

Practices and Challenges of Barangay Nanyo, Panabo City in Responding to COVID-19 Pandemic: A Case Study

Zaynab Aylani¹, Reziel Cuizon², Shella Mae Bohol³, Victor Caranzo⁴, Jamelo Veroy⁵, Ronel Dagohey⁶

¹⁻⁵Students, Bachelor of Public Administration, Davao del Norte State College,

⁶Program Chairperson, Bachelor of Public Administration at Institute of Leadership, Entrepreneurship and Good Governance, Davao del Norte State College

Abstract – This study explored the practices and challenges in responding to the COVID-19 pandemic of a barangay government unit. The study used a qualitative case study method of research. This study was conducted at Barangay Nanyo, Panabo City Davao del Norte, Philippines. There were six participants responded in this research through a validated interview-guide questions. The results have shown that the practices and challenges of Barangay Nanyo in responding to the COVID-19 pandemic were focused on the implementation of safety and security protocols, communication among members of the society, and the availability of resources needed in times of lockdown. The study also revealed that to cope up with those challenges, the barangay has the initiative to come up with solutions with the help of the people's cooperation and participation that became a big part of the success of the unit is having a zero active case since the emergence of COVID-19 pandemic in the country. The result of the study may be used as a basis for higher- authorities in crafting recommendations for other barangay government units. This will also assist other barangays officials in managing the pandemic situations in their community.

Keywords – COVID-19 Pandemic, Local Government Unit, Barangay Governance, Case Study, Philippines

I. INTRODUCTION

1.1 Background of the Study

The novel coronavirus (COVID-19) is responsible for more fatalities than the SARS coronavirus, despite being in the initial stage of a global pandemic. The first suspected cases in the Philippines were investigated on January 22, 2020. Both patients were previously healthy Chinese nationals on vacation in the Philippines, traveling as a couple during January 2020. Patient 1, a 39-year-old female, had a cough and sore throat symptoms and was admitted to San Lazaro Hospital in Manila on January 25. Since then, the national government of the Philippines was doing ways to control the spread and transmission of the COVID-19 virus. As of today, April 8, 2021, according to the Department of Health, 813,000 cases are reported, of which 646,000 have recovered, and 13,178 deaths happened. Of the said cases, 22,670 were from the Davao region [1].

Here in our locality, according to the City Health Office of

Panabo City, there are 913 confirmed cases, 841 of those have recovered, and 50 deaths happened. From the data provided last April 7, out of 40 barangays of the city, Barangay Nanyo has zero cases of covid-19 related cases and deaths [2]. There are significant concerns about operative pandemic response and awareness in fragile health systems and the rife of misinformation. Their study determined that there is essential for targeted health education as a response strategy to COVID-19 in low-income settings, and it is vital that strategies are contextually relevant. Understanding among populations experiencing extreme poverty will be important as tailored guidance for public health response, and communication strategies are developed for low and middle-income countries [3].

Setting up a COVID-19 community response strategy in local government units briefly outlines some policy considerations for local government units (LGU), specifically provinces, cities, and municipalities, currently drafting or revisiting their Covid-19 Community Response Strategy accompanying local measures. It integrates some lessons from innovative practices, observations, and inputs from our volunteer group of professionals to aid LGU officials currently planning, drafting, and updating their COVID-19 strategy [4]. In response to the threat of coronavirus disease, 2019 (COVID-19), national and local governments around the world have declared emergencies, promoted safer-at-home orders, and required business closures to increase social distancing and reduce the risk of transmission. In the absence of a vaccine, social distancing measures are one of the primary actions to reduce the transmission of COVID-19 [5].

Statistics exposed that Barangay Nanyo has been very consistent in having zero active cases and death since the first data posted in the early days of the COVID-19 pandemic. Based on the updates of the Covid-19 report of Panabo City Health Office, out of 40 barangays, Barangay Nanyo has accumulated consecutive zero number of active cases and zero death records relating to COVID-19 despite being one of the barangays that are not remote from the city proper [2]. Hence, this information has brought the attention of the researchers and chosen the barangay unit to examine the efforts they have

exerted for their community to help fight against COVID-19 viruses.

In today's time, where there are areas that still suffer from numerous deaths caused by COVID-19 viruses, these areas still need the best practices and adaptation to lessen and eliminate the cases they are experiencing right now. Thus, given the information mentioned above, the researchers investigated the practices, the challenges, and the coping mechanisms Barangay Nanyo has been practicing during the COVID-19 pandemic. This conduct will help the researchers and other barangays to know the ways being practiced by Barangay Nanyo to make control measures as a contribution to the welfare of the locality and the state in fighting against COVID-19.

1.2 Research Question

The following research questions will help the researchers understand and develop the result of the case study that will be conducted.

1. What are the practices done by the barangay Nanyo relevant to COVID-19?
2. What are the challenges experienced by barangay Nanyo relevant to the COVID-19 crisis?
3. What are the coping mechanisms done by barangay Nanyo to handle COVID-19 related challenges?

1.3 Theory Lens

The case study was anchored by Kurt Lewin's Unfreezing-Change-Refreezing Model. Lewin is identified as a pioneer in the study of group dynamics and organizational development. He speculated a three-stage model of change (unfreezing-change-refreezing model) to recognize and observe the factors and services that influence a situation. The theory requires leaders to reject prior knowledge and replace it with new information. It is based on the idea that if one can identify and determine the potency of forces, then it is possible to know the forces that need to be diminished or strengthened to bring about change [7].

