

City of Cabuyao Hatid-Sundo Program and Overseas Filipino Workers Satisfaction: Basis for Action Plan

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Abstract. This study was conducted to identify the level of implementation of the Hatid-Sundo Program as a mode of transportation for OFWs going back and forth to the airport and their level of satisfaction which was the basis for the action plan of the program. Hatid-Sundo Program is an initiative implemented by the City Government of Cabuyao, Laguna to provide free transportation services for the OFWs. The researcher utilized Cronbach's Alpha to test the reliability of the questionnaire being distributed. A total of 150 OFWs were involved through simple random sampling in answering the survey questionnaire. Descriptive correlational methods were utilized as the research design. Results were evaluated and analyzed using Mean, Four-Point Likert Scale, and Pearson Product Moment Correlation. The result revealed that there was a substantial link between the Level of Implementation of the City of Cabuyao Hatid-Sundo Program and Overseas Filipino Workers' Satisfaction. The probability values were all 0.000 which was less than the level of significance at .05, thus the rejecting null hypothesis. This also indicates that the better the implementation of the City of Cabuyao Hatid-Sundo Program, the more Overseas Filipino Workers satisfaction. Furthermore, the study proposed an action plan that aims to meet the goals outlined and improve the City of Cabuyao Hatid-Sundo Program by incorporating the satisfaction and inputs received from Overseas Filipino Workers such as procurement of new passenger seats, regular maintenance of air conditioning system, additional personnel, orientation for safety guidelines, values training program and conduct of forums in barangay. Modifications can be implemented based on the circumstances and available resources.

Keywords: Overseas Filipino Workers; Hatid-Sundo Program; Government program; City of Cabuyao.

1.0 Introduction

The international community has passed many legal frameworks aimed at safeguarding overseas workers; among these, the documents drawn up during the "International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families" held in New York in 1990 and the "Protocol to prevent, suppress, and punish trafficking in persons" held in New York in 2000 stand out for their importance. These frameworks, together with the rights of migrant workers approved by the International Labor Organization (ILO), serve as the underpinnings of migrants' international legislation (OHCHR, n.d.). As reported by the Philippine Statistics Authority, there have been approximately 1.8 million overseas Filipino workers since 2021; most of them are female. When it comes to addressing the requirements of returned Overseas Workers (OFWs), the institutional, policy, and program structures that have been established at national levels are not consistently replicated across the country's regions and local authorities. While efforts have been made to "localize" migration institutions, policies, and programs, the localization of migration governance has yet to be fully implemented in remote areas of the country, thus necessitating the strengthening of programs and services that are more closely linked to immigrants and their families (Asis, n.d.)

Several laws were crafted in the Philippines to protect the welfare of the so-called modern-day heroes (OFWs). Republic Act No. 8042 is an act to institute the policies of overseas employment and establish a higher standard of protection and promotion of the welfare of migrant workers, their families, and overseas Filipinos in distress, for other purposes, this act is also known as the "Migrant Workers and Overseas Filipinos Act of 1995." Recently former President Rodrigo Duterte signed on December 30, 2021, the Republic Act No. 11641 or an act creating the Department of Migrant Workers, defining its powers and functions, rationalizing the organization and functions of government agencies related to overseas employment and labor migration, appropriating funds therefor, and for other purposes. This means that all services for the OFWs are consolidated into one department which reflects the significance of the OFWs in the country.

According to the study of Manapol et al. (2022), OFW families who were left behind typically allocated the funds they received for education, meals, utilities, and transportation. The Hatid-Sundo program which converted to "Fetch and Drop-off" in English, was a solution frequently offered by schools, firms, or companies to carry people from one area to another. It was implemented in the Philippines where it was frequently utilized by institutions to transfer students and get them back home.

Overseas Workers Welfare Administration (OWWA) proposes a Hatid-Sundo Program which provides free transportation services for those OFWs departing or returning from the Ninoy Aquino International Airport (NAIA) during the peak of COVID-19. Due to this program, many OFWs are brought safely back to their families. Likewise, the Hatid-Sundo program is implemented in different provinces of the Philippines such as Pampanga, Tarlac, Benguet, and La Union. Relatively, in the City of Cabuyao, Laguna, over 431 OFWs have been helped with 35 distressed OFWs through the Cabuyao OFW Cooperation Hatid-Sundo Program (Gut, 2021). However, the satisfaction of the Overseas Filipino workers towards the proposed Hatid-Sundo Program has not yet been studied and analyzed.

The study of the City of Cabuyao Hatid-Sundo Program and its relationship with the satisfaction of Overseas Filipino Workers (OFWs) was motivated by several reasons. First, the well-being of OFWs was a top priority, as working overseas entailed challenges and sacrifices. The study aimed to improve the Hatid-Sundo Program, focusing on transportation services, to lessen the burdens and stress associated with OFWs' transit to and from the airport. Second, the economic potential of OFWs was critical, as OFW remittances were a lifeline for many Filipino families and contributed to the country's economic stability. Third, the research sought to boost government activities, as the Hatid-Sundo Program demonstrated the local government's commitment to helping OFWs. Fourth, the study aimed to enhance the Philippines' image as a supportive nation by addressing OFW issues and developing positive interactions with OFWs and their host countries. Finally, the study intended to provide evidence-based insights to inform Hatid-Sundo Program policymakers and program development. The study aimed to fill the gap in the existing literature by evaluating OFW satisfaction and identifying best practices to mitigate challenges.

