

Tracing the Gender Dimension of Barangay Complaints System in Selected Barangays in the City of Manila, Philippines

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Abstract:

This study captured the data components of various complaints filed in selected barangays in the City of Manila with emphasis on men-women disparity dimension. Key informant interviews (KIIs) and contextual analysis were employed to understand the gender dimensions of the sampled barangays namely 587, 591, 592, 629, and 630. The key informants were the barangay officials, personnel, and staff who had served the community from 2023 to 2025, which is also the coverage of the consolidated complaints from the barangay blotter books. The analyses of barangay blotter data and KIIs reveal that most conflicts stem from interpersonal disagreements, economic stress, and in some instances—substance use. Gender dynamics show women are more active complainants in domestic and financial disputes, while men are frequently involved as respondents in physical altercations and property issues. Mediation remains the dominant resolution pathway, reflecting the strength of barangay-level justice systems. However, unresolved or escalated cases highlight the need for improved enforcement and legal support mechanisms including: (a) strengthen mediation and case documentation practices across barangays; (b) offer barangay-level training on gender-sensitive handling of disputes; (c) address economic vulnerabilities through localized support services; and (d) use data for targeted community education and violence prevention programs.

Keywords:

Barangay Complaints System, Blotter, Gender Disparity, Gender Dynamics, VAWC.