The force field model is best applied to stable environments, and he makes a note of two types of forces: driving forces and restraining forces. Driving forces push in a direction that causes the change to occur or facilitate the change because they push a person in the desired direction. Restraining forces counter the driving force and hinder the change because they push a person away from the desired direction. Finally, change can occur if the driving forces override or weaken the restraining forces.

Thus, the Unfreezing-Change-Refreezing Model by Lewin is used in this study as a guide on how the Barangay Nanyo reacts to the sudden change that has been brought by the COVID-19 outbreak here in the Philippines. Also, this model will help the researchers identify the forces that pushed them in the right direction or action that resulted in executing and

coping with the practices and challenges that the unit is still experiencing right now.

1.4 Significance of the Study

Based on the data provided by the City Health Office of Panabo City, the barangay that records the lowest number of COVID-19 active cases and COVID-19 related deaths is Barangay Nanyo. This data will surely make the unit more vigilant and cautious when it comes to the implementation of COVID-19 security and safety protocols. Therefore, investigating their ways on how they control the rising cases in their community will become beneficial information to the following beneficiaries: Local Government Unit. The result of the study will become a basis of the Local Government Unit for them to come up with general and effective policies and regulations, not just in the Barangay Nanyo, but also for the other 39 barangays of the City of Panabo.

Other Barangay. The practices and challenges as well as the coping mechanisms that will be examined in Barangay Nanyo can become a basis and groundwork for other barangays for them to adopt to give solutions to problems relating to the COVID-19 pandemic.

Community. The welfare of the community should be the one that will be considered first. With the help of this study, the people will have a reflection on the effects of the practices and challenges of the barangay unit in terms of implementing safety and security protocols to eliminate local transmissions. Through this, the people will have the courage to participate and communicate to help the barangay unit make things easier.

Other Researchers. Every aspiring researcher can benefit from this study because it will become a basis for them to conduct in different localities and explore their practices, challenges, and coping mechanisms that other localities can adopt. This effect is beneficial because there are things others have that others may not and are needed to be shared for the benefit of all.

1.5 Scope and Delimitations

The study was focused on one barangay only – Barangay Nanyo, Panabo City. The case study involves six (6) barangay officials serving the said locale who were interviewed under In-Depth Interview. The study is limited only to the practices done by Barangay Nanyo amid the COVID-19 outbreak. The challenges they have encountered and how they are coping up with those will also be discovered.

1.6 Operational Definition of Terms

Barangay – is the smallest administrative division in the Philippines and is the native Filipino term for a village, district or ward. Barangay Nanyo, from Panabo City, will be the locale of the study.

Challenges – are the problems and issues encountered by Barangay Nanyo amid the COVID-19 crisis.

COVID-19 – a family of viruses producing various illnesses, from the common cold to further serious infections such as those caused by Middle East Respiratory Syndrome-related Coronavirus (MERS-CoV) and Severe Acute Respiratory Syndrome-related Coronavirus (SARS-CoV).

Practices – the things done and made by Barangay Nanyo during the COVID-19 pandemic. These include all the laws and regulations, and sanctions imposed that concern the health and security of the people in times of pandemic.

II. METHODOLOGY

2.1 Research Design

Case study as a research methodology, typically seen in social and life sciences [6]. Since the research will investigate a group in a particular event to explore the causes of underlying principles, the study utilized the qualitative - case study approach. Qualitative research techniques include an in-depth investigation into the beliefs, attitudes, and concepts to understand a condition, experience, and event from a personal perspective [9]. There is no one definition of case study research. However, in simple terms, a case study is an intensive study about a person, a group of people, or a unit, which is aimed to generalize over several units [9].

A case study has also been defined as intensive, systematic research of a single individual, group, community, or other components. The researcher examines in-depth data involving some variables. This may contain a review of the literature, grey literature, media, reports, and more, which helps establish a simple understanding of the cases and informs the growth of research questions. Data in case studies are often, but not exclusively, qualitative. In multiple-case studies, analysis within cases and across cases is conducted. Themes arising from the analyses and assertions about the cases as a whole or the quintain emerge [10].

In-depth interviews were given to the barangay officials of Barangay Nanyo for the researchers to examine the practices, challenges, and coping mechanisms of the said unit using interview guide questions that the researchers have crafted. Thus, this will utilize the primary data from the respondents. In doing the qualitative method, the Barangay Nanyo will be managed to understand the holistic way.

2.2 Role of the Researchers

The researchers became the fundamental instrument in documenting the practices, challenges, and coping mechanisms of the barangay Nanyo in fighting against the COVID-19 pandemic crisis. The researchers conducted an In-Depth interview (IDI) that was composed of 5 barangay officials. The researchers prepared a digital camera and an audio recorder to ensure that all necessary details are not missed.

Before the conduct of the interview, COVID-19 protocols were initially observed. The researchers setups a well-sanitized room with the participants following social

distancing. In doing the interview, the researchers informed the participants about the purpose of the study, the reason being the chosen informants, and the questions inquired before they are asked about their experiences to answer the investigated event.

In the conduct of the study, the participants are encouraged to open up and share their rich data about their own experiences and facilitate the flow of communication, identify the cues, and make the participants at ease since it is necessary to build amity with the participant during the study [11].

2.3 Research Participants

A relatively homogenous group of participants is required in employing this framework, and they should share significant experience concerning the phenomenon under investigation [12]. In this undertaking, the researcher utilized a purposive sampling strategy in selecting the six (6) barangay officials, the chairman, and at least five councilors, to represent each section inside the barangay unit. In identifying specifically, the participants, a criterion-based selection is used. The participants must be barangay officials of Barangay Nanyo who participated in practices related to COVID-19 in the said barangay.