2.0 Methodology

2.1 Research Design

A quantitative research design was employed to address the problem statement of this undertaking. A descriptive correlational research design was further utilized in describing variables and the relationship that naturally occurs between and among them. The researcher-made questionnaire was administered to gather related information concerning the Overseas Filipino Workers' satisfaction with the City of Cabuyao Hatid-Sundo Program in the City of Cabuyao, Laguna. The employed research design determined the level of implementation of the program, the satisfaction of the OFWs with the program, and the relationship between these two given variables.

2.2 Research Locale

Generally, the study focused on the Overseas Filipino Workers' satisfaction with the implementation of the City of Cabuyao Hatid-Sundo Program in the City of Cabuyao, Laguna. With these, the research locale of this current undertaking was the City of Cabuyao, Laguna, Philippines. The respondents were from the City of Cabuyao, Laguna particularly the OFWs who availed free transportation service provided during the implementation of the Hatid-Sundo Program.

2.3 Research Participants

Since the focus of this study was to determine the Overseas Filipino Workers' satisfaction with the City of Cabuyao Hatid-Sundo Program in the City of Cabuyao, Laguna, the researcher randomly selected the OFWs involved in the Hatid-Sundo Program as the respondents of this study. Accordingly, there are 1,700 OFWs involved in the Hatid-Sundo Program in the City of Cabuyao. In reaching out to the respondents, the researcher relied upon these records. Based on the computation through G*Power and the advice of the statistician, 150 OFWs were the total respondents for the study

2.4 Research Instrument

The study utilized a researcher-made survey questionnaire based on Republic Act 8042 and the SERVQUAL Model by (Parasuraman, et al, 1985, as cited in Sibai et al., 2021). This instrument was administered to determine the level of implementation of the Hatid-Sundo Program, and the OFWs' level of satisfaction with the said program. This 40-item questionnaire was administered through Google Forms, phone calls, or physical interaction whichever was more convenient for the participants.

2.5 Data Gathering Procedure

Before beginning the actual testing, the researcher needs to first write a request letter, which should then be retrieved once the letter has been approved. Data collection techniques were applied by the researcher for the study to collect adequate and relevant data focusing on the Overseas Filipino Workers' satisfaction with the City of Cabuyao Hatid-Sundo Program. The participants were chosen using a simple random sampling method by reaching out and contacting the OFWs involved in the program based on the provided records and lists in the year 2022-2023. To gather the information required this study used a web-based survey approach and distributed survey questionnaires via Google Forms. The data were correctly tallied, examined, and studied to proceed with the statistical treatment of this research study once they had already been acquired by the researcher.

2.6 Ethical Considerations

The ethical implications of the study were assessed to protect the rights of the participants. The study followed the ensuing ethical guidelines based on the research manual and Data Privacy Act of 2012: first, informed consent in which respondents were willing to participate voluntarily in every study. Before beginning the online survey in this study, participants were asked for their informed consent. Second, the confidentiality of the collected data was monitored and protected. The respondents were advised and given the assurance that whatever they shared with them would be kept completely confidential. Third, anonymity, in which the data collected were only used for the purposes for which the participants have given their consent. No one will be allowed to see any of the information that has been collected and last, privacy in which the researcher respected the respondents' autonomy, self-determination, and general well-being. The extent to which people feel the need for privacy depends on their expectations of what information about themselves should and should not be shared with others. Plagiarism was strictly prohibited; the references section includes all properly mentioned related material. Notably, the researcher sent an email to the survey's creator asking for their agreement. Turnitin was used to prevent plagiarism; it is a web-based tool that detects plagiarism in portions of submitted papers that correspond to passages from other sources, such as journal articles and other student papers.

3.0 Results and Discussion

3.1 OFWs' Assessment of the Implementation of Hatid-Sundo Program

Functionality

As shown in Table 1, the functionality in the City of Cabuyao Hatid-Sundo Program was Fully Implemented (3.87 o-0.22). The indicator "Ensures prompt response to inquiries and provides clear instructions regarding pick-up logistics" yielded the highest mean score of 3.92 interpreted as Fully Implemented. On the other hand, "assists me in providing a reliable transportation service" received the lowest mean score of 3.79 interpreted as Fully Implemented. The findings imply that Overseas Filipino Workers (OFWs) perceive the City of Cabuyao Hatid-Sundo Program as fully operational. The remarkably high rating for ensuring timely responses and providing clear instructions during pick-up logistics suggests a positive influence on OFWs' satisfaction. Effective communication channels and well-established procedures contribute to this success. On the flip side, the lower score concerning assistance in offering a reliable transportation service points to a potential area that requires improvement.

