

## **Barangay chairpersons' competence of oral communication skills in resolving conflicts in the Philippines**

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**Abstract** - Peace and order in the community may give its citizens harmonious living conditions but achieving them requires the cooperation of every member of the community as well as the government's implementation of effective policies and programs. Without these, conflicts and disagreements among community members may arise for an array of reasons. These conflicts can lead to negative consequences such as decreased productivity, loss of trust, and even violence. Hence, it is important to understand the root causes of conflicts and implement effective conflict resolution strategies to promote harmony and cooperation within the community. However, communities either do not have the trained personnel needed to properly manage conflicts or lack the necessary knowledge themselves, such as the use of communication skills for resolving conflicts is a problem. Hence, the main purpose of this study is to explore the competence of barangay chairpersons in the Philippines in using oral communication skills to resolve conflicts within their communities. The study adapted the qualitative research design using interpretative phenomenological analysis (IPA) as the specific method. A total of Eight (8) participants (3 females and 5 males) via purposive-convenience sampling were catered. After the data gathering using a semi-structured interview, findings revealed that some have confidence in their competence, but others still need improvement. Furthermore, some participants were able to solve majority of the conflicts arises at their vicinities. On the other hand, the participants used a wide variety of skills that helped to effectively resolved conflicts in their barangay and communication skills were commonly used by them.

**Keywords:** competence, oral communication skills, resolving conflicts, philippines

## I. INTRODUCTION

Peace and order in the community may give its citizens harmonious living conditions but achieving them requires the cooperation of every member of the community as well as the government's implementation of effective policies and programs. Without these, conflicts and disagreements among community members may arise for an array of reasons, including unequal power distribution, moral or cultural differences, personality conflicts, conflicting values and expectations, and miscommunication (Jumalon et al, 2018; Udoudom et al, 2023). These conflicts can lead to negative consequences such as decreased productivity, loss of trust, and even violence. Hence, it is important to understand the root causes of conflicts and implement effective conflict resolution strategies to promote harmony and cooperation within the community. It is also important to keep in mind that peace and order promote investment growth, increase employment opportunities, and boost tourism (Dan, 2023).

Furthermore, protecting the lives, liberties, and property of its citizens is the primary role of government (Achieve Peace and Security, 2017). A system called governance provides a framework for managing organizations. It identifies who is in charge of an organization's behaviour and performance, who has the authority to act on the organization's behalf, and who has decision-making authority. Indeed, the government plays a vital role in maintaining peace and order in the communities. However, communities either do not have the trained personnel needed to properly manage conflicts or lack the necessary knowledge themselves, such as the use of communication skills for resolving conflicts (Camasin et al, 2023). The involvement of an arbitrator(s) may help bridge the gap by providing community members with guidance and assistance in conflict resolution and helping to keep both parties' interests from any legal proceedings that could emerge if the matter is not properly handled. Luckily, in the Philippines, there are various government units, and the smallest administrative or local government unit is known as a *barangay*, which is governed by the *barangay* chairperson and other officials (Edleman, n.d.).

According to Chapter 1, Section 384 of the Local Government Code of the Philippines, the *barangay* serves as the primary planning and implementing unit of government policies, plans, programs, projects, and activities in the community, as well as a place where the collective views of the people can be expressed, crystallized, and considered, wherein disputes can be settled amicably. Under Section 385, a *barangay* may be created by a law or ordinance of the Sangguniang Panlalawigan or Sangguniang Panlungsod, but only with the consent of a majority of voters in a plebiscite that will be held in the local government unit or units that will be directly impacted within the time frame specified by the law or ordinance that established the *barangay*.

The formation of *barangays* by the Sangguniang Panlalawigan requires the recommendation of the Sangguniang Bayan concerned. Moreover Section 389 of Chapter 3 of the Philippine Local Government Code specifies the chief executive's powers, duties, and functions: (a) As the chief executive of the *barangay* government, the Punong *Barangay* has the power and obligation to uphold public order, enforce laws and ordinances, and guarantee the delivery of necessary services as prescribed by this Code and other laws. Article 390 further specifies the composition of the Sangguniang *Barangay* (the *barangay*'s legislative body): the Sangguniang Kabataan chairman, the seven (7) regular Sangguniang *Barangay* members elected by the public, and the Punong *Barangay* as presiding officer.

