagree
2. Twenty percent discount on professional fees of attending physicians	33	23	41	88	39	3.3	0.6	Undecided
3. Free medical and dental, diagnostic, and laboratory services	29	26	52	90	26	2.6	-0.1	Undecided
4. Priority lanes established for senior citizens in commercial and government establishments	36	17	21	29	120	3.8	1.1	Agree
5. Twenty percent discount for senior citizens in transportation in Marawi City	105	58	36	18	6	1.9	-0.8	Disagree
	<b>Average Mean</b>					<b>2.7</b>		<b>Undecided</b>

Table 10 presents the perception of respondents on the implementation of the Expanded Senior Citizens Act reveals varying levels of satisfaction and agreement with the privileges they have availed. The data provides insight into how well these benefits are perceived to be implemented among senior citizens in Marawi City. It has an average mean of 2.7 and an overall qualitative description of Undecided.

The perception of the 20% discount on medicine purchases, medical equipment, and professional fees is predominantly negative, with a mean score of 1.9, classified as "Disagree." A majority of respondents, 66, 63, and 36, respectively, have rated their perception as 1 or 2, indicating dissatisfaction or disagreement with the effectiveness or availability of this benefit. This suggests that while the discount is a significant benefit, its implementation may be inconsistent or insufficiently communicated (De Jong & McGonagle, 2020).

The mean score of 3.3 for the 20% discount on professional fees, with 33, 23, 41, 88, and 39 respondents respectively rating it between 1 and 5, shows a mixed perception. The classification as "Undecided" reflects

uncertainty or varied experiences among respondents regarding the availability or application of this discount. This variability could indicate differences in how this discount is applied or accessed in practice (Chan & Lee, 2021).

With a mean score of 2.6, the perception of free medical, dental, diagnostic, and laboratory services is also "Undecided." The distribution of responses—29, 26, 52, 90, and 26 across ratings of 1 to 5—highlights that while some respondents are satisfied, others are either dissatisfied or unsure about the availability and quality of these services. This suggests that the implementation of these services might be uneven or not well-publicized (De Jong & McGonagle, 2020).

The highest mean score of 3.8 indicates an "Agree" perception regarding priority lanes. A substantial number of respondents, 120, rated their experience as 5, indicating positive feedback about the priority lanes established for seniors. This high level of agreement suggests effective implementation and visibility of this benefit, making it a notable success in the implementation of the Act (Chan & Lee, 2021).

The perception of the 20% discount on transportation fares has a mean score of 1.9, categorized as "Disagree." A large proportion of respondents, including 105 and 58, rated their experience as 1 or 2, indicating dissatisfaction or disagreement with the implementation of this discount. This suggests that the discount might not be effectively applied or widely available, highlighting a gap in its implementation or communication (De Jong & McGonagle, 2020).

In summary, while there is positive feedback on certain privileges like priority lanes, there is significant dissatisfaction or uncertainty regarding other benefits, such as discounts on medicine and transportation. These findings indicate areas where the implementation of the Expanded Senior Citizens Act may need improvement to better meet the needs and expectations of senior citizens.

The respondents' perceptions of the implementation of the Expanded Senior Citizens Act of 2010 (RA 9994) had important implications for evaluating policy effectiveness and service delivery in Marawi City. The overall "Undecided" mean score of 2.7 suggested mixed experiences among senior citizens, indicating that while some benefits were accessible and well-implemented, others were inconsistently applied or insufficiently communicated. The negative perception of discounts on medicines and transportation, reflected in mean scores of 1.9, highlighted implementation gaps, potentially due to limited enforcement, inconsistent application by establishments, or inadequate information dissemination (De Jong & McGonagle, 2020). Similarly, the undecided perception of free medical, dental, diagnostic, and laboratory services suggested uneven service availability or varying quality across facilities, aligning with literature indicating that policy implementation often differs across local contexts and institutional capacities (Chan & Lee, 2021). In contrast, the high positive perception of priority lanes, with a mean score of 3.8, demonstrated that benefits with high visibility and immediate impact were more effectively implemented and recognized by seniors. Integrated literature emphasized that the perceived effectiveness of social protection policies depended not only on statutory provisions but also on consistent application, monitoring, and communication strategies (De Jong & McGonagle, 2020; Chan & Lee, 2021). These findings implied that while certain RA 9994 benefits were successfully delivered, targeted interventions—such as stricter enforcement of discounts, improved public information campaigns, and standardized service procedures—were necessary to enhance overall implementation, increase satisfaction, and ensure equitable access to all senior citizens.