2.4 Research Instrument

The main instrument used in the data collection was the researcher-made interview-guide questionnaire (IQ) which was validated by the panel of experts. The questions focused on what goes on within barangay and the barangay officials and got them to describe their practices and experiences in a language as free from the constructs of the intellect and society as possible; described how they coped up with the challenges they faced within the said COVID-19 crisis and shared their lessons learned during the conduct of their practices.

2.5 Data Collection Strategy

A systematic procedure will be observed in the conduct of the study. Initially, a letter of permission to conduct a study will be sent to Barangay Nanyo. After the approval, each chosen informants is approached and given an orientation regarding the study; the participants will fill in an informed consent form. In the given informed consent, the informants will be informed that the interview will have video and audio-taped and transcribed, and notes will be taken during the interviews. The interview will be facilitated as the informant agreed to be the subject of the study. Confidentiality of responses was stressed out as the researcher asked permission for the interview session to be videotaped and audio-recorded.

The researchers will first introduce a brief description of the research to the informant before the interview started. Informants are assured of a confidential and intelligent gathering of data, a collegial and conversational face-to-face interview, and a stress-free data gathering procedure. Permission to audio-record was requested, and was asked to

sign the consent form before the interview begins. The researchers have taken notes of the response of the informant as well as their gestures such as nodding, pointing to any part of the body, and other non-verbal ways of communication.

2.7 Data Analysis

Using Colaizzi's distinctive seven-step process provides a rigorous analysis, with each step staying close to the data. The result is a concise yet all-encompassing description of the event under study, validated by the participants that created it [13]. The method depends upon wealthy first-person accounts of encounters; these may come from face-to-face interviews but can moreover be gotten in different ways; written narratives, blogs, research diaries, online interviews, and so on. The stages are the following:

Familiarization. The researcher familiarizes him or herself with the data by reading through all the participant accounts several times.

Identifying significant statements. The researcher identifies all statements in the accounts that are of direct relevance to the phenomenon under investigation.

Formulating meanings. The researcher identifies meanings relevant to the phenomenon that arose from a careful consideration of the significant statements. The researcher must reflexively "bracket" their presuppositions to stick closely to the phenomenon as experience (though Colaizzi recognizes that complete bracketing was never possible).

Clustering themes. The researcher clusters the identified meanings into themes that are common across all accounts. Again, bracketing of presuppositions is crucial, especially to avoid any potential influence of existing theory.

Developing an exhausting description. The research writes a full and inclusive description of the phenomenon, incorporating all the themes produced at step.

Producing the fundamental structure. The researcher condenses the exhaustive description down to a short, dense statement that captures just those aspects deemed essential to the phenomenon's structure.

Seeking verification of the fundamental structure. The researcher returns the basic structure articulation to all participants (or sometimes a sub-sample in more extensive studies) to inquire whether it captures their encounter. They may go back and adjust previous steps within the analysis in light of this criticism.

2.8 Ethical Considerations

Before the conduct of the research and the interview, COVID-19 protocols were observed on both ends. Security and safety protocols such as social distancing and proper sanitation will be strictly implemented.

On the other hand, before starting the interview, informants are assured of a confidential and intelligent gathering of data,

a collegial and conversational face-to-face interview, and a stress-free data gathering procedure. Respect for the dignity of research participants should be prioritized; therefore, participants will remain anonymous, and each participant will be randomly coded.

Permission to audio-record will be requested, and the consent form will be signed before the interview begins. And at the end, to refrain from bias, the paper will be presented to the barangay officials of Barangay Nanyo to foresee that the results are aligned with what the unit experienced.

III. RESULTS AND DISCUSSION

The subsequent sections presented highlight the experiences, challenges, and coping mechanisms of the Barangay Nanyo in relevance to the emergence of the COVID-19 virus in the country. The data presented occurred from the extracted through the in-depth interview. Also presented in this chapter are the interpreted findings generated as a result of the study, which is supplemented with the researcher's perspective and substantiated with literature support and relevant theories. Other than that, implications for practice based on the derived themes during the data analysis are also discussed.

3.1 Practices Done by the Barangay Nanyo amidst COVID-19

There are four relevant themes identified along with the practices done by the Barangay Nanyo amidst the COVID-19 pandemic. Shown in table 1 are the following.

Table I. Major and Clustered Themes on the Practices Done by the Barangay Nanyo amidst COVID-19

Major Themes	Cluster Themes
Security and Safety Protocols	National Mandate
	Strict Implementation
	Task Force
Sanctions	Warning
	Curfew and Liquor Bans
Support for the Community	Distribution of Goods
	DOH Assistance
	Monitoring
Facilities and Services	Public Areas Sanitation
	Supplies for Task Force

Like any other country, the Philippines has never been prepared for the emergence of the COVID-19 pandemic. However, administrative controls and safe work practices change policies and procedures for workers' job duties to ensure work activities will be conducted safely [24]. During the first cases of the COVID-19 virus in the country, the main problem is that the national government controls the situation and the people. In the small unit of Barangay Nanyo, Panabo City, where the City Health Office declared zero active cases and COVID-19 related deaths, the researchers examined the ways and practices the barangay has been executing to contribute to the reduction and elimination of the COVID-19

virus in the city. From the in-depth interview conducted, the six barangay officials have shared their practices and experiences and the challenges and coping mechanisms they have encountered during the COVID-19 pandemic.