These provisions ensure that the Punong *Barangay* has the necessary authority to maintain peace and order, enforce laws and regulations, and provide essential services to the community. Moreover, as a result of Presidential Decree No. 1508, 1978, a *barangay*-level conflict resolution institution has been established. *Barangay* justice seeks to resolve conflicts amicably within the community instead of going through long proceedings in the courts. Thus, there is no doubt that the role of the *barangay* government is critical to local empowerment. This pertains to the leader's responsibility, fairness, and transparency in carrying out his obligations and performing his functions as a community servant. Also, there are a lot of factors that could affect

the governance of a barangay chairperson, one of which is their oral communication skills. Birt (2022; Alforque et al, 2023) asserted that effective oral communication skills go beyond just the ability to speak; they demonstrate how you communicate and take in information in both oral and written interactions. These skills emphasize your communication style more than your actual words. Correspondingly, Almonkari and Isotalus (2012) both stated in their study that communication skills are an important aspect of political leaders' competencies.

Accordingly, it is essential for barangay chairpersons to possess excellent oral communication skills since effective communication between or among the people involved in the conflict could be crucial to its settlement. In addition, effective communication skills can also help barangay chairpersons build trust and rapport with their constituents, which can lead to better community engagement and participation. It has been observed that barangay chairpersons, notably in Tacloban City, Philippines, are unaware of their competence in oral communication skills in conflict resolution. Additionally, very few local studies have been conducted in the Philippines related to the barangay chairpersons' oral communication skills in resolving conflicts, and none of the existing studies focused on the barangay chairperson's competency in oral communication skills for resolving conflicts in the City of Tacloban.

Hence, the main purpose of this study is to explore the competence of barangay chairpersons in the Philippines in using oral communication skills to resolve conflicts within their communities. Also, this will help bring awareness to possible areas for improvement, as this may encourage them to further develop their competence in resolving conflicts within their scope. Additionally, the result of this study may serve as a springboard for future improvements in their leadership. Since effective leadership is a crucial component in the course of achieving the goals of good governance and improving people's lives (Vanlalhlmpuii, 2018). Thus, this study specifically intends to seek answers to the following questions (1) How does barangay chairpersons perceive their competence in oral communication skills in resolving conflicts? (2) What oral communication skills are effective in resolving conflicts?

## **II. METHOD**

### **2.1 Research Design**

The present study adapted the qualitative research design using interpretative phenomenological analysis (IPA) as the specific method. Qualitative research involves an interpretive, naturalistic approach to the world. To put it another way, qualitative researchers look at things in their natural environments while seeking to interpret or make sense of events in terms of the meanings that different individuals designate for them (Denzin & Lincoln, 2011, p. 3, as cited in Creswell & Poth, 2018). In addition, Yin (2016) stated that, since qualitative research offers the option for several midstream alterations during the study process, as opposed to the majority of other types of research, the findings can be influenced, and an unintentional or intentional impact may occur.

On the other hand, IPA is defined by Smith et al (2009) as a qualitative research methodology dedicated to the investigation of how people make sense of their significant life experiences. IPA is phenomenological insofar as it aims to understand experience in terms of itself. The authors further explained that, when people are engaged with "an experience" of something significant in their lives, they start to reflect about its meaning, and IPA research seeks to engage with these reflections. Therefore, the qualitative research design, specifically the IPA approach, was appropriate for this study as it allows an in-depth exploration of the chairpersons' personal experiences and reflections on conflict resolution by using their oral communication skills.

