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Research Article

Restorative Juvenile Justice: Level of Implementation and Level of Awareness among Residents in Tangub City

Joel L. Anas¹, Rowell B. Pallega^{2*}, Elaine Y. Bandigan²

¹College of Criminology Our Lady of Trinity, Pagadian City Philippines

²College of Criminal Justice Education, Jose Rizal Memorial State University, Philippines

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*Corresponding author:

E-mail:

rowellpallega@jrmsu.edu.ph

ABSTRACT

This study aimed to determine the level of implementation and awareness of the juvenile restorative justice program in Tangub City during calendar year 2018-2019. This study made use of non-experimental quantitative research design utilizing descriptive, frequency count, percentage and mean. On the level of implementation of the program, the community respondents exhibited low level of response while the Philippine National Police and the CSWD exhibited a high level of responses. On the level of awareness, the respondents also exhibited a high level of response. It is recommended that the implementers may include or emphasize the community's active participation in juvenile restorative programs. This will encourage them to get involved and recognize the importance of their engagement, maybe resulting in fewer minor-related offenses. The implementers may look into the process on the way the programs are implemented. This will encourage them to examine probable flaws in the execution of the juvenile restorative justice program in order to make adjustments to the overall process of implementation, which could lead to the program's overall success. The implementers may consider looking into the victim's need for reformation and rehabilitation, as well as their family's general engagement. This is critical to ensure that the victims and their families believe the government is on their side, because if the implementers neglect this, retaliation may ensue. Further studies are warranted.

Keywords: *level of implementation and level of awareness, restorative juvenile justice, Tangub City*

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Background

When a person commits a crime, he or she assumes responsibility for the victims and the community. The key to repaying such debts is justice. In this regard, the country has constructed a Criminal Justice System that incorporates a restorative justice approach. Restorative justice is a type of justice that personalizes the crime by allowing victims and offenders to work out a restitution deal that meets their needs while also including the community (Eastwood, 2016).

The study of Armstrong (2010) stated that restorative Justice is a worldwide phenomenon. In Africa, indigenous justice practices have been revived, community service has been used to alleviate chronic jail congestion, and national restorative responses to genocide and civil war have all been recognized. In Asia, the focus on restorative justice has been on juvenile justice, regularizing indigenous systems, and promoting peace and reconciliation in divided cultures.

Despite the fact that restorative justice has proven to be a more effective alternative to prison or other types of punishment, it has had mixed results in terms of victim engagement and injury repair. Even when an agreeable solution has been achieved between the perpetrator and the offended party, difficulties still exist (Bradford, 2011).

Delos Santos et al (2016) stated that in the Philippines, there is a problem with the restorative justice process. He claims that, while the government demands an amicable settlement between the criminal and the aggrieved party because the offender cannot and will not be imprisoned because their age has been fulfilled

and satisfied, the relationship between the offender and the offended family has not been repaired. It hurts the aggrieved person to know that the culprit is still on the loose and not serving his or her sentence for the crime committed.

More so, records show that in 2016, there are 80 reported crimes committed by minors as compared to 20 in 2015 (Philippine National Police, Tangub City). In the same way, the City Social Welfare and Development (CSWD) revealed the juvenile delinquents from 2016 to 2018. There are twenty-one (21) records, six (6) of which have no case filed and have undergone diversion proceedings, and twelve (12) of which have a case filed. This indicates that more criminal cases were filed in court than were resolved at the barangay level.

It is in this posits that the researchers are interested. The researchers would like to look into the current state of the juvenile restorative justice process in Tangub City, particularly in terms of implementation and awareness among residents, in order to give recommendations that will aid in the restoration of damaged relationships among stakeholders.

Methods

This study primarily utilized a quantitative research design. It utilized non-experimental quantitative research design utilizing descriptive, frequency count, percentage and mean. The study's purpose is to find out how well the restorative juvenile justice program is being implemented and how well the residents of Tangub City are aware of it. This is to see if the variables indicated above have anything to do with the increasing number of minors committing crimes in the city.

