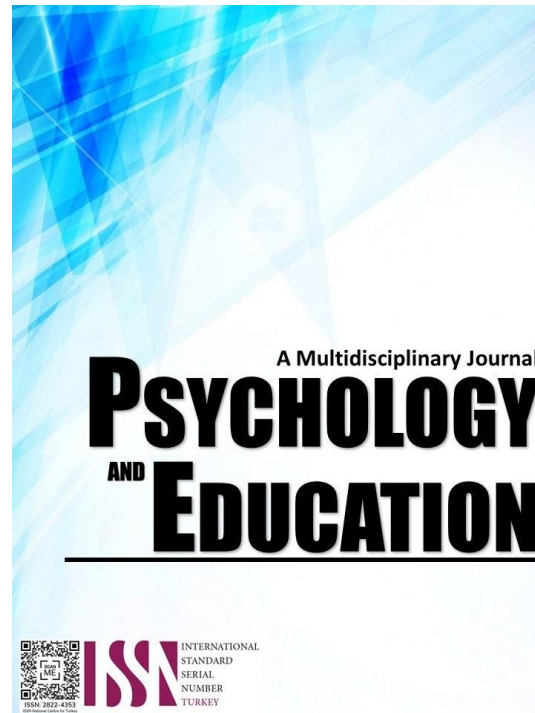


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Examining the Impact of PAGCOR on the Metro Manila: A Study of Regulation, Revenue, and Social Responsibility

Anselmo Bonzerdes M. Badillo,* Orbel M. Canoy
For affiliations and correspondence, see the last page.

Abstract

Now, casinos and gaming establish themselves as critical industries in the global economy, creating economic benefits but more complex social issues. Because of this liberalization of gambling rules, public discussion essentially tends to focus on the effect of this industry on society: namely, what it has to say about a community's local economy, public health, and general well-being. Generally, this study aimed to examine the impact of the Philippine Amusement and Gaming Corporation (PAGCOR) on Metro Manila in terms of regulation, revenue generation, and social responsibility. It sought to analyze how PAGCOR's dual role as both operator and regulator affects local communities and the effectiveness of its social responsibility programs. The study employs a descriptive-quantitative research design to provide a precise, numerical analysis of the impact of PAGCOR on Metro Manila, specifically focusing on regulation, revenue, and social responsibility. PAGCOR is viewed as an effective regulatory body that upholds industry standards, fosters public trust, and curbs illegal gambling. It significantly contributes to government revenue and public services, though its direct community impact and business partnerships could be strengthened. While its social responsibility efforts are recognized, they are seen as moderately effective and would benefit from expansion. Concerns about increased gambling accessibility highlight the need to balance economic benefits with social responsibility. Lastly, PAGCOR's responsible gambling programs are noted but require improved outreach and stronger partnerships to mitigate gambling-related harm in Metro Manila better. The recommendations call for enhanced transparency, expanded community partnerships, increased support for social programs, stronger responsible gambling initiatives, and stricter oversight to ensure PAGCOR's operations balance economic contributions with social responsibility.

Keywords: *PAGCOR, casino, illegal gambling, community local economy, public health*

Introduction

Now, casinos and gaming establish themselves as critical industries in the global economy, creating economic benefits but more complex social issues. Because of this liberalization of gambling rules, public discussion largely tends to focus on the effect of this industry on society: namely, what it has to say about a community's local economy, public health, and general well-being. This has made the industry a viable source of revenue for governments: taxation in the gambling industry has become an integral part of national budgets (Lamoste & Prasetyawati, 2021). With such dependence on income from gambling, it is only logical that regulatory bodies proliferate under the banner of ensuring the industry's accountability, fair practices, and social responsibility. However, the rapid expansion of the gaming industry has prompted stakeholders to examine the broader impacts on communities where these activities are concentrated, particularly in metropolitan areas like Metro Manila, where the local economy and social fabric are more intensely affected by this industry (Manipol, 2023).

Metro Manila is one of the liveliest urban centers in Asia, making it a unique setting in which to study this complex interplay between gambling revenue and other socioeconomic outcomes. This is because Metro Manila has experienced considerable recent urban development. Most relevant to this paper, it has experienced large-scale development funded by the Philippine Amusement and Gaming Corporation (PAGCOR) from its gaming and casino operations (Reyes, 2023). As a government-owned and controlled corporation, PAGCOR was established to regulate the gambling industry and generate revenues for national projects. With its prospect for social risks and potential harm brought by problem gambling, addiction, and other socially-mass-broached problems, the presence of PAGCOR in Metro Manila is evident.