Table 1. OFWs' assessment of the implementation of the Hatid-Sundo program in terms of functionality

INDICATORS	MEAN	INTERPRETATION
1. Assists me in providing a reliable transportation service (Tinutulungan ako sa pagbibigay ng maaasahang serbisyo sa transportasyon).	3.79	FI
2. Ensures no delay in travel from my home to the airport (Tinitiyak na walang pagkaantala sa paglalakbay mula sa aking tahanan patungo sa paliparan).	3.85	FI
3. Enables staff to minimize delays in the pick-up process, allowing OFWs to reach their destinations right on time (Nagbibigay-daan sa mga kawani na mabawasan ang mga pagkaantala sa proseso ng pick-up, na nagpapahintulot sa mga OFW na makarating sa kanilang mga destinasyon sa tamang oras).	3.88	FI
4. Ensures prompt response to inquiries and provides clear instructions regarding pick-up logistics (Tinitiyak ang agarang pagtugon sa mga katanungan at nagbibigay ng malinaw na tagubilin tungkol sa pick-up logistics).	3.92	FI
5. Sees to it that transportation services are arranged according to the specified schedule (Tinitiyak na ang mga serbisyo sa transportasyon ay nakaayos ayon sa tinukoy na iskedyul).	3.90	FI
Standard Deviation	0.22	
General Assessment	3.87	FI

Legend: 3.25-4.00 Fully Implemented (FI) 2.50-3.24 Implemented (I) 1.75-2.49 Partially Implemented (LI) 1.00-1.74 Not Implemented (NI)

The perceived delays or uncertainties in transportation services may be a factor contributing to this lower rating, highlighting an aspect that benefited from additional attention and enhancements to ensure a more dependable experience for OFWs. To support the investigation, earlier research emphasized the significance of effective communication and logistical support in service-oriented initiatives. Pakurar et al. (2019) observed that guaranteeing quick responses and providing clear instructions had a positive impact on user satisfaction. Their research underscored the crucial role played by effective communication channels and well-established procedures in improving overall service satisfaction. The elevated mean score for ensuring prompt responses and clear instructions during pick-up logistics in the City of Cabuyao Hatid-Sundo Program aligned with these findings, strengthening the idea that robust communication practices played a substantial role in the favorable assessment of such programs by Overseas Filipino Workers.

Safety

As shown in Table 2, safety in the City of Cabuyao Hatid-Sundo Program was Fully Implemented (3.89, σ -0.21). The indicator "Maintains a trustworthy standard for checking the identities of the participants" yielded the highest mean score of 3.95 interpreted as Fully Implemented. On the other hand, the statement "provide vehicles that are deemed safe and stable" received the lowest mean score of 3.82 and was also interpreted as Fully Implemented.

Table 2. OFWs' assessment of the implementation of the Hatid-Sundo program in terms of safety

INDICATORS	MEAN	INTERPRETATION
1. Provides protocols in place to deal with an emergency (Nagbibigay ng mga protocol sa lugar upang harapin ang isang emergency)	3.84	FI
2. Maintains a trustworthy standard for checking the identities of the participants (Nagpapanatili ng isang mapagkakatiwalaang pamantayan para sa pagsuri sa mga pagkakakilanlan ng mga kalahok).	3.95	FI
3. Provides vehicles that are deemed safe and stable (Nagbibigay ng mga sasakyan na itinuturing na ligtas at matatag)	3.82	FI
4. Ensures that the driver and vehicle have a license and permit to operate (Tinitiyak na ang driver at sasakyan ay may lisensya at permit para makapagmaneho).	3.94	FI
5. Sees to it that the vehicle involved in the program is well-maintained and in excellent condition (Tinitiyak na ang sasakyang kasangkot sa programa ay maayos at nasa mahusay na kondisyon).	3.92	FI
Standard Deviation	0.21	
General Assessment	3.89	FI

The results imply that Overseas Filipino Workers (OFWs) view the City of Cabuyao Hatid-Sundo Program as fully implemented concerning safety. The highest mean score indicates a strong safety framework, instilling confidence among participants. This outcome suggests that OFWs value the program's dedication to reliable identity checks, creating a sense of security during transportation. On the other hand, the lower mean score points to a potential area for improvement in ensuring the safety and stability of the provided vehicles. To support the study, prior research conducted by Khan et al. (2021) underscored the crucial importance of rigorous identity verification in augmenting safety perceptions within service-oriented programs. Their investigation demonstrated that programs upholding reliable standards for verifying participant identities significantly contributed to a sense of security and overall satisfaction. These findings were in harmony with the present study's observation that maintaining a reliable standard for checking participant identities resulted in the highest mean score, indicating

that robust identity verification processes played a pivotal role in shaping positive safety perceptions among Overseas Filipino Workers.

Comfortability

As shown in Table 3, the comfortability in the City of Cabuyao Hatid-Sundo Program was Fully Implemented (3.80, $\sigma=0.31$). The indicator “Provides comfortable passenger seats” and “sees to it that the vehicles have an air conditioner for the passengers” both yielded the highest mean score of 3.87 and were interpreted as Fully Implemented. On the other hand, the statement “ensures that the vehicle is well maintained when it comes to internal and external features” received the lowest mean score of responses with 3.53 also interpreted as Fully Implemented.