### **2.1 Setting and Participants**

The research site took place in Tacloban City, Province of Leyte, a 1st class highly urbanized city in the Eastern Visayas region of the Philippines. Tacloban City is composed of 138 barangays and from there the researchers catered a total of Eight (8) participants (3 females and 5 males) via purposive or convenience sampling due to the dependency on the knowledge of the participants and the purpose of the study. According to Obilor (2023) purposive-convenience sampling is employed frequently in qualitative research, especially when the population is small,

and the researcher wants to learn in-depth information on a particular occurrence rather than draw general conclusions from data. Additionally, this sampling technique necessitates that researchers select individuals in accordance with their understanding of the population and the study's objectives. The following criteria was used in choosing the respondents: (1) must be a barangay chairperson in Tacloban City; (2) legal age and; (3) they had agreed to participate in the conduct of the study.

## **2.2 Data Collection and Analysis**

In gathering the data, a semi-structured interviews were used. In semi-structured interviews, participants were asked a series of open-ended questions before being asked further inquiries to delve deeper into the responses and the topic of interest. Face-to-face mode was used, and audio recording was used for data transcription. The study's objectives, purpose, and the questions that were posed to the participants were all explained to them. Furthermore, they were given a consent form to ask if they were willing to participate and to inform them that all information gleaned from the interview would be handled in the most confidential manner in compliance with the Data Privacy Act of 2012, or RA 10173. In data analysis, Braun and Clarke's (2006) thematic analysis (TA) was used.

Thematic analysis is the process of identifying patterns or themes within qualitative data. In order to identify patterns and themes in the participants' responses, In Vivo coding was utilized in the first cycle of coding. Saldaña (2015) stated that In Vivo Coding uses codes from the participant's own language. Additionally, a second cycle of coding was conducted using eclectic and axial coding to further refine the themes and patterns identified in the first cycle. This approach allowed for a comprehensive understanding of the data collected from the interviews. Braun & Clarke (2006) suggest that it is the first qualitative method that should be learned as "it provides core skills that will be useful for conducting many other kinds of analysis' (p.78). A further advantage, particularly from the perspective of learning and teaching, is that it is a method rather than a methodology (Braun & Clarke, 2006; Clarke & Braun, 2013). Hence, this analytical tool was suitable for the purpose of the present study since the purpose of a thematic analysis was to find themes, or significant or intriguing patterns, in the data and then use those themes to make a point about the research or a certain topic. Furthermore, Braun & Clarke (2006) provide a six-phase guide that will be the framework for the qualitative analysis.

## **III. RESULTS AND DISCUSSION**

The present study aims to explore the competence of barangay chairpersons in the Philippines in using oral communication skills to resolve conflicts within their communities. This section will discuss the findings gathered during the interview process that will determine the perception of barangay chairpersons on their competence in oral communication skills in resolving conflicts and the oral communication skills they utilize that are effective in resolving conflicts.

### **3.1 Barangay chairperson's perception in their competence in oral communication skills in resolving conflicts**

The researchers in this study identified three themes that are dominant in the participants perception in their competence in oral communication skills in resolving conflicts namely: (1) confidence in their competence in oral communication skills, (2) deficiency of oral communication skills, (3) competent in resolving conflict in their barangay.

#### **3.1.1 Confidence in their competence in oral communication skills**

Resolving conflicts in the barangay requires deep understanding about the issue. Based on the information gathered by the researcher, it was revealed that the barangay chairperson perceived themselves as competent in their oral communication skills when resolving conflicts. In the scale 1 to 10, majority of the participants answered 6-8 which means that they have good oral communication skills. This result revealed that they are confident that every conflict can be resolved within the barangay. This can be seen from the following responses.