Results and Discussion

Table 1. 1 Level of Implementation of the Juvenile Restorative Justice as Perceived by the Community

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim need such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	2.4	LI
2. Restorative juvenile justice aim is to repair harm caused by the CICL.	2.41	LI
3. Restorative justice was given fairly, appropriate and workable.	2.39	LI

ITEMS	AVE	Description
4. The CICL required to give sincere written or oral apology to the victim and victim's family.	2.43	LI
5. Full participation in restorative activities is observe and CICL complied all the agreement.	2.4	LI
6. The CICL is properly cared, guided and supervised during the restorative justice process.	2.5	LI
7. Reconciliation process for the crime that was committed is thoroughly discuss in every meeting.	2.41	LI
8. The CICL and his/her family received counselling from the duty bearers or implementers.	2.41	LI
9. Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	2.41	LI
10. The CICL is required full participation in community service, education, vocation and life skills programs.	2.39	LI
11. Juvenile restorative justice Prevent disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	2.43	LI
12. Juvenile restorative justice facilitate the rehabilitation and mainstreaming of CICL and encourage community support and involvement.	2.43	LI
13. Juvenile restorative justice Minimize the shame or humiliation attached to the CICL by preventing jail detention.	2.45	LI
14. Juvenile restorative justice ensure the effectiveness of the program and the participation and involvement of the family.	2.45	LI
15. Juvenile restorative justice ensure maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	2.45	LI
16. CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	2.45	LI
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	2.45	LI
18. There is a strong support of the implementers of the restorative justice and the public.	2.43	LI
19. The community supports the rehabilitation of CICL.	2.44	LI
20. Restorative justice prevent CICL from reoffending by reintegrating them into the community	2.41	LI
Mean	2.43	LI

Scale: 1.00 - 1.75 Not Implemented; 1.76 – 2.51 Less Implemented; 2.52 – 3.27 Much Implemented; 3.28 – 4.00 Very Much Implemented

Table 1 shows the level of Implementation of the Juvenile Restorative Justice as perceived by the community. It shows an over-all mean which indicates a descriptive equivalent as

"less implemented". This implies that the implementation of the juvenile restorative justice program was seldom manifested as perceived by the community respondents in Tangub City.

This is supported by the study of Antolo and Perez (2018) who found out that, due to a shortage of intervention programs, Bacolod City is having difficulty implementing juvenile restorative justice. The absence of amenities is another issue. The Social Development Center's building facilities are susceptible to break-ins due to wear and tear. This permits lawbreakers to flee the premises quickly, making it difficult to track them down again.

This is also in consonance with the study of Kunst et al. (2015) who found out issues with restorative justice implementation. They said

that multiple criteria are utilized to determine whether the program is capable of handling the situation. Some programs exclusively accept minors under the age of criminal intent, while others only deal with adult felony cases. These cases can be limited by type of crime committed, working only with property or violent crimes. Other cases might be deemed inappropriate for certain programs as a result of the relationship between victim and offender. Some organizations prefer to work with victims and offenders who know one another and/or who have an on-going relationship. Other organizations prefer to work with what are referred to as stranger crimes or crimes where there is no known prior relationship between victim and offender.

Table 2. Level of Implementation of the Juvenile Restorative Justice as Perceived by the Philippine National Police

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim need such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	3.75	VMI
2. Restorative juvenile justice aim is to repair harm caused by the CICL.	3.75	VMI
3. Restorative justice was given fairly, appropriate and workable.	3.81	VMI
4. The CICL required to give sincere written or oral apology to the victim and victim's family.	3.88	VMI
5. Full participation in restorative activities is observe and CICL complied all the agreement.	3.9	VMI
6. The CICL is properly cared, guided and supervised during the restorative justice process.	3.9	VMI
7. Reconciliation process for the crime that was committed is thoroughly discuss in every meeting.	3.94	VMI
8. The CICL and his/her family received counselling from the duty bearers or implementers.	3.94	VMI
9. Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	3.75	VMI
10. The CICL is required full participation in community service, education, vocation and life skills programs.	4	VMI
11. Juvenile restorative justice Prevent disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	4	VMI
12. Juvenile restorative justice facilitate the rehabilitation and mainstreaming of CICL and encourage community support and involvement.	4	VMI
13. Juvenile restorative justice Minimize the shame or humiliation attached to the CICL by preventing jail detention.	3.88	VMI