In direct terms, it has contributed to the Philippine economy since its inception, largely through its regulatory mandates and direct contributions to the government coffers. The fact that PAGCOR exercises a regulatory function and conducts gaming operations simultaneously has been the subject of controversy regarding any real or potential conflict of interest and reduced effectiveness of regulation (Marella, 2019). Since PAGCOR is considered a state facility, its income directly contributes to financing welfare social programs, infrastructure projects, and disaster relief operations. This indicates that governments still rely heavily on funding from gambling for development purposes. However, as important as the financial contribution of PAGCOR is, there has always been a question regarding the ethical and social implications attached to revenue generated through gambling towards funding basic services.

Indeed, some operations of PAGCOR have attracted attention, both through advocacy and criticism. The height of accessibility of gambling in Metro Manila only aggravates issues on responsible gambling, prevention of addiction, and care for communities. Responsible gambling to be implemented by PAGCOR has to be carried out through socially acceptable practices and arranged programs to minimize harm to individuals and families resulting from gambling (Camba, 2020). On the flip side, advancements in

betting forms and accessibility raise concerns about whether PAGCOR is a good steward of public welfare and a source of profit. The argument against this opinion is that increasing the amount of revenue may actually counterbalance mitigating social risks associated with gambling activities among the vulnerable classes of people within Metro Manila who are mentally troubled, psychologically disturbed, or under monetary stress.

While the implications for social and monetary aspects are already compelling, PAGCOR's regulatory role contains important undertones regarding its relationship with transparency and accountability within the industry (Octobre, 2022). Proper regulation is necessary to protect fair practice from corruption and to promulgate industry standards that value the public interest. How PAGCOR plays both regulator and operator roles is unusual by international standards since most countries separate these roles to avoid any perceived conflict of interest. In such a scenario, where an institution like PAGCOR plays dual roles in the Philippines, challenges arise concerning the integrity of the regulatory framework. It has been questioned whether this structure could serve the best interests of the public or has the potential to compromise regulatory effectiveness. This research study examines how PAGCOR's two-sided role influences both industry standards and community welfare in Metro Manila.

Apart from the economic development, the rapid growth of casinos has become a source of urban planning and resource allocation problems. Other areas of the city are being designated for casino development, with potential strains on infrastructure and dislocation among communities becoming an issue (Kusaka, 2021). Concomitantly, the concentration of such establishments can also alter the character and appeal of Metro Manila's neighborhoods, leading to changes in residential dynamics and local businesses. Another problem to be pointed out is the conflict between urban development and the social implications of these establishments. Economic gains must be prioritized without neglecting the needs of the people. Also, its effects on employment and tourism in local areas cannot be ruled out. PAGCOR has generated significant employment and attracted tourists to Metro Manila, thereby supporting the local economy. Yet whether this growth would be sustainable given the probability of increasing from gambling is still put to question because it is overdependence on gamblers or gamblers' tourism, which easily faces dangers once policies change or market demand shifts. This study aims to determine whether the employment generated by PAGCOR, along with tourism, will have long-term effects on Metro Manila's economy or contribute to economic instability.

As more people try their luck at various games of chance, so too is the risk of gambling dependency and financial strain added, thereby becoming yet another burden on health and social services in Metro Manila. Cross-cutting risks to social issues exist here, concerning mental health, family relationships, and personal security regarding finances, hence leading to a major concern by both policymakers and PAGCOR (Baguisi & Lin, 2020). Questions about whether PAGCOR is doing enough through its programs and interventions to mitigate the risks that have been identified within these areas are considered a big part of this study. The question of how PAGCOR's social responsibility initiatives align with international standards in responsible gambling is also investigated.

This therefore links multiple levels of analysis, including the economic contributions and regulatory practice, to more subtle social and ethical implications involved with the expansion of gambling. As a study that regards these interrelated aspects, it aims to bring an overall perception of PAGCOR's role and its broader impacts on the economic and social elements of Metro Manila. Given the strategic placement of Metro Manila as a critical hub for the economy and socio-political landscape of the country, the outputs of this study will very much help determine how regulations surrounding gambling, revenue generation, and social responsibility are balanced-or perhaps imbalanced-by PAGCOR (Zhang, 2020).