Table II. Themes and Core Ideas on the Practices Done by the Barangay Nanyo amidst COVID-19

Major Themes	Core Ideas
Security and Safety Protocols	We implemented protocols and mandates of DOH and the City Health Office. Night and day, even if it was tiring, we sacrificed ourselves because of the situation. We prohibit non-barangay Nanyo residents from entering our premises. We prohibit outdoor activities. We initiated a checkpoint operation to defend residents coming from Davao area from entering our premises and being strict in a good way. We prepared ourselves to avoid getting infected with the virus. The vulnerable ones, especially the senior citizens, should always stay at home. Wearing of face mask and face shields is mandatory.
Sanctions	We gave warning to those who violate the rules, and we tell them not to do it again, and at the end of the day, we settle it, and we let them free. Some people don't understand so what law is. So if people don't understand, we just simply help them understand the protocols and mandates by discussing them with them. Some were eager to listen, and some were expectedly not. We have caught some who purchased liquors, violated the curfew hours, and even stores that still sold liquors even it is prohibited. For the first offense, we just warned them to avoid letting the same violations happen. Violators will be placed in the barangay. We hold them in our barangay for some negotiations; then, we let them go after being warned.
Support for the Community	We distributed the supplies and relief goods from the city and the province to the respective puroks. If we encounter that kind of situation, we directly request assistance from the DOH Panabo. We monitor them (the PUIs and PUM). We used the budget from the barangay since what the government is giving is not enough for the long run. We supply their needs in terms of their food and vitamin C, and for some instances, if there is a suspected case or PUM and PUI, we request an ambulance in the city to cater and bring it into isolation areas or facilities.
Facilities and Services	There were facilities established for a specific purpose. Foot baths and alcohol were strictly everywhere, in the school, in barangay, and even in every house, especially for safety and health purposes. We simply assist whatever is needed for the auxiliary force and barangay health workers; supply them vitamins and everything. They do have PPEs as well. Everyone in the frontline was covered with essentials. Resources are from the BDR and IRA since we are allowed to use them as emergency funds for the pandemic.

When it comes to the practices done by Barangay Nanyo, the major concern they were focusing on was *safety and security*. All of the respondents shared that the main source of

implementation was the protocols and mandates from the Department of Health (DOH) and the City Health Office. In analyzing the pandemic public support and response in view of the health policies implemented by the government during the COVID-19 community quarantine period, the researchers found out that half of the 368 respondents trust various agencies to manage a massive outbreak like COVID-19 [14]. The frontline community health workers are the most trusted during these challenging health concerns, as represented by the Department of Health in the Philippines.

On the other hand, checkpoints are also strictly implemented during the first phase of lockdown [15]. In the case of Barangay Nanyo, they initiated a checkpoint operation in defense for residents coming from Davao area entering the area. Also, they prohibit outdoor activities to avoid gatherings in observance of social distancing, as, in other parts of the world, social distancing along with restrictive mass limitations on movement is being used as the most widely adopted strategy for mitigating the spread of infection (Dutta and Fischer, 2020). The patrols assigned in their posts shared that they really sacrificed their time, day and night, just to control the situation in times of pandemic. Research about the varying levels of government restriction on movement and affected human mobility in a rural Thai population along the border with Myanmar results showed that during the government lockdown period, the radius of gyration was reduced by more than 90%, and cross-border movement was mostly limited to short-distance trips [16]. Thus, lockdown had a great impact on reducing individual mobility, including cross-border movement.

In connection with the strict implementation of health protocols and the safety and security of the area, it cannot be denied that there are many violators because people may have been shocked by the situation where they are experiencing pure locked-in due to the pandemic. Due to these, *sanctions* are being imposed. Identifying the subpopulations of individuals who are the most likely security and safety protocols' non-compliers, presently and in the long term, is essential for public officials tasked with safeguarding the public welfare [25]. They shared that they encountered violators who violate liquor bans and curfew hours. In addressing this situation, the Barangay Nanyo holds them in their respective barangay, negotiate and simply help them understand the protocols and mandates by discussing them with them. A review of the best practices for police response during the COVID-19 pandemic in which British public perceptions of police response to lockdowns during the COVID-19 emergency, finding that overall the public supported the police's approach but with some limits [17].

One of the major practices the barangay has been executing was the *support for the community*, the community who were trapped during lockdowns. In times of hardship, uncertainty, and fear, the community is more important than ever and relying on those around for solidarity, support, guidance, information, and empathy [26]. Since most of the family

workers are not allowed to go out for work during the early days of community quarantine, the Barangay Nanyo has the initiative to use the budget from the barangay since what the government is giving are not enough for the long run. Also, they utilize the supplies given by the local government of Panabo City and the province of Davao del Norte with the help of purok leaders. Also, they give priority to those members of the community who were suspected as Persons Under Investigation (PUI) and Persons Under Monitoring (PUM) by supplying the needs of the family such as the foods and vitamins and request for the collaboration with the CHO for those who need isolation facilities. Thus, these community engagements are considered a fundamental component during outbreaks and are important to ensure contextually appropriate interventions [18].

However, in terms of health facilities, Barangay Nanyo has established facilities for specific purposes. They have posts with foot baths and alcohol, especially in public areas like their barangay hall and the school. They also provide PPEs and vitamins for the frontliners such as Tanods and BHWs. These frontlines are poised to play a pivotal role in fighting the pandemic, especially in countries with less resilient health systems [19]. Also, the resources used were from the BDR and IRA since they are allowed to use it for emergency funds during this pandemic. The community health workforce can be leveraged to strengthen the COVID-19 response because they are trusted community members with essential links to the facilities, leaders, and organizations that are vital contributors to an effective response [27].