ITEMS	AVE	Description
14. Juvenile restorative justice ensure the effectiveness of the program and the participation and involvement of the family.	3.94	VMI
15. Juvenile restorative justice ensure maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	3.63	VMI
16. CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	3.94	VMI
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	4	VMI
18. There is a strong support of the implementers of the restorative justice and the public.	4	VMI
19. The community supports the rehabilitation of CICL.	4	VMI
20. Restorative justice prevent CICL from reoffending by reintegrating them into the community	3.44	VMI

Mean

3.87

VMI

Scale: 1.00 - 1.75 Not Implemented; 1.76 - 2.51 Less Implemented; 2.52 - 3.27 Much Implemented; 3.28 - 4.00 Very Much Implemented

Table 2 presents the data on the Level of Implementation of the Juvenile Restorative Justice as perceived by the Philippine National Police. The data revealed the over-all mean which shows a Descriptive Equivalent of "Very Much Implemented". This implies that the level of implementation of the juvenile restorative justice is always manifested by the respondents.

The result was supported by the study of Biolog (2014) which stated that in Batangas City, the juvenile restorative justice is properly implemented by the implementers. This implementation is based on the status of RA 9344, also known as the Juvenile Justice and Welfare Act of 2006, as a new approach in the criminal justice system with juvenile offenders, because they have a good intervention program to

reform the juvenile offender as a result of the local government's support in protecting the well-being of children in conflict with the law.

The result was also in consonance with the study of Laxminarayan et al. (2013) who said that in Indianapolis, juvenile justice implementers met with a group of persons that included a victim, a mediator, and supporters (friends and family members) of both the offender and the victim. The decisions maybe given to the offenders to one of these meetings after they have admitted to the offence. The offenders would explain what they did, why they did it, and what was going through their minds at the time they committed the crime, as well as their level of reformation.

Table 3 Level of Implementation of the Juvenile Restorative Justice as Perceived by Victims

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim need such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	2.3	LI

	ITEMS	AVE	Description
2.	Restorative juvenile justice aim is to repair harm caused by the CICL.	2.93	MI
3.	Restorative justice was given fairly, appropriate and workable.	2.3	LI
4.	The CICL required to give sincere written or oral apology to the victim and victim's family.	2.93	MI
5.	Full participation in restorative activities is observe and CICL complied all the agreement.	2.3	LI
6.	The CICL is properly cared, guided and supervised during the restorative justice process.	2.3	LI
7.	Reconciliation process for the crime that was committed is thoroughly discuss in every meeting.	2.98	MI
8.	The CICL and his/her family received counselling from the duty bearers or implementers.	2.93	MI
9.	Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	2.95	MI
10.	The CICL is required full participation in community service, education, vocation and life skills programs.	2.28	LI
11.	Juvenile restorative justice Prevent disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	2.3	LI
12.	Juvenile restorative justice facilitates the rehabilitation and mainstreaming of CICL and encourages community support and involvement.	2.28	LI
13.	Juvenile restorative justice Minimize the shame or humiliation attached to the CICL by preventing jail detention.	3	MI
14.	Juvenile restorative justice ensures the effectiveness of the program and the participation and involvement of the family.	2.98	MI
15.	Juvenile restorative justice ensure maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	2.28	LI
16.	CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	2.28	LI
17.	The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	2.28	LI
18.	There is a strong support of the implementers of the restorative justice and the public.	2.98	MI
19.	The community supports the rehabilitation of CICL.	2.3	LI
20.	Restorative justice prevents CICL from reoffending by reintegrating them into the community	2.28	LI

Mean **2.56** **MI**

Scale: 1.00 - 1.75 Not Implemented; 1.76 – 2.51 Less Implemented; 2.52 – 3.27 Much Implemented; 3.28 – 4.00 Very Much Implemented

Table 3 presents data on the level of implementation of the juvenile restorative justice as perceived by victims. Reflected on the table was an overall mean that shows a descriptive equivalent described as "much implemented". This means that the level of implementation is oftentimes manifested by the respondents.

The result was supported by the study of Delos Santos et al. (2016) who found out that in the Metro Manila area, juvenile restorative justice issues are only considered moderately serious, and that overall implementation of juvenile restorative justice significantly and effectively reduces juvenile crimes because of a partnership between the private and public sectors, which includes the PNP and CSWD, children in conflict with the law, their parents, and the community.