**4.3.1 Respondents' Perception on Government Assistance**

**Table 11**  
*Distribution of Respondents According to Their Perception on Government Assistance*

Statement Indicators	1	2	3	4	5	Weighted Mean	SD	Qualitative Description
1. Indigent senior citizens received 1,000 pesos monthly stipend from DSWD	21	29	25	38	116	3.9	0.62	Agree

2. National coverage in health insurance for indigent senior citizens	15	28	34	47	97	3.8	0.52	Agree
3. There is government assistance provided by the Marawi City government to senior citizens during disasters	48	57	36	42	40	2.8	-0.48	Undecided
4. Senior citizens who are still capable of working are given a chance to be employed in Marawi City	64	60	32	26	41	2.6	-0.68	Undecided
5. Formal and non-formal education programs in Marawi City for senior citizens	28	39	53	81	22	3.3	0.02	Undecided
<b>Average Mean</b>						<b>3.28</b>	<b>Undecided</b>	

Table 11 shows the distribution of respondents' perceptions regarding government assistance provides insights into how well these forms of aid are viewed by senior citizens in Marawi City. It has an average mean of 3.28 and an overall qualitative description of Undecided.

The mean score of 3.9, classified as "Agree," indicates a positive perception of the PHP 1,000 monthly stipend provided by the Department of Social Welfare and Development (DSWD). With 116 respondents rating the assistance as 5 and 38 as 4, the majority find this financial support to be beneficial and well-implemented. This suggests that the stipend is seen as a valuable and effective form of assistance (De Jong & McGonagle, 2020).

The mean score of 3.8, also categorized as "Agree," reflects a generally positive perception of the national health insurance coverage for indigent senior citizens. The distribution shows that 97 respondents rated this benefit as 5, and 47 rated it as 4, indicating that most respondents view the coverage favorably. This high rating suggests that the health insurance is recognized as a significant support mechanism (Chan & Lee, 2021).

The mean score of 2.8, classified as "Undecided," shows a mixed perception regarding government assistance provided by the Marawi City government during disasters. With 48 respondents rating it as 1 and 57 as 2, there is noticeable uncertainty or dissatisfaction about the effectiveness or visibility of this assistance. This variability in perception might indicate that the disaster-related support is either not well-publicized or inconsistently provided (De Jong & McGonagle, 2020).

The mean score of 2.6, also classified as "Undecided," reflects uncertainty about the opportunities for capable senior citizens to be employed in Marawi City. The distribution, with 64 respondents rating it as 1 and 60 as 2, indicates a significant level of dissatisfaction or lack of awareness regarding employment opportunities for seniors. This suggests that such programs might not be widely available or effectively promoted (Chan & Lee, 2021).

The mean score of 3.3, categorized as "Undecided," reveals a mixed perception of formal and non-formal education programs for senior citizens in Marawi City. With 81 respondents rating it as 4 and 53 as 3, while 28 rated it as 1, there is a moderate level of support and uncertainty about these educational opportunities. This indicates that while some seniors value these programs, there is room for improvement in their implementation or accessibility (De Jong & McGonagle, 2020).

In summary, while some government assistance programs, such as the monthly stipend and health insurance coverage, are positively perceived, others, like disaster assistance and employment opportunities, reflect mixed or uncertain perceptions. This highlights the need for improved communication and implementation to enhance the effectiveness and visibility of these programs.

The respondents' perceptions of government assistance under the Expanded Senior Citizens Act of 2010 (RA 9994) revealed important implications for policy implementation and public administration in Marawi City. The high positive perception of the PHP 1,000 monthly stipend and national health insurance coverage, with mean scores of 3.9 and 3.8 respectively, suggested that financial and health-related benefits with direct and tangible impact were effectively delivered and well-received by senior citizens (De Jong & McGonagle, 2020; Chan & Lee, 2021). In contrast, mixed or undecided perceptions regarding disaster-related support, employment opportunities, and educational programs highlighted gaps in awareness, accessibility, and consistency of implementation, reflecting literature findings that less visible or infrequently utilized benefits often suffer from lower recognition and engagement among older populations (De Jong & McGonagle, 2020).

These variations implied that while core social protection mechanisms were functioning effectively, other support programs required strengthened promotion, targeted outreach, and improved service delivery to achieve equitable impact. Integrated literature emphasized that effective policy implementation depended not only on the existence of benefits but also on systematic communication, monitoring, and adaptation to local needs, particularly in contexts with diverse socioeconomic and informational profiles. Consequently, the findings underscored the necessity for local government units and implementing agencies to enhance program visibility, ensure consistent delivery, and tailor assistance initiatives to the unique circumstances of senior citizens in Marawi City.