*"Cge tattagan nat hn mga 8. Kayano? Kay dre mangud ako perfect na tawo. So ayaw kita pag deritso iton highest number. Dre man ako perfect na tawo so I believe na tanan na akon gn bubuhat ha barangay solve na tanan."*

*("Let us give it an eight, why? It is because no one is perfect. I cannot rate myself ten because I am not perfect, and I believe that all problems in the barangay are solved.") [BC 6]*

*Aw mga kuan la ako, 5 la siguro, 6 la. Kay mga kuan man kita hinin, aw as far as communication, it does not mean it is always in English or whatever, but we have a common dialect. So, I have to say 8 siguro" (Oh for me, I think I'm a 5 or 6. "Kay mga kuan man kita hinin", oh as far as communication, it doesn't mean it is always in English or whatever, but we have a common dialect. So, I have to say maybe 8.") [BC 4]*

*"Ah kada la ha kuan mga 8, as in dire gud baga duro nga dire maaram.hito" ("I think 8, it is not like I'm not really knowledgeable about it.") [BC 7]*

From the excerpts provided above, participants perceived themselves competent in oral communication skills. One of the participants said that he/she is knowledgeable about it. This indicates that he/she is capable of communicating effectively to his/her constituents. Furthermore, one of the participants use different language in communicating. This indicates that the participants are multilingual and is capable of switching language depending on the comfort of both parties.

### **3.1.2 Deficiency of oral communication skills**

While some of the participants were confident that they are competent in their oral communication skills, data revealed that there are also participants who are not confident in their oral communication skills because of: (1) insufficient communication skills and experience, (2) inconsistent understandability between parties, and (3) not fluent in English. These can be seen in the following responses.

*"Kay first time pala ako ka kapitan so, pero base ko pakig-communicate ko hiton tawo baga nakaka-level up na po ako. So, kay han akon pagkina-gawad is diri man gud kami as in kami gud an nakuan, an amon man gud kapitan. So, amo gin kakada ko la hiya ha 5 kay makuri man liwat ako sumiring dayon 10. Masiring grabe man ini na kapitan hambogan, so 5 ko la para, diri pa man gud ako kun baga baid pakig-kuan hiton aton mga komunidad."*

*(Because it is my first time as barangay captain. However, based on how I communicate with other people, I can say that I am improving. When I was still a Kagawad, we weren't really given a chance to lead or communicate more often because it was the barangay captain's job at that time. That's why I only rated myself a 5, since it is hard to say I'm a 10 immediately. Other people might think that I'm arrogant, so I'm just a 5 since I am not yet very skilled in terms of communicating with my community.") [BC 1]*

*"Maluya kita ito na english dire gud ako masyado kuan fluent ("I'm weak and not really fluent when it comes to speaking English") [BC 2]*

*("Kasi as I have said later nga sometimes I have, it akon ka-communicate nakaka-intindi ha akon and sometimes dire liwat."*

*("Because, just like what I've said earlier, sometimes people understand what I'm trying to say and sometimes not") [BC 3]*

As revealed from the responses mentioned above, some mentioned that they do not have the experience yet to be classified as competent in oral communication skills but are somehow improving. Also, they mentioned that they are weak and are not fluent in English. Lastly, they mentioned that they experienced inconsistent understandability between parties. Thus, this indicates that some of the participants perceived themselves not competent in oral communication skills due to lack of experiences, not fluent in English, and inconsistent understandability.

### **3.1.3 Competent in resolving conflict in their barangay**

The third theme was determined from the following responses.



*"Because as I have said to you, any problem arises, come to me as a barangay chairman. More or less, 90-80 percent have been solved due to understanding what their needs are."* [BC 4]

*Speaking in dialect) "Aw.. Kaurugan man liwat dinhi amon natutuhay kay baga it mga problema man liwat dinhi ha amon barangay kay iton mga diri man gud as in ka grabe. Tala-gudti man la na era diri gin kaka-ayunan na mga istorya. "(Translation) "Luckily, I was able to resolve most of the problems I encountered here in our barangay through confrontations."* [BC 8]

Some participants mentioned that the majority of the problems that arose in their barangay were resolved. This shows that some of the participants can effectively resolve conflicts in their vicinity. Boysillo (2017) agreed that Barangay governance plays a vital role in the empowerment of the local government units in the country. This is linked with the leader's accountability, fairness, and transparency in the exercise of his duties and functions as a servant in his community.