This study aims to contribute to a discussion regarding good governance and social responsibility within the casino industry in Metro Manila. The study can help establish policy recommendations that may guide future frameworks on regulation and social responsibility issues, provided that the balance of benefits and challenges in the PAGCOR operations is properly addressed. A stream of research offering significant benefits is situated within the context of PAGCOR's roles and responsibilities. Through this stream, insights will be given on how the Philippines can maximize economic benefits from its gambling industry while dealing with the critical social challenges it poses.

Gambling has become a multibillion-dollar industry worldwide, largely normalized through casinos, sports betting, and online forms. Governments around the world increasingly view it as an attractive source of economic revenue, begetting waves of regulatory frameworks aimed at regulating the industry, maximizing tax revenue, and reducing social harms. Legalized gambling has contributed much-needed revenue to public funds, which, more often than not, have been used to invest in infrastructure, healthcare, educational institutions, and other such necessary public services (Kelly & Ortega, 2020). Economic benefits notwithstanding, however, gambling has also been associated with social costs: addiction, psychological problems, and instability in the locality's economy, especially in communities that heavily rely on the money generated from gaming activities. This dichotomy has brought international debates to the fore over how best to balance the benefits of legalized gambling with social responsibilities incumbent upon both governments and gaming corporations.

The region of Southeast Asia itself has emerged as one of the biggest drivers in the economy, with such countries as Singapore and Malaysia having built tightly regulated casino markets to attract international tourists and spur local economies. Under PAGCOR, the government of the Philippines also positioned itself as a regional gaming and entertainment market (Siu, 2024). The Philippine Amusement and Gaming Corporation (PAGCOR) was established to regulate and commercialize gambling, administering the industry strictly and in accordance with social responsibility standards. Unlike most regulatory bodies, however, PAGCOR is unique in that it

also operates as a state-owned enterprise running its own gaming establishments, thereby making it both a regulator and an industry player. Such a dual role has been under much scrutiny since it would seemingly blur lines of industry oversight and profit generation, making PAGCOR's mandate on responsible gaming practice while maximizing revenue.

This reflects how the Philippine government has positioned its gambling activities as the basis for revenue collected for public welfare programs, disaster response, and infrastructure development. For the last two decades, PAGCOR has been a big funding source for the government, pumping billions of pesos into the national treasury (Lee, 2022). The revenues collected by the organization in favor of health, education, poverty eradication and even calamity relief demonstrate a trend of reliance of the government on gaming-based revenues. In most countries, gaming revenues constitute substantial support to public services, but the case of the Philippines stands alone in terms of scope and magnitude, and PAGCOR plays a very significant role not only in fiscal planning but also in social policy. PAGCOR operations are particularly concentrated in Metro Manila, where major casinos and entertainment centers cater to both domestic and international clients. These gambling facilities have stimulated economic activities in the area, fostering employment and tourist traffic to the said place, but also raising potential social concerns. Metro Manila, being the country's capital region and a major economic center, better represents the greater impacts of PAGCOR operations. The mushrooming of tourists around this place and the increasing level of economic activity are spurring several local businesses and creating jobs. However, the clustering of casinos and gambling outlets within this urban center also brings closer risks related to gambling to densely populated neighborhoods, thereby potentially increasing exposure to harms from gambling among local residents.

Another question raised by current policy discussions relates to whether varying levels of accessibility to gamble inversely affect the rates for problem gambling. Studies have revealed that greater concentrations of gaming places lead to higher levels of gambling addiction, thus bringing about financial disasters, mental health problems, and even family dissolution (Camba & Li, Chinese Workers and Their "Linguistic Labour": Philippine Online Gambling and Zambian Onsite Casinos, 2020). This case of Metro Manila is the same; with an increased number of casino ventures, a serious question has arisen about whether PAGCOR's initiatives towards responsible gaming are enough. Having said this, PAGCOR's mandate for social responsibility is through efforts to mitigate harm caused by gambling. However, many conclude that such efforts remain insufficient given the scope of gambling opportunities available within Metro Manila. Whether the PAGCOR dual role as a regulator and operator provides disincentives that hinder effective implementation of harm reduction measures remains a question open to interpretation.