**Table 12**

*Distribution of Respondents According to Their Perception on the Contributions of the SC Act on the Conditions of Senior Citizens*

<b>Statement Indicators</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Weighted Mean</b>	<b>SD</b>	<b>Qualitative Description</b>
1. Senior citizens can buy medicines and other basic needs with 1,000 pesos monthly stipend provided by the government.	29	25	27	52	90	3.7	0.34	Agree
2. The priority lanes for senior citizens in commercial and government establishments have provided convenience for senior citizens to process documents and buy basic needs.	27	22	31	41	102	3.8	0.44	Agree
3. Senior citizens were able to save money because of the discount they availed in medicines and other goods.	43	34	22	78	46	3.2	-0.16	Undecided
4. Health care needs are insured for senior citizens	30	34	42	77	40	3.3	-0.06	Undecided
5. The living conditions of senior citizens have improved.	36	68	42	42	31	2.8	-0.56	Undecided
	<b>Average Mean</b>					<b>3.36</b>		<b>Agree</b>

Table 12 reveals the distribution of respondents' perceptions regarding the contributions of the Expanded Senior Citizens Act to the conditions of senior citizens reveals varied opinions on the impact of specific provisions. It has an average mean of 3.36 and an overall qualitative description of Agree.

The mean score of 3.7, classified as "Agree," indicates a positive perception of the PHP 1,000 monthly stipend provided by the government. With 90 respondents rating it as 5 and 52 as 4, there is a consensus that this financial aid helps senior citizens manage their expenses for medicines and basic needs. This suggests that the stipend is seen as a significant support in improving their ability to cover essential costs (De Jong & McGonagle, 2020).

The mean score of 3.8, also categorized as "Agree," reflects a favorable view of the priority lanes established for senior citizens. With 102 respondents rating this benefit as 5 and 41 as 4, there is strong agreement that these lanes provide convenience in processing documents and purchasing essentials. This indicates that the priority lanes are effectively facilitating better access to services for senior citizens (Chan & Lee, 2021).

The mean score of 3.2, classified as "Undecided," reflects mixed opinions about whether discounts on medicines and other goods have led to significant savings for senior citizens. With 78 respondents rating it as 4 and 46 as 5, while 43 and 34 rated it as 1 and 2 respectively, there is uncertainty about the extent of financial savings achieved. This suggests that while some seniors benefit from these discounts, the overall impact may vary or be perceived differently (De Jong & McGonagle, 2020).

The mean score of 3.3, also categorized as "Undecided," indicates varied opinions on whether health care needs are adequately insured for senior citizens. With 77 respondents rating it as 4 and 40 as 5, and 30 and 34 rating it as 1 and 2, there is uncertainty about the effectiveness or comprehensiveness of health insurance coverage. This suggests that while some seniors feel covered, others may not fully perceive the insurance as meeting their needs (Chan & Lee, 2021).

The mean score of 2.8, classified as "Undecided," shows mixed feelings regarding whether the Expanded Senior Citizens Act has led to an overall improvement in living conditions. With 68 respondents rating it as 2 and 36 as 1, and only 42 rating it as 4 and 31 as 5, there is considerable uncertainty about the Act's impact on overall living conditions. This indicates that while there may be some improvements, the general perception is that the changes might not be substantial or universally felt (De Jong & McGonagle, 2020).

In summary, while there is agreement on the positive impact of certain provisions like the monthly stipend and priority lanes, there is mixed or uncertain perception regarding savings, insurance coverage, and overall improvement in living conditions. These findings suggest that while some benefits of the Act are well-regarded, there are areas where further enhancement and clearer communication could improve senior citizens' perceptions and experiences.

The respondents' perceptions regarding the contributions of the Expanded Senior Citizens Act of 2010 (RA 9994) to their overall conditions carried important implications for evaluating the effectiveness of social welfare policy in Marawi City. The strong agreement on the positive impact of the PHP 1,000 monthly stipend and the priority lanes, with mean scores of 3.7 and 3.8 respectively, indicated that benefits with direct, tangible, and easily accessible effects were well-received and perceived as significantly improving seniors' daily lives (De Jong & McGonagle, 2020; Chan & Lee, 2021).

In contrast, mixed or undecided perceptions regarding discounts on medicines and goods, healthcare coverage, and overall improvement in living conditions highlighted areas where the Act's benefits were either inconsistently experienced, insufficiently communicated, or variably accessible. Literature on social protection and public administration suggested that perceived effectiveness of policy interventions often depended on visibility, frequency of use, and clarity of implementation, with less tangible or complex benefits being more likely to generate uncertainty among beneficiaries (De Jong & McGonagle, 2020).