3.2 Challenges Experienced by Barangay Nanyo in Fighting Against COVID-19 Crisis

Table III. Major and Cluster Themes of the Challenges Experience by Barangay Nanyo in Fighting Against VOCID-19 Crisis

Major Themes	Cluster Themes
Violators	Task Force Implementation
	Arrogant Individuals
Communication	Orientations
	Communication Between the Community
	Protocol Implementation
Resources	Distribution of Goods
	Lack of Resources

As a result of the sudden breakout of COVID-19 in the country, the most unprepared ones are those in the lower level and became the most affected. As the perpetual enemy of health and order, the *pasaway* became the target of disciplining and policing [28]. The targeting of the *pasaway* was informed by deep-seated class prejudices and Duterte’s authoritarian tendencies.

One major problem Barangay Nanyo is facing was the existence of numerous *violators*. According to the interviewed barangay officials, they have shared that the main violators they have are those who go against curfew hours, telling lies

about going outside for recreational purposes, not following the prohibition of back-riders at the time, and the simple mandate of practicing wearing of face masks and observance of social distancing. In addition to these challenges mentioned are those who arrogantly confronted front liners for being strict in implementing the laws and regulations mandated by higher officials.

The impact of COVID-19 on vulnerable groups would probably rely in part on the quality of communication regarding health risk and danger [29]. When it comes to *communication* among involved parties, Barangay Nanyo also shared that there are also misunderstandings between the local government and the community. The major cause of misunderstandings is fake news. Also, disseminating information in the community became a factor that somehow led some members to react arrogantly, knowing that some changes occur pertaining to strict implementations such as lockdowns and prohibition of social gatherings.

On top of that was the *unavailability of resources* amidst the early stages of the COVID-19 pandemic. As the global food chain faces further disruption and nourishment cost rise, obtainability and affordability will be influenced. This will be dwelling more stress on deprived families to make ends encounter when they are hit by higher food costs and a drop in unceremonious labor opportunities [30].

It cannot be denied that the economic status of the country is downgraded due to the fact that because of lockdowns and community quarantines, employees are not able to go to work. The worst part was that many workers ended their jobs because the company may have performed cost-cutting or the company permanently closed because of the pandemic. These are just one primary reason why, according to Barangay Nanyo, resources in supplying the needs of each household became a problem. However, with the help of the provincial and local government unit of Davao del Norte and Panabo City, the Barangay Nanyo has provided each family's basic needs. But these supplies do not substantiate the whole duration. So, the government initiated the Social Amortization Program (SAP), where families are given financial support. But this does not end the problem but compromises some families who did not receive the benefits from the government. Hence, it became a challenge for the unit, which they needed to address.

Table IV. Themes and Core Ideas of the Challenges Experience by Barangay Nanyo in Fighting Against VOCID-19 Crisis

Major Themes	Core Ideas
Violators	Challenges are no exception, especially in the Tanod force. Violators happen to violate during nighttime, so we requested two police officers to rove with us. If we rove without police officers, people will take advantage of us since we all know each other. Some people lied to us, telling us that they will buy some medicines but since we were informed that when people are going out to buy medicines, we

	<p>should ask for prescriptions as proof. Back riders were also prohibited that time; what we did is we don't let the back rider pass through the checkpoint.</p> <p>There were people, especially those who work in the government that belittled us, so we just explained to them that we only stick to the protocols and mandates.</p> <p>Someone will get off their motorcycle and confront us aggressively, but we simply react appropriately since we avoid physical violence; we simply explain our tasks according to the protocols and mandates. We tell them that if you physically abuse us, no problem. It would just give you more burden to carry.</p>
Communication	<p>Misunderstanding between the citizen of barangay Nanyo and we the barangay affairs.</p> <p>We performed our tasks as barangay <i>tanods</i>; we requested police officers to do some orientations about the protocols and mandates on Covid. The police officers did some briefings on what we should do. We should always approach people with empathy in the way we approach people, even if others are difficult to approach.</p> <p>Adhering to the social distancing protocol.</p>
Resources	<p>We didn't have problems with the relief goods actually since every week there are deliveries. Then some mobiles roam around the barangay selling vegetables and other goods. So whenever we badly need food, we call them directly.</p>
	<p>We were struggling that time since we adhered to social distancing protocol.</p>
	<p>Few complained because they were not on the list of the SAP beneficiary.</p> <p>Sometimes we experience a shortage, but we can provide right away if other supplies come in.</p>

The research raised several negative consequences for the people and communities they are working with [20]. These comprised economic and financial anxiety, worries about employment, wound to the skills and education of young people, the availability and affordability of food and basic supplies. They also emphasized social maltreatment, including reduced mental health, enlarged loneliness, and addiction. Also, the COVID-19 period involved new trials, including financial burdens on organizations' resources, and a lack of availability of some isolated and digital-based amenities for some users, and the overall pressures of a situation that could be categorized as a 'survival' time, with unclear and harmful impacts [20]. The COVID-19 pandemic has created a range of unforeseen and unprecedented challenges for police departments worldwide. In light of these challenges, four categories of issues are generally raised in this setting, specifically police-community relations, the mental health wellbeing and prosperity of officers, intra-organizational challenges, and inter-agency collaboration and participation [21].