The result was also supported by Johnstone (2011) who claimed that the benefits of restorative practices could only be realized if the program was both philosophically led and factually substantiated. Satisfying victims, holding offenders accountable, and engaging communities may all help to create a more equitable justice system, but they are unlikely to sway entrenched criminal justice. He went on to say that public reaction was centered on popular notions that restorative justice programs would be light on crime, a charge that supporters for restorative justice are all too acquainted with. These responses indicated that community education is something that activists should continue to focus on.

Table 4. Level of Implementation of the Juvenile Restorative Justice as Perceived by City Social Welfare and Development

	ITEMS	AVE	Description
1.	The CICL is required to attend fully to victim's needs such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	4	VMI
2.	Restorative juvenile justice aim is to repair harm caused by the CICL.	4	VMI
3.	Restorative justice was given fairly, appropriately and workable.	4	VMI
4.	The CICL is required to render sincere written or oral apology to the victim and victim's family.	4	VMI
5.	Full participation in restorative activities is observed and CICL complied all the agreement.	4	VMI
6.	The CICL is properly cared, guided and supervised during the restorative justice process.	4	VMI
7.	Reconciliation process for the crime that was committed is thoroughly discussed in every meeting.	4	VMI
8.	The CICL and his/her family received counseling from the duty bearers or implementers.	4	VMI
9.	Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	4	VMI
10.	The CICL is required full participation in community service, education, vocation and life skills programs.	4	VMI
11.	Juvenile restorative justice prevents disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	4	VMI
12.	Juvenile restorative justice facilitates the rehabilitation and mainstreaming of CICL and encourages community support and involvement.	4	VMI
13.	Juvenile restorative justice minimizes the shame or humiliation attached to the CICL by preventing jail detention.	4	VMI

ITEMS	AVE	Description
14. Juvenile restorative justice ensures the effectiveness of the program and the participation and involvement of the family.	4	VMI
15. Juvenile restorative justice ensures maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	4	VMI
16. CICL is required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	4	VMI
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	4	VMI
18. There is a strong support of the implementers of the restorative justice and the public.	4	VMI
19. The community supports the rehabilitation of CICL.	4	VMI
20. Restorative justice prevents CICL from reoffending by reintegrating them into the community	4	VMI

Mean **4** **VMI**

Scale: 1.00 - 1.75 Not Implemented; 1.76 – 2.51 Less Implemented; 2.52 – 3.27 Much Implemented; 3.28 – 4.00 Very Much Implemented

Shown in table 4 is the level of implementation of the juvenile restorative justice as perceived by the City Social Welfare and Development. As shown by figures in the table is an over-all mean that shows a descriptive equivalent described as "Very Much Implemented". This means that level of implementation of the juvenile restorative programs is always manifested by the respondents.

The result was supported by the study of Van Camp and Wemmers (2016) who said that restorative justice is intended to bring offenders, victims, and others directly affected by their criminal behavior together in a setting where they can work together to come up with a plan for the offender to make amends to the victim(s) and make any reparation possible for the crime committed.

Table 5 Level of Awareness of the Juvenile Restorative Justice as Perceived by the Barangay Officials

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim's needs such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	3.24	MA
2. Restorative juvenile justice aim is to repair harm caused by the CICL.	3.22	MA
3. Restorative justice was given fairly, appropriately and workable.	3.22	MA
4. The CICL is required to render sincere written or oral apology to the victim and victim's family.	3.22	MA
5. Full participation in restorative activities is observed and CICL complied all the agreement.	3.3	VMA
6. The CICL is properly cared, guided and supervised during the restorative justice process.	3.2	MA
7. Reconciliation process for the crime that was committed is thoroughly discussed in every meeting.	3.2	MA