These findings implied that while RA 9994 had successfully delivered some critical support, such as financial aid and service facilitation, there remained a need for enhanced dissemination, monitoring, and equitable implementation

of other provisions to ensure broader and more uniform impact. The integrated evidence underscored that improving awareness, accessibility, and consistency of benefits could strengthen senior citizens' perceptions of welfare programs, ultimately enhancing their overall well-being and satisfaction with government services.

**4.4 Perception of the Respondents on the Services Provided By the Office of the Senior Citizens Affairs**

**Table 13**

*Distribution of Respondents According to Their Perception on the Services Provided by the Office of the Senior Citizens Affairs*

<b>Statement Indicators</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>Weighted Mean</b>	<b>SD</b>	<b>Qualitative Description</b>
1. OSCA provides a purchase booklet for senior citizens for medicines.	22	27	33	48	94	3.8		Agree
2. OSCA monitors compliance with the special privileges afforded to senior citizens.	41	63	76	29	21	2.3		Disagree
3. OSCA maintains and regularly updates on a quarterly basis the list of senior citizens and issues national identification cards.	17	39	53	71	43	3.2		Undecided
4. OSCA provides information and helps find assistance for senior citizens.	31	38	47	63	44	3.2		Undecided
5. OSCA helps in filing complaints against any establishments, institutions, or agencies refusing to provide the needed services to senior citizens.	83	64	41	19	20	2.3		Disagree
	<b>Average Mean</b>					<b>2.96</b>		<b>Undecided</b>

Table 13 shows the respondents' perceptions of the services provided by the Office of the Senior Citizens Affairs (OSCA) offer insights into the effectiveness and reception of various services aimed at supporting senior citizens in Marawi City. It has an average mean of 3.36 and an overall qualitative description of Undecided.

The mean score of 3.8, classified as "Agree," indicates a positive perception of the purchase booklet provided by OSCA for medicines. With 94 respondents rating it as 5 and 48 as 4, it is evident that many seniors find this booklet to be a valuable tool for accessing discounts on medications. This reflects a generally favorable view of how OSCA facilitates the use of this benefit (De Jong & McGonagle, 2020).

The mean score of 2.3, categorized as "Disagree," shows dissatisfaction with OSCA's efforts to monitor compliance with special privileges afforded to senior citizens. With 41 respondents rating it as 1 and 63 as 2, there is significant discontent about the effectiveness of OSCA in ensuring that the benefits are properly implemented and adhered to. This suggests that OSCA may need to improve its oversight and enforcement of these privileges (Chan & Lee, 2021).

The mean score of 3.2, classified as "Undecided," reflects mixed perceptions regarding OSCA's role in maintaining and updating the list of senior citizens and issuing national identification cards. With 71 respondents rating it as 4 and 43 as 5, while 17 rated it as 1, there is uncertainty about the efficiency and effectiveness of these administrative functions. This indicates that while some seniors may feel that OSCA performs these tasks adequately, others may have concerns or experiences that affect their perception (De Jong & McGonagle, 2020).

The mean score of 3.2, also categorized as "Undecided," suggests a mixed perception of OSCA's role in providing information and helping seniors find assistance. With 63 respondents rating it as 4 and 44 as 5, while 31 rated it as 1, the response indicates that while OSCA's informational support is appreciated by some, others may find it lacking or inconsistent. This variability highlights the need for OSCA to enhance its communication and support services (Chan & Lee, 2021).

The mean score of 2.3, classified as "Disagree," shows dissatisfaction with OSCA's assistance in filing complaints against establishments, institutions, or agencies that refuse to provide required services. With 83 respondents rating it as 1 and 64 as 2, there is a clear sentiment that OSCA is not effectively addressing issues of non-compliance. This suggests that OSCA's role in advocacy and complaint resolution needs significant improvement to better support senior citizens (De Jong & McGonagle, 2020).

In summary, while some services provided by OSCA, such as the purchase booklet for medicines, are positively received, there are notable areas of concern regarding compliance monitoring, administrative functions, and assistance with complaints. These findings indicate that OSCA may need to enhance its monitoring, improve its administrative processes, and better support senior citizens in resolving issues with service provision.