3.3 Coping Mechanisms Done by Barangay Nanyo to Handle Covid-19 Cases and Crisis

There are two (2) primary themes identified in the coping

mechanisms done by the Barangay Nanyo to cope with the COVID-19 pandemic. The following are shown in Table V.

Table V. Themes and Cluster Themes on the Coping Mechanisms Done by Barangay Nanyo to Handle COVID-19 Cases and Crisis

Major Themes	Cluster Themes
Reliability and Communication	Relying on Higher Government
	Communicate with the Community
Cooperation and Participation	Support System
	Situation Control

Barangay Nanyo has its own coping mechanisms to cope in order to survive the crisis COVID-19 has brought in the country. Initially, in addressing communication problems, Barangay Nanyo only relies on the IATF and the City Health Office's information to avoid confusion among individuals in the community. In doing so, the information from higher levels will be disseminated to the purok leaders, and purok leaders will inform their members. Also, if community members have clarifications, they advised them to go directly to the office to address their concerns directly.

Table VI. Themes and Core Ideas on the Coping Mechanisms Done by Barangay Nanyo to Handle COVID-19 Cases and Crisis

Major Themes	Core Ideas
Reliability and Communication	<p>We rely on the policemen, DOH Panabo, if it is okay to ease the protocols and mandates.</p> <p>Communicate with the purok leaders to let them know about certain changes following still the protocols and mandates.</p> <p>We just assured the community that everything they hear from others is not valid unless the information comes from us.</p> <p>Advised them to go to the barangay and directly ask questions and clarifications from the officials.</p> <p>When we fall short of relief goods, we immediately request supplies from the higher authority; we rely on them since the barangay doesn't have the resources to sufficiently provide for every family.</p> <p>Talk to the community with all honesty and empathy that we can do nothing about the situation.</p> <p>Properly explain to them because if you don't talk to them properly, you will not be able to control them and ask for their cooperation.</p>
Cooperation and Participation	<p>The support of the people was overwhelming.</p> <p>When someone from abroad comes back to their houses, the neighbors immediately report it to the barangay for awareness.</p> <p>We immediately visit them and mandate them to stay home for weeks and get self-quarantined.</p> <p>Ask the neighbors to keep an eye on them for health and security purposes.</p> <p>DOH then decides what tests should be done in their respective facilities.</p> <p>We were able to control the situation, of course, with the support of the people.</p>

Trust as well as the *reliability and communication* with the government and population risk of contact may affect public insight of the response. Other population-level characteristics, such as country socio-economic growth, COVID-19 morbidity and mortality, and point of democratic government, may influence perception [31].

When talking about the lack of resources to be given to the community and knowing that their unit does not have enough budget, Barangay Nanyo immediately asks for assistance from higher authorities to provide the goods and supplies since the barangay doesn't have the resources to sufficiently provide for every family.

Lastly, as a small unit, Barangay Nanyo effortlessly manifests the effects of the COVID-19 pandemic because of the *cooperation and participation* they have from their community. For example, one official shared that during the early stages of lockdowns, if there's one suspected PUI and PUM, they directly reposted it to the barangay, and the barangay will also report it to the respective health care unit to help them monitor the situation and control the people inside the community.

Thus, community engagement has been considered a fundamental component of past outbreaks, such as Ebola. However, there is concern over the lack of involvement of communities and 'bottom-up' approaches used within COVID-19 responses thus far. Identifying how community engagement approaches have been used in past epidemics may support more robust implementation within the COVID-19 response [32].

Public health strategies to limit transmission of SARS-CoV-2, the virus that causes COVID-19, have included stay-at-home orders, physical distancing guidelines, group gathering restrictions, cancellation of planned social and public events, and travel restrictions. These interventions, necessary for the absence of widespread vaccinations, can cut off social support networks, restrict access to services, and make people feel anxious and unsafe [22]. Thus, given the immense burden of COVID-19 on aging populations, it is essential to understand effective ways of coping with living through the pandemic. Research findings show many organizations moved quickly at the start of the pandemic to adapt their services to remote and digitally based models [20]. This ensured continuity of operations and supported them in responding to new demands created by the lockdown measures, such as providing food, counseling, and befriending services. Many organizations established new partnerships with organizations to support collaborative approaches to new demands. Also, offers to the community include neighborhood help and support. There were worries about the sustainability of these arrangements and the community assets and resources they depend on. In addition, the COVID-19 response has spurred new varieties of cross-sectoral and multi-scalar communication between administrative units involved in establishing responses, as local governments have expected central responsibility in the

implementation of virus control and social security mechanisms [23].

IV. SUMMARY OF FINDINGS

4.1 Discussions about the Findings

The study aims to examine the practices and challenges of Barangay Nanyo, Panabo City, amidst the COVID-19 pandemic. Barangay Nanyo is one of the few barangay units declared as zero COVID-19 cases since the outbreak based on the records from the City Health Office of Panabo. The study used a qualitative case study. Also, six members of the barangay unit were interviewed using in-depth interviews. The respondents adopted an interview-guide questionnaire (IQ) which was validated by the panel of experts.