ITEMS	AVE	Description
8. The CICL and his/her family received counseling from the duty bearers or implementers.	3.2	MA
9. Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	3	MA
10. The CICL is required full participation in community service, education, vocation and life skills programs.	3.22	MA
11. Juvenile restorative justice prevents disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	3.22	MA
12. Juvenile restorative justice facilitates the rehabilitation and mainstreaming of CICL and encourages community support and involvement.	3.2	MA
13. Juvenile restorative justice minimizes the shame or humiliation attached to the CICL by preventing jail detention.	3.22	MA
14. Juvenile restorative justice ensures the effectiveness of the program and the participation and involvement of the family.	2.66	MA
15. Juvenile restorative justice ensures maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	3.22	MA
16. CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	3.22	MA
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	2.66	MA
18. There is a strong support of the implementers of the restorative justice and the public.	2.68	MA
19. The community supports the rehabilitation of CICL.	2.68	MA
20. Restorative justice prevents CICL from reoffending by reintegrating them into the community	2.66	MA
Mean	3.07	MA

Scale: 1.00 - 1.75 Not Aware; 1.76 – 2.51 Less Aware; 2.52 – 3.27 Much Aware; 3.28 – 4.00 Very Much Aware

Table 5 shows the level of awareness of the implementers on the juvenile restorative justice as perceived by the Barangay Officials. Reflected on the table was an over-all mean that shows a descriptive equivalent as “much aware”. This means that the level of awareness is oftentimes manifested by the respondents.

The result of the study was supported by the report of Flores and Dilim (2018) that in San Fernando City, with an aim to increase the

level of awareness of duty-bearers, stakeholders, and the general public on the Juvenile Justice Welfare (JJW) Act or RA 9344, various sectors in Region 1 gathered in celebration of 7th JJW Consciousness Week celebration. It is a weeklong celebration with lots of activities that are undertaken in order to make their constituents more aware of the juvenile justice welfare law.

The result of the study was also supported by the study of Fox (2014) who stated that people responsible for developing and administering restorative programs should exercise extreme caution in advertising and promoting

them. Program planners are likely to face resistance if they are not taught why and how restorative justice benefits the community and holds offenders accountable.

Table 6. Level of Awareness of Juvenile Restorative Justice as Perceived by the Philippine National Police

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim's needs such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	3.81	VMA
2. Restorative juvenile justice aim is to repair harm caused by the CICL.	3.94	VMA
3. Restorative justice was given fairly, appropriately and workable.	4	VMA
4. The CICL required to render sincere written or oral apology to the victim and victim's family.	4	VMA
5. Full participation in restorative activities is observed and CICL complied all the agreement.	4	VMA
6. The CICL is properly cared, guided and supervised during the restorative justice process.	3.9	VMA
7. Reconciliation process for the crime that was committed is thoroughly discussed in every meeting.	3.9	VMA
8. The CICL and his/her family received counseling from the duty bearers or implementers.	4	VMA
9. Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	4	VMA
10. The CICL is required full participation in community service, education, vocation and life skills programs.	4	VMA
11. Juvenile restorative justice prevents disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	4	VMA
12. Juvenile restorative justice facilitates the rehabilitation and mainstreaming of CICL and encourage community support and involvement.	4	VMA
13. Juvenile restorative justice minimizes the shame or humiliation attached to the CICL by preventing jail detention.	4	VMA
14. Juvenile restorative justice ensures the effectiveness of the program and the participation and involvement of the family.	4	VMA
15. Juvenile restorative justice ensures maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	4	VMA
16. CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	4	VMA

ITEMS	AVE	Description
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	4	VMA
18. There is a strong support of the implementers of the restorative justice and the public.	4	VMA
19. The community supports the rehabilitation of CICL.	4	VMA
20. Restorative justice prevents CICL from reoffending by reintegrating them into the community	4	VMA

Mean 4 VMA

Scale: 1.00 - 1.75 Not Aware; 1.76 - 2.51 Less Aware; 2.52 - 3.27 Much Aware; 3.28 - 4.00 Very Much Aware

Table 6 presents the level of awareness on juvenile restorative justice as perceived by the Philippine National Police. Reflected on the table was an over-all mean that shows a descriptive equivalent described as "very much aware". This means that the level of awareness on the juvenile restorative justice is always manifested by the respondents.

The result was supported by the study of Laxminarayan and Wolthuis (2015) who said that awareness is a fundamental piece of the puzzle when it comes to consideration of sanctions. Culture may change to become more restorative through greater awareness, cooperation and trust. In order for offenders and victims to have accessibility to restorative justice programs and sanctions, people in charge of the

application of justice must be aware of restorative possibilities.