Table 3. OFWs’ assessment of the implementation of the Hatid-Sundo program in terms of comfortability

INDICATORS	MEAN	INTERPRETATION
1. Provides comfortable passenger seats (Nagbibigay ng mga komportableng upuan ng pasahero).	3.87	FI
2. Ensures reliable luggage compartment for personal belongings (Tinitiyak ang maaasahang luggage compartment para sa mga personal na gamit).	3.86	FI
3. Sees to it that the vehicles have an air conditioner for the passengers (Tinitiyak na may air conditioner ang mga sasakyan para sa mga pasahero).	3.87	FI
4. Provides safe and enjoyable passenger travel (Nagbibigay ng ligtas at kasiya-siyang paglalakbay ng pasahero).	3.85	FI
5. Ensures that the vehicle is well maintained when it comes to internal and external features (Tinitiyak na ang sasakyan ay mahusay na pinananatili pagdating sa panloob at panlabas na parte).	3.53	FI
Standard Deviation	0.31	
General Assessment	3.80	FI

The results imply that Overseas Filipino Workers (OFWs) view the City of Cabuyao Hatid-Sundo Program as fully implemented in terms of comfort. The highest mean score suggests a strong emphasis on improving the physical comfort of participants. This outcome indicates that OFWs highly value and prioritize the availability of these amenities, contributing to an overall comfortable experience during transportation. Conversely, the lower mean score points to a potential area for improvement. The perceived need for enhancement in maintaining the vehicle's overall condition underscores the importance OFWs place on a well-maintained transportation environment to ensure a comfortable journey. To support the noted high score reflecting the emphasis on physical comfort, prior research by Hansson et al. (2019) underscored the importance of comfortable amenities in transportation services. Their study emphasized that providing comfortable passenger seats and ensuring the availability of air conditioning significantly contributed to positive perceptions of comfort and overall satisfaction among service users. The alignment of these findings with the current study reinforced the idea that prioritizing these amenities was integral to enhancing the overall comfort experience for Overseas Filipino Workers participating in the Hatid-Sundo Program.

3.2 OFWs' Satisfaction with the Implementation of the Hatid-Sundo Program

Reliability

Table 4. OFWs’ satisfaction with the implementation of the Hatid-Sundo program in terms of reliability

INDICATORS	MEAN	INTERPRETATION
1. Provides consistently trustworthy transportation services at the scheduled time (Nagbibigay ng patuloy na mapagkakatiwalaang mga serbisyo sa transportasyon sa nakatakdang oras).	3.85	VS
2. Transport passenger reliably to their destination (Maasahan na inihahatid ang pasahero sa kanilang destinasyon.)	3.88	VS
3. Provides driver that helps passengers pack shipments (Nagbibigay ng driver na tumutulong sa mga pasahero na mag-pack ng mga kargamento)	3.85	VS
4. Motivates passenger to avail the services of the program (Nag-uudyok sa mga pasahero na gamitin ang mga serbisyo ng programa).	3.89	VS
5. Sees to it that the driver is reliable when it comes to unexpected events (Tinitiyak nito na ang driver ay maaasahan pagdating sa mga hindi inaasahang pangyayari).	3.83	VS
Standard Deviation	0.26	
General Assessment	3.86	FI

Overseas Filipino Workers were Very Satisfied (3.86, $\sigma=0.26$) with the Reliability of the City of Cabuyao Hatid-Sundo Program as shown in Table 4. The indicator “Motivates passenger to avail the services of the program”

yielded the highest mean score of 3.89 and was interpreted as Very Satisfied. On the other hand, the statement “sees to it that the driver is reliable when it comes to unexpected events” received the lowest mean score of 3.83 and was interpreted as Very Satisfied. The results imply that Overseas Filipino Workers (OFWs) express overall satisfaction with the implementation of the City of Cabuyao Hatid-Sundo Program in terms of reliability. There is a strong positive sentiment among OFWs regarding the program's effectiveness in encouraging service utilization. This is attributed to effective promotional strategies, incentives, or a positive program reputation, fostering satisfaction and engagement. Conversely, the lower mean score indicates a potential area for improvement. The perceived need for enhancement in this aspect underscores the importance the OFWs place on the reliability of drivers during unforeseen circumstances, highlighting an area that could benefit from additional training or support mechanisms to further enhance overall satisfaction with the program's reliability.

The noted high score aligned with the findings of a study by Fell et al. (2020) that explored the critical aspects of effective promotional strategies and incentives within transportation programs. Their research underscored that these elements played a pivotal role in fostering positive user engagement and overall satisfaction. Particularly, the study emphasized the importance of creating an environment that not only provided reliable transportation services but also actively encouraged and motivated passengers to utilize these services. This resonated with the current study's findings, where the high mean score indicated a successful implementation of strategies that motivate Overseas Filipino Workers to avail the services of the City of Cabuyao Hatid-Sundo Program, contributing to their overall satisfaction with the program's reliability.