From the results discussed above, nine (9) emerging themes are extracted from the practices done by the Barangay Nanyo amidst the COVID-19 pandemic. The first theme is security and safety protocols. Under this theme are the national mandates, strict implementation, and the task force. These themes have been derived to express the experiences of the barangay concerning the security and safety of the unit. The next theme is the sanctions. Ideas were drawn, such as warning systems and curfew and liquor bans. For the support for the community, their experience can be described by the distribution of goods, DOH assistance, and monitoring. And with the facilities and services, the public area's sanitation and supplies for Task Force are considered. For the fifth theme, the violators, the barangay unit has shared ideas about Task Force implementation and arrogant individuals. Communication also has challenges along with orientations, communication between the community, and protocol implementation. When it comes to the resources, challenges are explained thru the distribution of goods and the lack of resources. On the other hand, two remaining themes were derived from the coping mechanisms of the barangay unit in administering the COVID-19 pandemic. The eighth major theme is communication. Relying upon the higher government and communicating with the community has become one of the things that helped them cope. Lastly, participation and communication thru support systems and situation control have been the most significant factors. Based on the results, the following conclusions are drawn:

(1) The Barangay Nanyo's reliability among local and national governments has helped the barangay unit control the COVID-19 situation. This mandate includes the strict implementation of safety and security protocols. Thus, during the first phase throughout the ongoing community quarantines, Barangay Nanyo only is dependent on the top management. However, they executed these with strict implementation.

These factors are prevalent that not only Barangay Nanyo have experienced. (2) Just like other barangay units, the Barangay Nanyo has also encountered different challenges, especially when it comes to the preparedness, communication,

and unavailability of resources amidst COVID-19. Those are the major problems any other nation also addresses because those placed under community quarantines were shocked about the situation in which they cannot generate funds by working because of lockdowns.

And the most essential aspect of Barangay Nanyo was its success in having zero COVID-19 cases: the cooperation and participation they have experienced along the way from the people in the community. (3) Challenges encountered by the Barangay Nanyo are addressed with the help and support from the different sectors such as the national, provincial, and local government along with the help from private institutions. Thus, the implementation of the protocols and the procedures were made even possible by the barangay unit because they have the people whose initiative and help are enough to help address the COVID-19 pandemic.

The results concluded that the Unfreezing-Change-Refreezing Model of Kurt Lewin has indeed drawn through the factors and forces influenced by the COVID-19 pandemic. The Barangay Nanyo, along with the forces, directed the national government to become motivated to create such factors to contribute to the community's welfare by establishing rules and regulations and preventive actions that have helped in the execution of the practices and solving challenges brought by COVID-19 pandemic. Thus, these driving forces have been used by the Barangay Nanyo to develop and push through actions to address circumstances brought by the altered situation affected by the pandemic.

4.2 Implications for Practice

More than a year ago today, COVID-19 emerged in our country. This phenomenon has brought a lot of effects in the Philippines, especially in the economy. During the pandemic, a lot of things have changed, especially that we are now living in a "new normal" era.

Based on the conclusions drawn, the following implications for practice are recommended:

- (1) In times of pandemic, barangay units that are very close to the community should consistently implement what protocols are subject to implementation. They must strictly implement the law without favors in order to have a fair government.
- (2) One of the biggest parts of the success of these implementations is the people. Thus, they must work on how to make things light in order for them to gain their cooperation and participation because this is not just about the virus. It is more about the people.
- (3) Lastly, for the higher authorities where Barangay Nanyo relied on, they must also apply innovation to develop possible solutions that will help the barangay units cope with the challenges they are experiencing as well execute the practices they are performing effectively.

ACKNOWLEDGEMENT

We would like to express our greatest appreciation to the following individuals whose generous support and cooperation made the writing of this study possible. To Hon. Demetrio Maligro, Barangay Captain of Barangay Nanyo, Panabo City, Davao del Norte, where the study was undertaken, for his warm accommodation during the conduct of this study. To the contributors of this research for the constant support and sharing their thoughts and ideas in helping us complete our research paper. And above all, to the Almighty Father, for His unconditional love and for making all these things possible.

REFERENCES

- [1]. Department of Health. (2020). DOH confirms the first 2019-ncov case in the country; assures public of intensified containment measures. Retrieved from <https://doh.gov.ph/doh-press-release/doh-confirms-first-2019-nCoV-case-in-the-country>
- [2]. City Health Office of Panabo City. (2020). Davao del Norte.
- [3]. Lau, L. L., Hung, N., Go, D. J., Ferma, J., Choi, M., Dodd, W., & Wei, X. (2020). Knowledge, attitudes and practices of COVID-19 among income-poor households in the Philippines: A cross-sectional study. *Journal of global health*,
- [4]. Torneo, Ador & Berse, Kristoffer. (2020). *Setting up a COVID-19 Community Response Strategy in Local Government Units: Immediate, Transitory, and Medium-Term Considerations for Planning*.
- [5]. Weill, J., Stigler, M., Deschenes, O., & Sringborn, M. (2020). *Social distancing responses to COVID-19 emergency declarations strongly differentiated by income*. Princeton University, Princeton, NJ. Accessed at <https://www.pnas.org/content/pnas/117/33/19658.full.pdf>.
- [6]. Burnes, B. (2004). Kurt Lewin and complexity theories: Back to the future? *Journal of Change Management*, 4, 309–325.
- [7]. Hammarberg, K., Kirkman, M. and de Lacey, S. (2016). *Qualitative research methods: when to use them and how to judge them*. Retrieved on February 27, 2021 from <https://academic.oup.com/humrep/article/31/3/498/2384737>.
- [8]. Heale, R. & Twycross, A. (2018). *What is a case study?* <http://dx.doi.org/10.1136/eb-2017-102845>.
- [9]. Stake, R. (2006). *Multiple case study analysis*. The Guildford Press. New York.
- [10]. Poggenpoel, M., & Myburgh, C. (2003). *The researcher as research instrument in educational research: A possible threat to trustworthiness?*
- [11]. Seidman, I. (1998). *Interviewing as qualitative research: A guide for researchers in education and the social sciences*. New York, NY: Teachers College Press.
- [12]. Creswell, J. (2009). *Research Design: Qualitative, Quantitative, and Mixed Method Approaches*. Retrieved from https://www.academia.edu/34683943/Research_Design_Qualitative_John_W_Creswell_pdf
- [13]. Morrow, R., Rodriguez, A. & King, N/ (2015). *Collaizi's descriptive phenomenological method*. *The Psychologist*. 28(8), 643-644.
- [14]. Alonzo, A. & Alonzo, A. 2020. *Government Management during COVID-19 Outbreak: A Pandemic Public Support and Response Study*. DLSU Research Congress 2020. de La salle University.
- [15]. Amit, A., Pepito, VC., and Dayrit, M. (2020). *The Philippines in the time of COVID-19: early experiences and challenges of a resource-limited country*. University of the Philippines, Manila.
- [16]. Haddawy P, Lawpoolsri S, Sa-ngamuang C, Su Yin M, Barkowsky T, Wiratsudakul A, et al. (2021). *Effects of COVID-19 government travel restrictions on mobility in a rural border-area of Northern Thailand: A mobile phone tracking study*.