The respondents' perceptions of the services provided by the Office of the Senior Citizens Affairs (OSCA) carried important implications for assessing the agency's effectiveness in implementing the Expanded Senior Citizens Act of 2010 (RA 9994) in Marawi City. The positive reception of the medicine purchase booklet, with a mean score of 3.8, suggested that tangible, directly useful services were valued and effectively facilitated by OSCA, reflecting literature that highlights the importance of practical tools in improving seniors' access to benefits (De Jong & McGonagle, 2020). In contrast, the low scores on monitoring compliance with senior privileges and assistance in filing complaints, both with mean scores of 2.3, indicated significant gaps in enforcement and advocacy, consistent with studies showing that institutional oversight and grievance mechanisms are often weak in local implementation of social protection policies (Chan & Lee, 2021). Mixed perceptions regarding administrative functions, such as maintaining senior citizen registries and providing information, suggested variability in service delivery and underscored challenges in communication and accessibility. Integrated literature emphasized that public administration effectiveness depends not only on the provision of benefits but also on robust monitoring, responsive support systems, and consistent administrative processes to ensure equitable access (De Jong & McGonagle, 2020; Chan & Lee, 2021). These findings implied that while OSCA successfully delivered some practical services, there was a critical need for strengthening compliance monitoring, complaint resolution, and information dissemination to enhance the overall effectiveness, accountability, and trustworthiness of senior citizen programs.

#### 4.5 Research Hypotheses

**Table 14:** Significant Relationship between the Respondents' Socio-demographic Profile and Their Level of Awareness on the Expanded Senior Citizens Act of 2010

Variable (x)	Variable (y)	Correlation Tool	Correlation value	P -Value	Interpretation
Age	Respondents' Level of Awareness on the Expanded Senior Citizens Act of 2010	Pearson r	-0.041	0.727	Not Significant
Civil Status			-0.003	0.977	Not Significant
Economic Status			0.117	0.302	Not Significant
Educational Attainment			0.014	0.894	Not Significant
Monthly Income			-0.123	0.278	Not Significant
No. of Children			-0.028	0.829	Not Significant
Occupation			0.018	0.869	Not Significant
Sex			-0.018	0.867	Not Significant

Table 11 presents the results of a correlation analysis conducted to investigate the relationships between various socio-demographic characteristics of respondents and their level of awareness concerning the provisions of the Expanded Senior Citizens Act of 2010. Pearson's correlation coefficient (*r*) was utilized as the statistical tool to quantify the strength and direction of these associations.

The analysis revealed that none of the examined socio-demographic variables exhibited a statistically significant correlation with the respondents' awareness levels. Specifically, age ( $r = -0.041, p = 0.727$ ), sex ( $r = -0.003, p = 0.977$ ), educational attainment ( $r = 0.117, p = 0.302$ ), economic status ( $r = 0.014, p = 0.894$ ), monthly income ( $r = -0.123, p = 0.278$ ), number of children ( $r = -0.028, p = 0.829$ ), occupation ( $r = 0.018, p = 0.869$ ), and civil status ( $r = -0.018, p = 0.867$ ) all yielded *p*-values greater than the conventional alpha level of 0.05.

These findings suggest that, within the studied population, variations in age, sex, educational background, economic standing, income, family size, occupation, and marital status do not significantly influence an individual's awareness of the rights and benefits outlined in the Expanded Senior Citizens Act of 2010. Thus, Hypothesis  $o_1$  is accepted. This could imply that awareness campaigns and information dissemination efforts related to the Act have not effectively reached or resonated with specific subgroups within the population based on these socio-demographic factors. Further research may be warranted to explore alternative factors or communication strategies that could enhance awareness across diverse segments of the senior citizen population.

The findings from the correlation analysis indicated that socio-demographic characteristics—including age, sex, educational attainment, economic status, income, number of children, occupation, and civil status—did not have a statistically significant relationship with respondents' awareness of the Expanded Senior Citizens Act of 2010 (RA 9994). This suggests that awareness of senior citizens' rights and benefits was not strongly influenced by these traditional demographic factors, implying a uniformity—or overall deficiency—in the reach of information across diverse groups.

Integrated literature on public policy and social welfare supports this observation, noting that mere demographic targeting is often insufficient for ensuring effective dissemination of social protection programs, particularly among older populations (De Jong & McGonagle, 2020; Chan & Lee, 2021). The absence of significant correlations underscores the need for more comprehensive, multi-modal communication strategies—such as community-based campaigns, localized outreach through barangay offices, and culturally sensitive messaging—to enhance awareness universally rather than relying on characteristics like education or income to predict engagement. Moreover, these results suggest that factors beyond basic demographics, such as access to information, social networks, media exposure, and institutional responsiveness, may play a more critical role in shaping awareness among senior citizens, pointing to areas for future research and policy focus.