Similarly, Plecas (2014) said that law enforcement officers and the community as a whole must know and understand the principles and objectives of restorative justice in order and apply it. Previous research studies have shown a critical lack of awareness coming from both the community and law enforcement agencies. The analysis of current limitations faced by restorative justice is an important subject to research since restorative justice has been shown to have positive impacts on both the community and the different parties involved in the process.

Table 7. Level of Awareness of Juvenile Restorative Justice as Perceived by the City Social Welfare and Development

ITEMS	AVE	Description
1. The CICL is required to attend fully to victim's needs such as material, financial, emotional and social (including those personally close to the victim who may be similarly affected).	4	VMA
2. Restorative juvenile justice aim is to repair harm caused by the CICL.	4	VMA
3. Restorative justice was given fairly, appropriately and workable.	4	VMA
4. The CICL required to render sincere written or oral apology to the victim and victim's family.	4	VMA
5. Full participation in restorative activities is observed and CICL complied all the agreement.	4	VMA
6. The CICL is properly cared, guided and supervised during the restorative justice process.	4	VMA
7. Reconciliation process for the crime that was committed is thoroughly discussed in every meeting.	4	VMA
8. The CICL and his/her family received counselling from the duty bearers or implementers.	4	VMA

ITEMS	AVE	Description
9. Open discussion including all parties at the meeting about punishment or restitution for the crime committed was thoroughly discussed.	4	VMA
10. The CICL is required full participation in community service, education, vocation and life skills programs.	4	VMA
11. Juvenile restorative justice prevents disruption in the education or means of livelihood of the CICL in case the child is studying, working or attending in vocational learning institutions.	4	VMA
12. Juvenile restorative justice facilitates the rehabilitation and mainstreaming of CICL and encourages community support and involvement.	4	VMA
13. Juvenile restorative justice minimizes the shame or humiliation attached to the CICL by preventing jail detention.	4	VMA
14. Juvenile restorative justice ensures the effectiveness of the program and the participation and involvement of the family.	4	VMA
15. Juvenile restorative justice ensures maximum participation of the DSWD accredited child-centered agencies located in the community where the CICL resides or is presently located, whether public or private.	4	VMA
16. CICL required full participation in community-based rehabilitation programs, which shall include psycho-social interventions, competency and life skills development, socio-cultural and recreational activities, community volunteer projects, leadership training, social services, health services, spiritual enrichment, family welfare services, community services and continuing education programs.	4	VMA
17. The CICL is required to attend trainings, seminars and lectures on anger management skills, problem solving and/or conflict resolution skills and values formation.	4	VMA
18. There is a strong support of the implementers of the restorative justice and the public.	4	VMA
19. The community supports the rehabilitation of CICL.	4	VMA
20. Restorative justice prevent CICL from reoffending by reintegrating them into the community.	4	VMA

Mean **3.98** **VMA**

Scale: 1.00 - 1.75 Not Aware; 1.76 - 2.51 Less Aware; 2.52 - 3.27 Much Aware; 3.28 - 4.00 Very Much Aware

Table 7 presents the level of awareness of the implementers of juvenile restorative justice as perceived by the City Social Welfare and Development. Figures on the table show an overall mean that has a descriptive equivalent described as "very much aware". This means that the level of awareness on the juvenile restorative justice is always manifested by the respondents.

The result was supported by the study of Plecas (2014) who stated that a clear understanding of how effectively restorative justice has been used in the past and could be used more effectively in the future is critical not only for all those involved in the criminal justice system, but also for police officers, lawyers, and judges, who must better understand the purpose of restorative justice and, more importantly, the benefits it can provide to the community.