Responsiveness

The OFWs rated responsiveness as Very Satisfied (3.89 General Assessment and 0.25 Standard Deviation) as shown in Table 5. The indicator “Ensures that specific transportation needs are provided” yielded the highest mean score 3.91 and was interpreted as Very Satisfied. On the other hand, the statement “responds quickly to any problems or issues passengers may encounter” received the lowest mean score of 3.85 and was also interpreted as Very Satisfied.

Table 5. OFWs’ satisfaction with the implementation of the Hatid-Sundo program in terms of responsiveness

INDICATORS	MEAN	INTERPRETATION
1. Respond quickly to any problems or issues passengers may encounter (Mabilis na tumugon sa anumang mga problema o isyung maaaring makaharap ng mga pasahero).	3.85	VS
2. Ensures that specific transportation needs are provided (Tinitiyak na ang mga partikular na pangangailangan sa transportasyon ay ibinibigay).	3.91	VS
3. Sees to it that the driver is dependable as to any unforeseen circumstances (Tinitiyak nito na ang driver ay maaasahan sa anumang hindi inaasahang pangyayari).	3.89	VS
4. Ensures that the program has an emergency vehicle to respond when the vehicle is in trouble (Tinitiyak na ang programa ay may sasakyang sapat na tutugon kapag may problema ang sasakyan).	3.90	VS
5. Responds immediately to passengers' requested transaction (Tumutugon kaagad sa hiniling na transaksyon ng mga pasahero).	3.89	VS
Standard Deviation	0.25	
General Assessment	3.89	FI

The results imply that Overseas Filipino Workers (OFWs) express a high level of satisfaction with the implementation of the City of Cabuyao Hatid-Sundo Program in terms of responsiveness. The elevated general assessment, coupled with the highest mean score for ensuring specific transportation needs, suggests a robust commitment to addressing individual requirements. This is attributed to tailored service offerings, efficient communication channels, and a proactive approach to meeting the diverse needs of OFWs. Conversely, the lower mean score for the statement related to responding quickly to any problems or issues passengers may encounter indicates a potential area for improvement. While overall satisfaction was high, the perceived need for enhancement in swift issue resolution highlights the importance OFWs place on timely responses and solutions, suggesting that further emphasis on addressing concerns promptly could contribute to an even more responsive program. The high satisfaction level, particularly in ensuring specific transportation needs, aligned with insights from a study by Straw et al. (2021) emphasizing the significance of tailored services in transportation programs. This research indicated that addressing specific needs enhanced overall user satisfaction through the importance of personalized approaches, highlighting how these strategies contributed to a more positive perception of transportation services. Furthermore, their findings suggested that programs adept at understanding and meeting individual needs fostered a stronger sense of customer satisfaction. This aligned seamlessly with the present

study's findings for ensuring specific transportation needs within the City of Cabuyao Hatid-Sundo Program, shaping favorable user perceptions within the realm of transportation programs.

Tangibility

The results imply that Overseas Filipino Workers (OFWs) express a high level of satisfaction with the City of Cabuyao Hatid-Sundo Program's implementation in terms of Tangibility as shown in Table 6.

Table 6. OFWs' satisfaction with the implementation of the Hatid-Sundo program in terms of tangibility

INDICATORS	MEAN	INTERPRETATION
1. Utilizes vehicles that are in good condition (Gumagamit ng mga sasakyan na nasa mabuting kondisyon).	3.93	VS
2. Ensures that service vehicles are comfortable and a secure transportation experience (Tinitiyak na ang mga sasakyang pangserbisyo ay komportable at may ligtas na karanasan sa transportasyon).	3.85	VS
3. Sees to it that the transport vehicle is safe and reliable (Tinitiyak nito na ang sasakyang pang-transportasyon ay ligtas at maaasahan).	3.93	VS
4. Requires good and proper vehicle maintenance (Nangangailangan ng maayos at wastong pagpapanatili ng sasakyan).	3.88	VS
5. Enables passengers to travel with the transport vehicle of the Hatid Sundo program rather than a public transport vehicle (Nagbibigay-daan sa mga pasahero na maglakbay gamit ang sasakyang pang-transportasyon ng programang Hatid Sundo sa halip na isang pampublikong sasakyan).	3.84	VS
Standard Deviation	0.23	
General Assessment	3.88	FI

The elevated general assessment, coupled with the highest mean scores for utilizing vehicles in good condition and ensuring safety and reliability, signifies a strong positive perception of the program's tangible aspects. This is attributed to a well-maintained fleet of vehicles, prioritizing safety and reliability, which enhances the overall tangible experience for OFWs. On the other hand, the lower mean score for the statement related to enabling passengers to travel with the Hatid-Sundo transport vehicle rather than a public transport vehicle suggests a potential area for improvement. While satisfaction is generally high, the perceived need for enhancement in encouraging program-specific transportation use highlights a potential preference among OFWs for more incentives or benefits to opt for the Hatid-Sundo vehicle over public transport alternatives. The high satisfaction level with the tangible aspects, particularly the utilization of vehicles in good condition and a focus on safety and reliability aligned with findings from a study by Nagele et al. (2020). Their study emphasized the significance of tangible elements in service delivery, highlighting those well-maintained and safe vehicles contributed substantially to positive user perceptions. Especially, aspects such as the physical condition of vehicles played a crucial role in shaping overall satisfaction within transportation programs. This alignment from the current study reinforced the understanding that a tangible commitment to vehicle quality and safety significantly enhanced the overall satisfaction of Overseas Filipino Workers participating in the Hatid-Sundo Program.