### **3.2 Effective oral communication skills in resolving conflicts**

The researchers in this study identified three themes that are dominant in effective oral communication skills in resolving conflicts: (1) use of skills to effectively understand the differences of views on hand to resolve conflicts, (2) use of skills necessary for moving discussions forward and finding a resolution to the problem, (3) use of skills that require emotional intelligence and are developed in childhood through life experiences.

#### **3.2.1 Use of skills to effectively understand the differences of views on hand to resolve conflicts**

Based on the data gathered, the participants use different communications skills to be able to have an understanding between parties. Four (4) communications skills were used by the participants in resolving conflict in their barangay namely: (1) listening carefully (2) appropriate language (3) proper intonation and (4) understanding. The most frequent communication skills that is used by four (4) participants is "listening carefully".

*"Kun namatian ko kada usa kun ano talaga hit ira mga karugsig ngun before ako mag decide."*  
*("I listen to each one of them about what do they really need before I make a decision.")*[BC 2]

*("Oo, dapat pina-mamatian para ma resolba kun ano it era diri gin kaka-ayunan nga mga butang. Sugad, for example, it era istorya nga (pause) pina-mamatian namon both sides kun hino it nag- iistorya hin saktong ngan hino it diri."*

*("Yes, it is only right to listen carefully to what their conflicts are about in order to resolve them. For example, when both parties are narrating each side of their stories (pause), I listen carefully to both sides in order to determine who's telling the truth and who's not.")*

[BC 8]

*"Ay gin papamatian ko naman it era mga diri pagkaka-gustohan tapos gin tatagan hera hin advice."*

*("I listen carefully to their problems or conflicts and give them advice afterwards.")* [BC 8]

*"Ah listening. Namamati ka. Tanan. Intonation, feedback, clarity. Number one talaga feedback. Kay aadi kita didi nakuan hiton kadam an hit katawhan. Namamati kitat katawhan."*

*("Listening. You Listen. All. Intonation, feedback, clarity. Number 1 in the list is feedback because we must agree with the majority. We listen to the people.")*[BC 5]

From the four significant themes mentioned above, this implies that the participants are good listeners, and they are willing to get more information from the people to have a better understanding of the problem to resolve the conflict. Active listening is a communication skill that entails doing more than just hearing what the other person is saying, it also requires attempting to understand the meaning and intent behind those words (Cuncic 2022; Briones et al, 2023).

On the other hand, appropriate language is the second most used skill by the participants wherein they use language depending on the situation and comfort of both parties. This can be seen in the following significant statements.

*"Kami ngadi ha community so dire dire dire dapat na mag pi pi normal ka hinduro kun anot imo linggawahe dapat amo it linggawahe it ig kukuan hira, amot tak karugsig-ngun." ("Here in our community, you don't need to be formal. If what is your native language, then that's what you should use as a means of communicating with them, that's what I mean.") [BC 2]*

*"Amo po iton na...na bagat kun hino po an imo ka istorya nagamit kamo nang tama na language bagat nagtatagalog hiya nagtatagalog po gihap kamo." ("Yes, when I talk to my fellow constituents I talk to them in the right language, for example if they talk in Tagalog then I will also talk in Tagalog.") [BC 7]*

*Magamit hn sakto na language... para mag intindihay both sides. So ada kita hiton." ("Use of appropriate language so that people can understand.") [BC 6]*

From the experts above, participants use appropriate language to enable effective communication. This indicates that the participants are considerate to its constituents as they use language that is comfortable to the both of them. Successful communication requires the use of the appropriate language. Relationships might suffer by using inappropriate or insensitive words and phrases. Use words that will promote collaboration and understanding instead. Consequently, it is important to communicate using the appropriate jargon (Sharma, 2023).

Lastly, proper intonation and understanding are the least used skills by the participants in resolving conflict in their barangay. These two categories can be seen in the following statement.