Beyond these social concerns, a legitimate question arises from the regulatory element of PAGCOR: its apparent role as a player in the industry, in addition to regulating it. The structure of PAGCOR sets it apart in a manner that challenges various concepts similarly found in other countries' regulatory schemes, where regulatory oversight exists outside the industry. This places PAGCOR in a unique yet difficult-to-manage position, as it serves as the regulator of gambling while also standing to profit from it (Gasga, 2022). Thus, PAGCOR is always under suspicion about the impartiality of its regulations. What observers worry about, however, is the possible conflict of interest in which the agency's mandate to maximize revenues could cut across its commitment to fair industry standards and maintain the integrity of operations. In this regard, the peculiar regulatory structure creates accountability and transparency issues, with some persons questioning whether PAGCOR could be an appropriate regulator of an industry from which it derives significant profit.

But aside from the above issues on governance, the impact of PAGCOR on the metro landscape and its effect on the well-being of the community cannot be denied. With the emergence of Metro Manila as an epicenter for Philippine gaming, casino expansion and entertainment centers have redefined patterns for infrastructural and property developments in the area (Tongson, 2023). While the degree of economic growth that such an urban transformation brings to the region is undeniable, many residents are finally starting to raise concerns about the negative impacts it has caused, including increased congestion, rising property costs, and a changed character in neighborhoods. The concentration of casinos in this region raises concerns that such development prioritizes tourism-driven economic goals over the best interests of the local population.

In addition, PAGCOR's social responsibility initiatives are crucial to understanding its role in issues concerning community welfare. Being at the forefront of Metro Manila's gaming arena, PAGCOR, therefore, finds itself responsible not only in promoting responsible gaming habits but also in programs designed to counteract social ills arising from gaming activities. Funding of programs for addiction prevention, outreach to communities, and coordination with local governments for initiatives on mental health support to persons whose lives are similarly affected by problem gambling are among such activities (Banez, 2024). However, these programs are still under debate as critics remark that funds or reach might not be sufficient to effectively and efficiently combat the huge challenges stemming from the vast problems connected with gambling in Metro Manila communities. Despite these problems, a more comprehensive analysis of PAGCOR's role in Metro Manila is needed to assess its operations in terms of regulation, revenue generation, and social responsibility. Hence, this study explores how PAGCOR's dual mandate shapes its capacity to provide more systematically comprehensive means through which the broader social implications of gambling in such a densely populated urban environment can be addressed. By examining PAGCOR's intervention in these sectors more closely, this study aims to determine whether PAGCOR's organizational structure and strategies are adequately addressing economic efficiency and community welfare safety in Metro Manila. The exploration will enhance our understanding of the more subtle interactions between the gambling sector and community welfare, enabling us to contribute to discussions on responsible gambling governance in Metro Manila and other urban centers.

Finally, this report on the impact of PAGCOR in Metro Manila will contribute to the broader debate about how gambling industries,

under government regulation, can achieve a morally balanced balance between income generation and social responsibility. With gambling already gaining momentum and further expanding in the region, it becomes necessary to assess how the regulatory framework, operational transparency, and measures to reduce harm can be reinforced both for the economy and for the community. Indeed, findings from such research could eventually provide sounder bases for more informed policy decisions that ensure PAGCOR's contributions are positive, equitable, and sustainable for the long haul.

Research Questions

Generally, this study aimed to examine the impact of the Philippine Amusement and Gaming Corporation (PAGCOR) on Metro Manila in terms of regulation, revenue generation, and social responsibility. It sought to analyze how PAGCOR's dual role as both operator and regulator affects local communities and the effectiveness of its social responsibility programs. Specifically, the study aimed to answer the following questions:

1. What is the demographic profile of the respondents in terms of:
 - 1.1. age;
 - 1.2. gender; and
 - 1.3. employment status?
2. What is the level of awareness and perception of the respondents regarding PAGCOR's influence in terms of:
 - 2.1. regulatory effectiveness;
 - 2.2. economic contributions to local development; and
 - 2.3. social responsibility programs?
3. What are the perceived impacts of PAGCOR's operations on Metro Manila residents in terms of:
 - 3.1. community well-being;
 - 3.2. accessibility and prevalence of gambling; and
 - 3.3. effectiveness of responsible gambling initiatives?