**Table 15.**

*Significant Relationship between the Respondents' Socio-demographic Profile and Their Perceptions on the Implementation of Senior Citizens Act of 2010*

Variable (x)	Variable (y)	Correlation Tool	Correlation value	P -Value	Interpretation
Age	Respondents' Perceptions on the Implementation of Senior Citizens Act of 2010	Pearson <i>r</i>	0.042	0.721	Not Significant
Civil Status			-0.015	0.888	Not Significant
Economic Status			0.089	0.456	Not Significant
Educational Attainment			-0.061	0.592	Not Significant
Monthly Income			0.033	0.799	Not Significant
No. of Children			-0.095	0.421	Not Significant
Occupation			-0.027	0.835	Not Significant
Sex			0.055	0.631	Not Significant

Table 12 presents the results of a correlation analysis examining the relationship between respondents' socio-demographic profiles and their perceptions regarding the implementation of the Senior Citizens Act of 2010. Pearson's  $r$  was employed as the correlation tool to assess the strength and direction of these relationships.

The analysis revealed that none of the examined socio-demographic variables exhibited a statistically significant correlation with the respondents' perceptions of the Act's implementation. Thus, Hypothesis  $o_2$  is accepted. Specifically, age ( $r = 0.042$ ,  $p = 0.721$ ), civil status ( $r = -0.015$ ,  $p = 0.888$ ), economic status ( $r = 0.089$ ,  $p = 0.456$ ), educational attainment ( $r = -0.061$ ,  $p = 0.592$ ), monthly income ( $r = 0.033$ ,  $p = 0.799$ ), number of children ( $r = -0.095$ ,  $p = 0.421$ ), occupation ( $r = -0.027$ ,  $p = 0.835$ ), and sex ( $r = 0.055$ ,  $p = 0.631$ ) all yielded  $p$ -values greater than the conventional alpha level of 0.05.

These findings suggest that, within the studied population, variations in age, civil status, economic standing, educational background, income, family size, occupation, and sex do not significantly influence an individual's perception of how the Senior Citizens Act of 2010 is being implemented. This could imply that perceptions of the Act's implementation are shaped by factors other than these basic socio-demographic characteristics. Further investigation may be needed to explore other potential determinants of these perceptions, such as personal experiences with the Act, media exposure, or community involvement.

The correlation analysis revealed that respondents' socio-demographic characteristics—including age, sex, civil status, educational attainment, economic status, income, occupation, and number of children—did not significantly influence their perceptions of the implementation of the Expanded Senior Citizens Act of 2010 (RA 9994). This finding implies that perceptions regarding the Act's effectiveness and service delivery were relatively uniform across different demographic groups, suggesting that individual experiences or awareness of implementation, rather than basic socio-demographic factors, may play a more decisive role in shaping opinions.

Integrated literature on public policy implementation supports this interpretation, emphasizing that perceptions of social welfare programs are often determined by direct interaction with services, accessibility, and visibility of benefits rather than age, gender, or income alone (De Jong & McGonagle, 2020; Chan & Lee, 2021). The lack of significant correlation highlights the importance of focusing on experiential, informational, and institutional factors—such as the quality of service delivery, responsiveness of local government units, and targeted outreach campaigns—to better understand and enhance public perceptions of policy implementation. Consequently, policymakers and service providers may need to prioritize improving the visibility, consistency, and accessibility of benefits to strengthen favorable perceptions among senior citizens.

## **5. Summary and Recommendations**

This chapter presents a comprehensive summary of the study, synthesizing key findings derived from the data analysis. It consolidates the major insights obtained from the research, providing an overview of the level of awareness and perception of senior citizens in Marawi City regarding the Expanded Senior Citizens Act of 2010. The chapter also offers a detailed discussion of the conclusions drawn from the findings, reflecting on the implications for policy and practice. Furthermore, it provides targeted recommendations for relevant stakeholders aimed at enhancing the implementation and effectiveness of the Act, thereby improving the overall well-being of senior citizens.

### **5.1 Summary of Findings**

The study aimed to evaluate the awareness, perception, and effectiveness of the Expanded Senior Citizens Act of 2010 and the services provided by the Office of the Senior Citizens Affairs (OSCA) in Marawi City. The research utilized a correlational quantitative design to analyze the relationship between respondents' socio-demographic characteristics and their perceptions of the Act and OSCA services.

The research was conducted through structured surveys distributed to 223 senior citizens residing in Marawi City. The survey included questions designed to assess respondents' awareness of the privileges and government assistance provided under the Expanded Senior Citizens Act, as well as their perceptions of how these policies and services impact their lives. Data were collected using face-to-face interviews and self-administered questionnaires, ensuring that all responses were accurately captured and recorded.

Analysis of the respondents' socio-demographic data revealed that the majority were aged 60 to 63 years, with a mean age of 68 years. The sample was predominantly female (63.5%), with varied educational backgrounds, most holding elementary or high school levels of education. Economically, the majority of respondents did not earn an income and were dependent on assistance, reflecting a high reliance on social support. Occupation data indicated that most respondents were not employed, with self-employment being the most common among those who worked.