- PLoS ONE 16(2): e0245842.
<https://doi.org/10.1371/journal.pone.0245842>
- [17]. Caluori J., Clements J. (2020). *Policing the COVID-19 Lockdown - what the Public Thinks*. <https://www.crestadvisory.com/post/policing-the-covid-19-lockdown-what-the-public-thinks>
- [18]. Gilmore B., Ndejjo, R., Tchetchia, A., et al. (2020). *Community engagement for COVID-19 prevention and control: a rapid evidence synthesis*. *BMJ Global Health* 2020;5:e003188.
- [19]. Ballard, M., Bancroft, E., Nesbit, J., Johnson, A., Holeman, I., Foth, J., Rogers, D., Yang, J., Nardella, J., Olsen, H., Raghavan, M., Panjabi, R., Alban, R., Malaba, S., Christiansen, M., Rapp, S., Schechter, J., Aylward, P., Rogers, A., Sebisaho, J., ... Palazuelos, D. (2020). *Prioritising the role of community health workers in the COVID-19 response*. *BMJ global health*, 5(6), e002550. <https://doi.org/10.1136/bmjgh-2020-002550>
- [20]. Scottish Government. (2020). *The impact of Covid-19 on communities, and priorities for recovery*
- [21]. Laufs, J., & Waseem, Z. (2020). Policing in pandemics: A systematic review and best practices for police response to COVID-19. *International journal of disaster risk reduction: IJDRR*, 51, 101812.
- [22]. Finlay, J., Kler, J., O'Shea, B., Eastman, M., Vinson, Y., & Kobayashi, L. (2021). *Coping During the COVID-19 Pandemic: A Qualitative Study of Older Adults Across the United States*. *Frontiers in Public Health*. <https://www.frontiersin.org/article/10.3389/fpubh.2021.643807>
- [23]. Dutta, A. & Fischer, H. (2021). *The local governance of COVID-19: Disease prevention and social security in rural India*. *World Development*. <https://www.sciencedirect.com/science/article/pii/S0305750X20303612>.
- [24]. United States Department of Labor. Control and Prevention. Occupational Safety and Health Administration. United States. <https://www.osha.gov/coronavirus/control-prevention>.
- [25]. Pedersen, MJ & Favero, N. (2020). *Social Distancing during the COVID-19 Pandemic: Who Are the Present and Future Noncompliers?* <https://onlinelibrary.wiley.com/doi/10.1111/puar.13240#citeby-section>.
- [26]. Mark, M. (2020). *The Importance of Community During COVID-19*. *Philanthropy University*. <https://philanthropyu.org/online-community-during-covid19/>.
- [27]. World Health Organization. (2020). *Community-based health care, including outreach and campaigns, in the context of the COVID-19 pandemic*. *Interim Guidance*. <https://apps.who.int/iris/rest/bitstreams/1277158/retrieve>.
- [28]. Hapal K. (2021). The Philippines' COVID-19 Response: Securitising the Pandemic and Disciplining the Pasaway. *Journal of Current Southeast Asian Affairs*. March 2021. doi:10.1177/1868103421994261
- [29]. Reddy, V. & Gupta, A. (2020). Importance of effective communication during COVID-19. *infodemic*. Volume: 9. Issue 8. Page : 3793-3796. <https://jfmpr.com/article.asp?issn=2249-4863;year=2020;volume=9;issue=8;spage=3793;epage=3796;aulast=Reddy>.
- [30]. Chéilleachair, R. (2020). *Extremely Poor People Will Go Hungry As Covid-19 Response Measures Hit*. *Concern Worldwide*. <https://reliefweb.int/sites/reliefweb.int/files/resources/Concern%20-%20Covid.Hunger.Extreme%20Poor.pdf>.
- [31]. Lazarus, J. (2020). COVID-SCORE: A global survey to assess public perceptions of government responses to COVID-19 (COVID-SCORE-10). *Plus One*. <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0240011#abstract0>.
- [32]. Gilmore, B., Ndejjo, R., Tchetchia, A., et al. (2020). *Community engagement for COVID-19 prevention and control: a rapid evidence synthesis* *BMJ Global Health* 2020;5:e003188. <https://gh.bmj.com/content/5/10/e003188.citation-tools>.