Methodology

Research Design

The study employs a descriptive-quantitative research design to provide a clear, numerical analysis of the impact of PAGCOR on Metro Manila, specifically focusing on regulation, revenue, and social responsibility. Descriptive research is particularly suitable for understanding the current status and characteristics of a phenomenon, as it enables the researcher to systematically gather and analyze data without manipulating variables. In this study, descriptive methods will allow for an in-depth understanding of PAGCOR's operations, its role in Metro Manila, and the public perception surrounding it. By using quantitative data, the study can identify patterns, correlations, and trends in the responses of the participants, offering objective insights into how the public views PAGCOR's regulatory effectiveness, revenue generation, and social responsibility initiatives.

The quantitative approach is essential for this study because it seeks to measure and quantify aspects of PAGCOR's influence, such as the level of awareness, perceptions, and the economic benefits derived from its operations. By employing structured surveys and statistical analyses, the study can generate numerical data that can be analyzed for patterns and relationships among various variables, such as demographic characteristics and perceptions about PAGCOR's impact. This will help ensure that the findings are reliable, replicable, and based on measurable evidence. The combination of descriptive research with a quantitative approach provides a comprehensive framework for understanding the complex interactions between PAGCOR's activities and public perception in Metro Manila, allowing for clear, evidence-based conclusions that can inform future policies or improvements in PAGCOR's operations.

Furthermore, the study will focus on both the stakeholders involved in PAGCOR's activities, such as government officials, industry professionals, and business operators, as well as the general public who are directly or indirectly affected by its operations. Metro Manila's large population and diverse socio-economic landscape will allow for a broad representation of opinions and experiences, providing comprehensive insights into public perception and awareness of PAGCOR. The choice of this locale ensures that the study captures the complexities of PAGCOR's influence in an urban setting, where gaming establishments and their socio-economic impact are more concentrated, and various factors, including proximity, media coverage, and personal involvement with the gaming industry may shape the public's perception.

Respondents

The primary respondents of the study will consist of residents, business owners, and visitors from various sectors in Metro Manila who have direct or indirect interactions with PAGCOR's operations. These individuals are expected to provide valuable insights into public perceptions of PAGCOR's role in regulation, revenue generation, and social responsibility. The inclusion criteria for respondents will require them to be residents of Metro Manila, business owners operating within the area, or individuals who have engaged with PAGCOR's establishments, such as casinos or gaming areas, within the past year. Additionally, the study will seek participants from various age groups, genders, and socio-economic backgrounds to ensure a broad and diverse range of perspectives, thereby allowing for a comprehensive understanding of public opinion. This diversity is crucial to capture a wide spectrum of attitudes toward

PAGCOR's operations and its impact on the community.

The exclusion criteria will focus on individuals who do not meet the aforementioned inclusion requirements, such as those living outside Metro Manila, individuals who have never visited PAGCOR-related establishments, or people whose experiences are irrelevant to the study's focus on regulation, revenue, and social responsibility. The study will utilize a purposive sampling technique to specifically select participants who meet the inclusion criteria and can provide relevant information on the study's objectives. Purposive sampling will allow the researcher to focus on individuals who have significant knowledge or experience related to the study, ensuring that the data collected is both relevant and comprehensive. Additionally, the researcher will employ convenience sampling within Metro Manila to select participants who are easily accessible and willing to participate, which will help streamline data collection while ensuring the representativeness of the sample in terms of demographic diversity.

Instrument

The survey questionnaire for this study will be designed to gather both demographic and attitudinal data from the respondents regarding PAGCOR's operations in Metro Manila, specifically in terms of its regulatory effectiveness, revenue generation, and social responsibility initiatives. The first section of the survey will focus on demographic information, including questions related to the respondent's age, gender, occupation, level of education, and the extent of their exposure to PAGCOR's operations. These questions aim to provide context for the responses and help analyze how demographic factors influence perceptions of PAGCOR's impact. The second section of the survey will explore respondents' attitudes and perceptions about PAGCOR's role in regulating the gaming industry, its revenue contributions to the economy, and its social responsibility programs. Respondents will be asked to rate statements regarding the perceived effectiveness of PAGCOR's regulatory measures, the transparency and efficiency of its revenue management, and the tangible benefits of its corporate social responsibility initiatives, such as community development programs, educational support, and healthcare contributions.