In addition, respondents displayed varied levels of awareness regarding different privileges. While they were generally informed about discounts on transportation, medical services, and priority lanes, there was less awareness or satisfaction concerning the 5% discount on utility bills and the overall implementation of these benefits.

Furthermore, respondents demonstrated high awareness of the PHP 1,000 monthly stipend and national health insurance coverage, both of which were viewed positively. However, there was less clarity or satisfaction regarding disaster assistance, re-employment opportunities, and support for relatives of deceased seniors.

On the other hand, the study revealed that while certain benefits such as the monthly stipend and priority lanes were positively perceived, there was mixed feedback on other aspects, including savings from discounts, health care insurance, and overall improvement in living conditions. This indicates a varied impact of the Act across different areas of senior citizens' lives.

Moreover, respondents had a generally favorable view of OSCA's provision of a purchase booklet for medicines. However, there was notable dissatisfaction with OSCA's monitoring of compliance and assistance in filing complaints against non-compliant establishments. Mixed perceptions were also observed regarding OSCA's role in maintaining senior citizens' records and providing general assistance.

In summary, while some aspects of the Expanded Senior Citizens Act and OSCA services are effective and appreciated, there are significant areas requiring improvement. Enhanced communication, better implementation, and increased support are necessary to address the identified gaps and better meet the needs of senior citizens in Marawi City.

## **5.2 Major Findings**

### **5.2.1. Socio-Demographic Profile**

- a) The majority of respondents are aged 60 to 63 years, with a mean age of 68 years.
- b) The sample is predominantly female (63.5%).
- c) Educational attainment is varied, with a significant portion having only elementary or high school education.
- d) Most respondents do not earn an income and are dependent on assistance, reflecting high reliance on social support.
- e) A large proportion of respondents are not employed, with self-employment being the most common occupation among those who are working.

### **5.2.2. Awareness of Senior Citizen Privileges and Government Assistance**

- a) High awareness of discounts on transportation (77.1%) and medical services (75.8%).
- b) Moderate awareness of priority lanes (86.5%) and discounts on hotel accommodations and leisure (69.9%).
- c) Low awareness of the 5% discount on utility bills (8.96%).

- d) High awareness and positive perception of the PHP 1,000 monthly stipend (82.1%) and national health insurance coverage (64.6%).
- e) Lower awareness and mixed perceptions regarding disaster assistance (33.6%) and re-employment opportunities for senior citizens (19.7%).
- f) Very low awareness of assistance for the relatives of deceased senior citizens (9.0%).

### **5.2.3. Perception of the Expanded Senior Citizens Act:**

- a) Positive perceptions of the monthly stipend and priority lanes, indicating these provisions are well-regarded and impactful.
- b) Mixed feedback on the effectiveness of discounts in saving money and the adequacy of health care insurance.
- c) Uncertain views on overall improvements in living conditions due to the Act.

### **5.2.4. Perception of OSCA Services:**

- a) Positive perception of the purchase booklet for medicines (mean score of 3.8).
- b) Dissatisfaction with OSCA's monitoring of compliance with special privileges (mean score of 2.3) and assistance in filing complaints (mean score of 2.3).
- c) Mixed perceptions regarding the maintenance of senior citizens' records and provision of general assistance, with a mean score of 3.2 for both areas.

### **5.2.5. Association between the respondents' socio-demographic profile and their level of Awareness on the Expanded Senior Citizens Act of 2010**

- a) None of the examined socio-demographic variables exhibited a statistically significant correlation with the respondents' awareness levels. Specifically, age ( $r = -0.041$ ,  $p = 0.727$ ), sex ( $r = -0.003$ ,  $p = 0.977$ ), educational attainment ( $r = 0.117$ ,  $p = 0.302$ ), economic status ( $r = 0.014$ ,  $p = 0.894$ ), monthly income ( $r = -0.123$ ,  $p = 0.278$ ), number of children ( $r = -0.028$ ,  $p = 0.829$ ), occupation ( $r = 0.018$ ,  $p = 0.869$ ), and civil status ( $r = -0.018$ ,  $p = 0.867$ ) all yielded p-values greater than the conventional alpha level of 0.05.
- b) Hypothesis  $\alpha_1$  is accepted.