Empathy

The OFWs rated empathy as Very Satisfied (3.91 σ -0.24) as shown in Table 7. The indicators "include develop members of the program more courteous and cordial", "enjoins the driver in making passengers feel better and safe during the trip", and "sees to it that the driver helps load and unload passenger's luggage" yielded the highest mean scores of 3.92 and was interpreted as Very Satisfied. On the other hand, the statement "prescribes transport vehicle drivers to be kind and cheerful" received the lowest mean score of 3.89 and was interpreted as Very Satisfied.

Table 7. OFWs' satisfaction with the implementation of the Hatid-Sundo program in terms of empathy

INDICATORS	MEAN	INTERPRETATION
1. Develop members of the program more courteous and cordial (Tinuturuan ang mga miyembro ng programa na maging magalang at magiliw).	3.92	VS
2. Enables members to show understanding and compassion towards passengers (Nagbibigay-daan sa mga miyembro na magpakita ng pang-unawa at pakikiramay sa mga pasahero).	3.91	VS
3. Enjoins the driver in making passengers feel better and safe during the trip (Inaanyayahan ang driver na gawing mas mabuti at ligtas ang mga pasahero habang nasa biyahe).	3.92	VS
4. Prescribe transport vehicle drivers to be kind and cheerful (Magreseta sa mga tsuper ng sasakyan na maging mabait at masayahin).	3.89	VS
5. Sees to it that the driver helps load and unload passenger's luggage (Tinitiyak nito na tinutulungan ng driver ang pagkarga at pagbaba ng mga bagahe ng pasahero).	3.92	VS
Standard Deviation	0.24	
General Assessment	3.91	FI

The results imply that OFWs express a high level of satisfaction with the City of Cabuyao Hatid-Sundo Program's implementation in terms of Empathy. The highest mean scores for indicators such as developing program members to be courteous and cordial, ensuring drivers contribute to passengers' well-being and safety, and assisting with luggage loading and unloading, suggest a strong emphasis on empathetic service delivery. These are attributed to a well-trained and courteous staff, fostering a supportive and welcoming atmosphere. The lower mean score for the statement prescribing drivers to be kind and cheerful, while still very high, indicates a potential area for further enhancement. The perceived need for improvement in this aspect emphasizes the importance OFWs place on the demeanor of drivers, suggesting that fostering a consistently cheerful and kind disposition could contribute to an even more empathetic experience for passengers within the Hatid-Sundo Program. The high satisfaction level with the empathetic aspects of the City of Cabuyao Hatid-Sundo Program, particularly in developing courteous and cordial program members, ensuring drivers contributed to passengers' well-being and safety, and assisting with luggage loading and unloading, aligned with insights from a study by Ikenna et al. (2021). Their research emphasized the pivotal role of empathy in service interactions, highlighting that staff members who actively contributed to passengers' comfort and well-being significantly enhanced overall user satisfaction. The study underscored the positive impact of a supportive and empathetic service environment, particularly in transportation programs. The alignment of the current study reinforced the understanding that fostering empathy in program members and drivers played a crucial role in creating a positive and satisfying experience for Overseas Filipino Workers participating in the Hatid-Sundo Program.

Assurance

The OFWs rated Assurance as Very Satisfied (3.92, σ -0.19) as shown in Table 8. The indicator "Providing procedures to deal with emergencies or unexpected occurrences" yielded the highest mean score of 3.97 and was interpreted as Very Satisfied. On the other hand, the statement "refrains passengers from any dangerous activities after and during the travel" received the lowest mean score of 3.89 and was interpreted as Very Satisfied.

Table 8. OFWs' satisfaction with the implementation of the Hatid-Sundo program in terms of assurance

INDICATORS	MEAN	INTERPRETATION
1. Provides driver to transport passengers safely (Nagbibigay ng driver na maghatid ng mga pasahero nang ligtas).	3.89	VS
2. Provides clear and accurate scheduling and procedures (Nagbibigay ng malinaw at tumpak na pag-iiskedyul at mga pamamaraan).	3.92	VS
3. Provides procedures to deal with emergencies or unexpected occurrences (Nagbibigay ng mga pamamaraan upang harapin ang mga emergency o hindi inaasahang pangyayari).	3.97	VS
4. Sees to it that passengers feel safe during the travel (Tinitiyak nito na ligtas ang mga pasahero habang bumibiyah).	3.92	VS
5. Refrain passengers from any dangerous activities after and during the travel (Sinasabihan ang mga pasahero sa anumang mapanganib na aktibidad pagkatapos at sa panahon ng paglalakbay).	3.89	VS
Standard Deviation	0.19	
General Assessment	3.92	FI