*"Gin ka klaro ko kun ano hit iya karugsigngun kay ku dire bubuya yawon ko hiya (laughs) balitaw sige, amo iton gin kaklaro para magkaintindihay kay бага ko hin...baga ako hin nagababaligya, customer is always right. Diba? Kay aanhi ako dinhe gin... (inaudible) ko hira bisan kun magwala na ayaw pag wala liwat." ("I repeat what he says to see if I understand him well, if not I might curse him out (laughs) kidding aside, that is what I do, so that we can communicate well because in a sense I am like a seller, Customer is always right, right? Because if I am here in barangay... (inaudible) and if they start to get work up, I need to hold back myself and try to understand them.") [BC 7]*

*"In settlement ano, kinahanglan maging good listener ka. Ha!. Then, your intonation must be, ano ka pa ito, iton in diplomatic type, ay way". ("In settlement, it is important that the intonation be diplomatic.") [BC 3]*

Based on the significant statement mentioned above, understanding is important to have an effective communication with other people and the intonation must be in a diplomatic way. This shows that understanding and proper intonation are also used effectively by the participants in resolving conflicts in their barangay. It is important to understand the root causes of conflicts and implement effective conflict resolution strategies to promote harmony and cooperation within the community (Jumalon et al, 2018).

### **3.2.2 Use of skills necessary for moving discussions forward and finding a resolution to the problem**

In finding a resolution to the problem, the collected responses revealed that asking for clarification, sustaining a calm atmosphere, and taking control of the situation between the parties involved are commonly used in resolving a conflict, as suggested by the participants.

*"For example, mayda hera diri naiitindihan gin uutro it era mga dapat himuon para makaintindi." ("For example, if there is a misunderstanding between me and the person with whom I am talking, I repeat what I said in order to make myself clear.") [BC 8]*

*"Amo ak hito, masugad na ak hito pwede mamati anay tagsa-tagsa. Kay kun maguliat ka waray. So far confrontation tuhay na waray na hito malabaw."*

*("So, I try to remain calm and advise them to lower their voices. Because nothing will happen if I raise voice.") [BC 1]*

*("Number one an akon gn gagamit...number one an syahan.. pag control han barangay an mga notoryos pag isplikar na dre buhaton kay dre maupay na dadangatan.. kun dre man kamo matuod amo na iton nanabo na ma abot ha Barangay. so pag abot ha barangay... two times na akon gbagat pagpatawag.. bagay nagkaka irintindihay na kami. na perma man hra both sides. "*

*("The number one for me is to take control of the barangay and tell my constituents to not make conflicts with others. If they fail to obey that, I will call them here in the barangay two times and then they sign the paper to prove that they've already settle the problem.") [BC 6]*

This approach helps to ensure that both parties feel heard and understood and can lead to a more satisfactory resolution for everyone involved. This claim is supported by an article written by Overton and Lowry (2013), in which it is stated that, in order to discuss the conflict, it is essential to collect all the background knowledge and any relevant data. After that, it's important to be clear with one another about what one wants to accomplish in resolving the argument and what they are willing to give up or compromise on. Furthermore, Wilson (2023) adds that, as emotions are a major factor in conflict, it is crucial for a successful settlement to be able to maintain composure even under stressful circumstances. The findings are supported by previous research that emphasizes the importance of collecting background knowledge, being clear about goals and compromises, and maintaining composure in conflict situations.

### **3.2.3 Use of skills that require emotional intelligence and are developed in childhood through life experiences**

Data revealed that participants used personal traits/attitudes in resolving conflict namely: (1) stay neutral, (2) initiative, (3) clear and honest and (4) confrontational. These can be seen in the following responses:

*"Dinhe ha barangay gin kukuan ko ito gin papayakan ko hira kun anon problema gin papagawas it ira problema, katapos amo ito gin papakiana ka liwat it kaluyo, kay di ka ngani liwat mag pakiana hit kaluyo, one sided kana"*

*"Here in barangay I let them talk, I let them get things out of their chest and then I talk to the concerning party because if not I'll be one sided" [BC 2]*