### **5.2.6. Association between the respondents' socio-demographic profile and their perceptions on the implementation of Senior Citizens Act of 2010**

- a) None of the examined socio-demographic variables exhibited a statistically significant correlation with the respondents' perceptions of the Act's implementation. Thus, Hypothesis  $\alpha_2$  is accepted. Specifically, age ( $r = 0.042$ ,  $p = 0.721$ ), civil status ( $r = -0.015$ ,  $p = 0.888$ ), economic status ( $r = 0.089$ ,  $p = 0.456$ ), educational attainment ( $r = -0.061$ ,  $p = 0.592$ ), monthly income ( $r = 0.033$ ,  $p = 0.799$ ), number of children ( $r = -0.095$ ,  $p = 0.421$ ), occupation ( $r = -0.027$ ,  $p = 0.835$ ), and sex ( $r = 0.055$ ,  $p = 0.631$ ) all yielded p-values greater than the conventional alpha level of 0.05.
- b) Hypothesis  $\alpha_2$  is accepted.

These findings highlight both the strengths and weaknesses of the Expanded Senior Citizens Act and OSCA services, emphasizing the need for improvements in certain areas to better serve the senior citizen population in Marawi City.

## **5.3 Conclusion**

The study assessed the effectiveness and impact of the Expanded Senior Citizen Act of 2010 and the services provided by the Office of the Senior Citizens Affairs (OSCA) in Marawi City. The findings reveal that while certain aspects of the Act and OSCA's services have been beneficial, there are notable areas requiring attention and improvement.

The analysis shows that the monthly stipend and priority lanes established for senior citizens are highly valued by respondents, indicating that these measures effectively address some of the financial and logistical challenges faced by seniors. Similarly, the purchase booklet for medicines is positively received, suggesting it plays a crucial role in facilitating access to necessary medical discounts and supporting seniors' health needs. These positive perceptions

highlight the Act's success in some areas, demonstrating its potential to significantly enhance the quality of life for senior citizens.

However, the study also identifies several gaps in awareness and satisfaction. While there is high awareness of transportation discounts and health insurance coverage, respondents showed less understanding or dissatisfaction with other benefits such as the 5% discount on utility bills and disaster assistance. This disparity points to a need for improved communication strategies to ensure that all senior citizens are fully informed about the range of benefits available to them.

In addition, the study further reveals areas where OSCA's services could be strengthened. Respondents expressed dissatisfaction with OSCA's monitoring of compliance with senior citizen privileges and its role in addressing non-compliant establishments. The mixed feedback on administrative functions, including the maintenance of senior citizens' records and the overall support provided, indicates that OSCA needs to enhance its operational efficiency and effectiveness. Specifically, improvements in complaint resolution and better implementation of policies are essential to address the issues raised by respondents.

Overall, while the Expanded Senior Citizens Act and OSCA services have had a positive impact on many aspects of seniors' lives, there are significant opportunities for improvement. The study underscores the need for a more comprehensive approach to service delivery, including better communication, enhanced administrative practices, and more robust support mechanisms. Continuous evaluation and adaptation of policies and services are crucial to ensure that they effectively meet the evolving needs of the senior citizen population in Marawi City. The insights gained from this study provide a valuable foundation for refining and enhancing the support provided to senior citizens, ultimately contributing to their well-being and quality of life.

#### **5.4 Recommendations**

To improve the effectiveness of the Expanded Senior Citizens Act of 2010 and the services provided by the Office of the Senior Citizens Affairs (OSCA) in Marawi City, several key recommendations are proposed for relevant stakeholders.

1. The Office of the Senior Citizens Affairs (OSCA) should enhance its outreach and communication efforts by implementing a multi-faceted strategy that includes local media campaigns, digital platforms, and community workshops to increase senior citizens' awareness of available benefits. Strengthening compliance monitoring is crucial, necessitating the establishment of a robust system with regular audits and transparent reporting mechanisms to address non-compliance effectively. Additionally, optimizing complaint resolution mechanisms by creating a user-friendly process for filing and tracking complaints will improve responsiveness and service quality. Updating administrative processes to maintain accurate records and simplify application procedures will further enhance efficiency.
2. Local Government Units (LGUs) are encouraged to reassess and expand utility bill discount programs to ensure broader coverage and financial relief for senior citizens. Improving disaster assistance programs specifically tailored to seniors will provide timely and adequate support during emergencies. National Government Agencies should promote re-employment opportunities for senior citizens by developing job training and placement services, along with incentives for employers. Supporting educational initiatives by partnering with institutions to offer lifelong learning opportunities will foster personal development and engagement among older adults.
3. Community organizations and non-governmental organizations (NGOs) should actively involve senior citizen groups in the planning and implementation of programs to ensure that initiatives are tailored to the community's needs. Collaboration on outreach and education efforts will help effectively disseminate information about rights and benefits.
4. Finally, researchers and academic institutions are encouraged to conduct ongoing evaluations of the Act and related services, providing evidence-based recommendations for policy refinement. This collaborative

approach will enhance the overall effectiveness of senior citizen programs and ensure they are responsive to the evolving needs of the senior population.

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