The results imply that OFWs express a very high level of satisfaction with the City of Cabuyao Hatid-Sundo Program's implementation in terms of Assurance. The elevated general assessment, coupled with the highest mean score for providing procedures to deal with emergencies or unexpected occurrences, suggests a robust commitment to ensuring the safety and preparedness of the program. This is attributed to well-established protocols, staff training, and clear communication procedures to address any unforeseen situations. The lower mean score for the statement related to refraining passengers from dangerous activities after and during travel, while still very high, indicates a potential area for further emphasis on safety protocols. The perceived need for improvement in this aspect highlights the importance OFWs place on passenger behavior, suggesting that reinforcing safety guidelines could contribute to an even more assured experience for passengers within the Hatid-Sundo Program. The high satisfaction level with the assurance aspects, particularly in providing procedures to deal with emergencies or unexpected occurrences, aligns with the study of Burunciuc et al. (2022). Their research emphasized the critical role of well-defined procedures and preparedness in transportation services. It underscored that passengers felt more assured and satisfied when programs have clear protocols in place to handle emergencies or unexpected events. With this, the present study reinforced the understanding that a proactive approach to safety and emergency preparedness significantly enhanced the overall satisfaction and confidence of Overseas Filipino Workers participating in the Hatid-Sundo Program.

3.3 Relationship between the Assessment of Implementation and Satisfaction

As shown in Table 9, there was a significant relationship between the level of implementation of the City of Cabuyao Hatid-Sundo Program and Overseas Filipino Workers' satisfaction with the probability values were all 0.000 which was less than the level of significance of .05, thus the rejecting null hypothesis. This also indicated the better the implementation of the City of Cabuyao Hatid-Sundo Program, the more Overseas Filipino Workers satisfaction. The *r* values were all between 0.25 to 0.75 and interpreted as moderately positive correlation. Consistent with the present study's outcomes.

Table 9. Correlational analysis between assessment of implementation and satisfaction

ASSESSMENT	SATISFACTION	R-VALUE	P-VALUE	REMARKS	DECISION
Functionality	Reliability	.468**	.000	Significant	Reject Ho
	Responsiveness	.521**	.000	Significant	Reject Ho
	Tangibility	.578**	.000	Significant	Reject Ho
	Empathy	.593**	.000	Significant	Reject Ho
	Assurance	.611**	.000	Significant	Reject Ho
Safety	Reliability	.486**	.000	Significant	Reject Ho
	Responsiveness	.706**	.000	Significant	Reject Ho
	Tangibility	.706**	.000	Significant	Reject Ho
	Empathy	.786**	.000	Significant	Reject Ho
	Assurance	.688**	.000	Significant	Reject Ho
Comfortability	Reliability	.353**	.000	Significant	Reject Ho
	Responsiveness	.474**	.000	Significant	Reject Ho
	Tangibility	.543**	.000	Significant	Reject Ho
	Empathy	.574**	.000	Significant	Reject Ho
	Assurance	.464**	.000	Significant	Reject Ho

Yang et al. (2023) conducted research underscoring the crucial role of well-executed support programs in enhancing the overall satisfaction and well-being of migrant workers. Their investigation delved into the intricate interplay between the effectiveness of support programs and the positive experiences of individuals employed abroad. The correlation coefficient of .468 ($p < .001$) underscores the significance of the Hatid-Sundo Program's functionality regarding the satisfaction of Overseas Filipino Workers (OFWs). This implies that an enhancement in the program's functionality corresponds to an increase in OFWs' satisfaction levels. This aligned with Atombo and Wemegah (2021) study, revealing that transportation-supported programs significantly influenced migrant workers' satisfaction, emphasizing the importance of reliability and functionality in such programs. Over and above that, the significance of the safety indicator in shaping migrant workers' overall satisfaction is underscored. This aligned with Aktas et al.'s (2022) recent study, emphasizing safety considerations in transportation support programs for overseas workers. The research highlighted the multifaceted impact of safety on the well-being of those employed abroad, revealing that perceived safety and reliability of transportation services were crucial contributors to migrant workers' overall satisfaction and peace of mind. This further contextualized the importance of safety within the Hatid-Sundo Program. The observed comfortability indicator was in line with existing literature stressing the significance of comfort in transportation services for the well-being of migrant workers. This corresponded with Lunke's (2020) study, exploring the impact of comfort on commuter satisfaction and overall experience. Lunke's findings revealed a positive association between higher comfort levels and increased satisfaction, emphasizing the importance of addressing comfort concerns to enhance the overall satisfaction of Overseas Filipino Workers during their transportation experiences.

3.4 Proposed Action Plan

Table 10 shows the proposed action plan to improve the Hatid-Sundo Program. The key areas to be addressed are Comfortability and Reliability. Community Engagement is also part of a key area as it turns out people are not aware of the program. On the part of comfortability, the objective is to improve the service feature of the vehicle. Strategies such as procurement of passenger seats, which should be done immediately as needed, and regular maintenance that is done annually are highly encouraged. A semi-annually feedback gathering is also needed to identify other areas for improvement. The overall success of the first key area is based on the attainment of 75% to 85% favorable responses from OFWs.