Table 7. Summary Table Summary Table on Restorative Juvenile Justice: Level of Implementation, and Level of Awareness among Residents in Tangub City

ITEMS	AVE	Description
1. Level of Implementation of the Juvenile Restorative Justice as Perceived by the Community	2.43	LI
2. Level of Implementation of the Juvenile Restorative Justice as Perceived by the Philippine National Police	3.87	VMI
3. Level of Implementation of the Juvenile Restorative Justice as Perceived by Victims	2.56	MI
4. Level of Implementation of the Juvenile Restorative Justice as Perceived by City Social Welfare and Development	4	VMI
5. Level of Awareness of the Juvenile Restorative Justice as Perceived by the Barangay Officials	3.07	MA
6. Level of Awareness of Juvenile Restorative Justice as Perceived by the Philippine National Police	4	VMA
7. Level of Awareness of Juvenile Restorative Justice as Perceived by the City Social Welfare and Development	3.98	VMA

Table 7 shows the Summary Table on Restorative Juvenile Justice: Level of Implementation, and Level of Awareness among Residents in Tangub City. It was observed that the two program implementers (PNP and DWSD) have extremely high levels of implementation and awareness. Their response is previously predictable, given that they are the program's implementers.

The Expectancy-Disconfirmation Paradigm (EDP) theory states that service providers are unlikely to admit that they are not giving acceptable service to their clients, which is why direct consumer verification is essential to assess the program's implementation and awareness.

The result was supported by the study of Delos Santos et al. (2016) who found out that in the Metro Manila area, juvenile restorative justice issues are only considered moderately serious, and that overall implementation of juvenile restorative justice significantly and effectively reduces juvenile crimes because of a partnership between the private and public sectors, which includes the PNP and CSWD, children in conflict with the law, their parents, and the community.

Victim respondents provide a more implemented response while community respondents provide a less implemented response. Victims and community respondents are both consumers of the program based on Expectancy-

Disconfirmation Paradigm (EDP) they are the clients of the program that evaluates its implementation. The two consumers have differing view on the way the programs were implemented because juvenile restorative justice is an individualized program approach. There some community respondents who did not experience being in the program while others have varying level of expectations.

This lower level of evaluation in terms of the program implementation can be supported by how the program was also implemented in other parts of the country. This is supported by the study of Antolo and Perez (2018) who found out that, due to a shortage of intervention programs, Bacolod City is having difficulty implementing juvenile restorative justice. The absence of amenities is another issue. The Social Development Center's building facilities are susceptible to break-ins due to wear and tear. This permits lawbreakers to flee the premises quickly, making it difficult to track them down again.

On the level of awareness, the barangay authorities give a well-informed or much aware response which is already anticipated given that any national government initiative should be known and debated in the barangay council before being implemented at the barangay level. As a result, it is presumed that the barangay official is fully aware of the program. As the Expectancy-Disconfirmation Paradigm (EDP)

theory posits, this result can be explained that since the respondents are considered as the service providers, they would usually give a favourable response on their services such as having a high level of awareness. The barangay officials stood on the neutral ground. They are both consumers and at the same time implementors. Consumers in the sense that they are also recipient of the program of the government but at the same time implementors because they usually come to aid the government in the program implementation.

The result was supported by the report of Flores and Dilim (2018) who stated that in San Fernando City, with an aim to increase the level of awareness of duty-bearers, stakeholders, and the general public on the Juvenile Justice Welfare (JJW) Act or RA 9344, various sectors in Region 1 gathered in celebration of 7th JJW Consciousness Week celebration. It is a week-long celebration with lots of activities that are undertaken in order to make their constituents more aware of the juvenile justice welfare law.

Conclusion

Based on the findings of the study the researcher concludes that the Expectancy-Disconfirmation Paradigm (EDP) theory can be applied in understanding the level of measurement on the implementation and awareness the implementers and beneficiaries of the Juvenile Restorative Justice program. The PNP and CWSA as implementers or primarily responsible in the implementation of the program have a favourable perception on the level of their awareness and implementation of the program. This also projects the idea that the community, the victims and family of the victims considered as the consumers as far as the EDP theory is concerned, have a high level of expectation on the program compared to the implementers.

Recommendation

1. The implementers may include or emphasize the community's active participation in juvenile restorative programs. This will encourage them to get involved and recognize the importance of their engagement, maybe resulting in fewer minor-related offenses.
2. The implementers may look into the process on the way the programs are implemented.

This will encourage them to examine probable flaws in the execution of the juvenile restorative justice program in order to make adjustments to the overall process of implementation, which could lead to the program's overall success.

3. The implementers may consider looking into the victim's need for reformation and rehabilitation, as well as their family's general engagement. This is critical to ensure that the victims and their families believe the government is on their side, because if the implementers neglect this, retaliation may ensue.

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