*"It misunderstanding gin praprangkahan nga ayaw sugad sugad hini nga amo ini...nga amo ini nim ginbuhat. Kinahanglan ini makuan...ma klaro ini kun ano talagat kamatuoran. Dre nag pupuruplastic sugad sugad hini. Napaka ignore la bisan maaram. Sugad hito."*

*("Misunderstanding must be confronted in a way that we must inform this person about what he/she did. The truth must be clear. Do not be plastic... just like that. Do not be ignorant even though you really know something about it. Like that.") [BC 5]*

*"Ada na ito haakon. Initiative nga akon bubuhaton."*

*("It is up to me. Initiative that I will do.") [BC 2]*

*"Hmm.. Ano pa ba it it kuan? (pause) Kun бага gin papag-atubang hera para makuan iton era diri gin kaka-ayunan. Dapat pag atubangon hera para magka-mayada hera hin confrontation."*

*("Hmm.. What else? (pause) I will let them meet face-to-face to talk about their misunderstandings. It is important that they meet each other face-to-face in order to have a confrontation.") [BC 8]*

The significant statements above revealed that personal traits or attitudes are also effective in resolving conflicts. One of the corpora discussed being unbiased when it comes to resolving a conflict. The principle of neutrality is thought to be the primary and essential aspect that could provide a fair resolution to the conflict resolution process. According to this principle, the mediator should serve as an unbiased mediator between the parties (Anam, 2020). Also, when there is a misunderstanding, it is necessary to confront it right away. According to Osborne (2021), during a confrontation, we become more confident. As a result, we aren't afraid to express



our opinions about the person we're in conflict with or the circumstance that bothers us. Hence, it makes us more accountable and open to receiving feedback. Furthermore, the participants also mentioned taking initiative in fixing problems. Lastly, being clear and honest is necessary to be able to fix the problem on hand. In the resolution process, clarity and effective communication are crucial. Be upfront about the issue and educate yourself about the situation (Resolving Conflict Situations | People & Culture, n.d.).

#### IV. CONCLUSION

The present study addresses the competence of the barangay chair-persons oral communication in resolving conflicts. The findings are drawn from the insights shared by a limited number of participants in the Philippine context. The findings revealed that the barangay chairperson's competence in resolving conflicts is good; its competence is driven by their experiences and knowledge of oral communication. As a leader of the community, having a good foundation in leadership is crucial, as it will serve as an idea for issues and concerns that the barangay will encounter.

Although minor misunderstandings occur when resolving conflicts in the barangay, such as inconsistent understandability, the choice of the language they use, such as their mother tongue, plays a vital role in having positive conflict resolution outcomes. Furthermore, in resolving conflicts, the majority of the barangay chairpersons use similar approaches, which is to have a better understanding of the causes of these conflicts. Without any preference, the barangay chairperson tries to investigate each of the parties involved, and from there, the chairperson will decide how these conflicts will be resolved.

Furthermore, the study found that participants use a variety of communication skills to resolve conflicts, which they believe are effective in resolving conflicts based on their personal experiences. However, it is important to note that not all conflicts can be resolved through oral communication skills alone. In some cases, personal traits such as attitude and behavior may also play a significant role in the resolution of conflicts. Additionally, cultural differences and power dynamics can also impact the effectiveness of communication skills in conflict resolution. Thus, it is important to approach conflict resolution with an open mind and a willingness to adapt to different situations and individuals.

To put it succinctly, it indicates that the participants have excellent conflict-resolution skills. This competence is fuelled by their oral communication experiences and knowledge. Also, effective conflict resolution requires a combination of communication skills, mediation skills, and personal traits that promote resolution rather than escalation. Future studies may investigate a large number of participants in order to gather more information about the competence of the participants' oral communication skills in resolving conflicts and to develop training programs that can enhance these skills in individuals and organizations. Further studies may also explore how cultural differences can play a significant role in conflict resolution, and therefore, any training or intervention should take into account the diversity of perspectives and values. These significant issues, which were not addressed in the current study, may be addressed in future research.

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