Table 10. Proposed Action Plan for Improving Hatid-Sundo Program

KEY AREAS	OBJECTIVES	STRATEGIES/ACTIVITIES	FREQUENCY	PERSONS INVOLVED	SOURCE OF FUND	SUCCESS INDICATORS
Comfortability	To improve service features of the vehicle being utilized in the program	Procurement of New Passenger Seat	As required	City of Cabuyao Hatid-Sundo Program Administrator, Staff, and Drivers	Operating Expenses (Php 200,000.00)	Attainment of 75% - 85% favorable responses regarding functionality, safety, and comfort.
		Regular Maintenance of the Air Conditioning System of the Vehicle	Annually (June)			
		Gathering feedback on comfort through focus group discussions.	Semi-Annually (June and December)			
Reliability	To strengthen the overall performance of the program	Assign Additional Personnel for prompt response	As required	Staff and Drivers of the City of Cabuyao Hatid-Sundo Program	Operating Expenses (Php 100,000.00)	Effective execution of improvement initiatives; garnering 75% - 85% affirmative feedback on suggested enhancements.
		Conduct of Orientation for Safety Guidelines	Annually (January)			
		Conduct of Values Training Program	Annually (February)			
Community Engagement	To disseminate information about the program	Conduct meetings or forums in Barangay to gather feedback and understand the needs of the community	Annually (December)	Staff, Barangay, and other Stakeholders	Operating Expenses (Php 50,000.00)	Increased number of OFWs awareness about the program

The second key area is Reliability whose objective is to strengthen the overall performance of the program. Strategies include assigning additional personnel for prompt response to queries and concerns of the OFWs. This should be done depending on the demand of the OFWs, the higher the number of OFWs who have queries the more personnel are needed to meet the demand. On the part of the personnel, conduct of orientation for safety guidelines as well as values training program are required and should be done annually. Garnering 75% to 85% affirmative feedback reflects the success of these initiatives. The last key area is community engagement whose objective is to disseminate information about the program. Initiatives like conducting meetings and forums to barangay to gather feedback and understand as well as identify the needs of the community. It is encouraged to implement this annually. The success of this activity will be based on the number of OFWs who availed themselves of the Hatid-Sundo program. The sources of funds will emanate from the operating expenses.

4.0 Conclusion

The following conclusions were drawn:

- The City of Cabuyao Hatid-Sundo Program findings were praised for their functionality, safety, and comfortability. In terms of functionality, the program provides timely responses and clear instructions thus effective communication is a big factor. Safety standards are upheld resulting in instilling confidence among OFWs'. Concerning comfortability, OFWs highly value and prioritize the availability of amenities.
- Overseas Filipino Workers (OFWs) were very satisfied with the City of Cabuyao Hatid-Sundo Program and were implied as a reliable, responsive, well-maintained, compassionate, and dependable service. The program's focus on safety, well-maintained vehicles, and clear emergency procedures has been praised. These factors contribute to OFWs' satisfaction with the program, indicating its effectiveness in meeting their expectations.
- That the assessment of the relationship between the implementation of the City of Cabuyao Hatid-Sundo Program and the satisfaction of Overseas Filipino Workers reveals consistent and significantly positive relations in terms of Functionality (Reliability, Responsiveness, Tangibility, Empathy, Assurance), Safety (Reliability, Responsiveness, Tangibility, Empathy, Assurance), and Comfortability (Reliability, Responsiveness, Tangibility, Empathy, Assurance). The rejection of the null hypothesis with p-values of 0.000

indicates a robust and meaningful connection between the program's execution and the satisfaction levels of Overseas Filipino Workers, highlighting the program's crucial role in improving the overall well-being of OFWs.

- d) Because of this study, a suggested initiative involves the establishment of an action plan designed to continually integrate additional strategies, aiming to reinforce the existing framework of the City of Cabuyao Hatid-Sundo Program while simultaneously increasing Overseas Filipino Workers' satisfaction.
- e) This current study can be used as a springboard or reference for further studies. This study's findings are useful to both current and upcoming researchers. The concepts discussed in this study may be applied as an understanding that will educate them in conducting more investigations and will provide background information and an overview of the study's chosen research topic.
- f) Implementing the Hatid-Sundo Program will help Overseas Filipino Workers' reduce their struggles in traveling back and forth in the airport with an assurance of their safety during the trip. Their satisfaction and perception of the implementation of the said program will result in proposing an action plan that can be used to improve their experience of the free transportation service.
- g) The study will be an eye-opener in proposing plans or strategies that can be used to improve the program's implementation and maintain the satisfaction of OFWs.
- h) Recruitment Agencies and employers will indirectly benefit from the program because it helps ensure that OFWs get to where they are going on time and safely. This helps foster a good working relationship between OFWs, recruiters, and employers.

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This paper has a single author and confirms that the author reviewed this study.

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7.0 Conflict of Interests

The authors declare no conflicts of interest about the publication of this paper.

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