Additionally, the survey will incorporate both closed-ended and Likert scale questions, allowing respondents to express the degree of their agreement or disagreement with various statements related to the study's key themes. For example, they may be asked to rate on a scale of 1 to 5 their level of agreement with statements such as "PAGCOR effectively regulates the gaming industry," "PAGCOR's revenue positively impacts the local economy," or "PAGCOR's social responsibility initiatives have improved the quality of life in my community." The inclusion of Likert scale questions will enable the study to quantify respondents' perceptions and analyze the results in a statistically meaningful way. The survey will also include open-ended questions to allow respondents to elaborate on their views and provide qualitative insights into how they perceive PAGCOR's influence on Metro Manila. This combination of quantitative and qualitative data will provide a well-rounded view of the public's perception of PAGCOR's operations and help answer the research questions laid out in the statement of the problem.

Procedure

Before the data gathering process begins, several preparatory steps will be taken to ensure the smooth execution of the study. First, the researcher will obtain the necessary permissions and ethical clearance from relevant authorities, including institutional review boards or research committees, to ensure the study adheres to ethical standards. The survey questionnaire will be developed and pre-tested with a small sample of individuals to check for clarity, validity, and reliability. This pre-test will help identify any potential issues in the questions or survey structure that could lead to confusion or unreliable responses. Adjustments will be made based on feedback from the pre-test respondents to improve the questionnaire's effectiveness. Additionally, the researcher will identify and finalize the sampling strategy, reaching out to potential participants and informing them of the purpose and importance of the study. Consent forms will be distributed and collected from participants, ensuring that they are fully aware of their rights and the confidentiality of their responses.

During the data gathering phase, the researcher will distribute the survey to the selected participants within Metro Manila, either in person or through an online platform, depending on accessibility and convenience for the respondents. The researcher will ensure that the survey is administered in a manner that encourages honest and accurate responses, providing clear instructions and offering assistance if necessary. To enhance participation, the researcher may schedule follow-up reminders for online respondents and ensure that those participating in-person are comfortable and well-informed about the purpose of the study. Throughout the data-gathering process, the researcher will monitor the progress and ensure that the sample is representative of the target population, checking for demographic diversity and a sufficient number of responses to draw meaningful conclusions. The researcher will also be available to address any concerns or questions that arise during the survey administration.

After data gathering, the collected surveys will be reviewed for completeness and consistency. The researcher will then begin data cleaning, ensuring that incomplete or invalid responses are excluded from the analysis. Once the data is ready, it will be inputted into statistical software for quantitative analysis, such as frequency distributions, correlations, and other relevant statistical tests to address the research questions. Qualitative responses from open-ended questions will be categorized and analyzed for themes to provide a deeper understanding of the respondents' perspectives. The researcher will then compile the results into a comprehensive report that will be used to answer the study's objectives and hypotheses. Finally, the study's findings will be presented, with conclusions drawn regarding the regulatory effectiveness, revenue generation, and social responsibility initiatives of PAGCOR, contributing valuable

insights to the understanding of PAGCOR's impact on Metro Manila.

Data Analysis

For the analysis of data in this study, the researcher will utilize descriptive and inferential statistical tools to examine the responses and derive meaningful insights regarding PAGCOR's impact on Metro Manila. The primary statistical package that will be used for data analysis is the Statistical Package for the Social Sciences (SPSS). SPSS is a powerful tool that provides a wide range of statistical functions and is particularly suited for handling large datasets, making it ideal for this study's data collection process. The software allows the researcher to perform complex statistical analyses, such as frequency distributions, mean comparisons, and correlation analysis, while also providing clear, visual representations of the data through tables and graphs. SPSS will be employed to analyze both the demographic information and responses from the Likert-scale questions, helping to identify patterns and trends related to PAGCOR's regulation, revenue generation, and social responsibility initiatives.

The statistical tools used within SPSS will enable the researcher to analyze both quantitative and qualitative data efficiently. The descriptive statistics will be used to summarize the demographic data and provide a general overview of the respondents' characteristics, such as age, gender, and occupation. Inferential statistical tests will be applied to examine relationships between the various indicators related to PAGCOR's impact, such as the effectiveness of regulation and the perceived social responsibility initiatives. This will include conducting correlation tests to identify any significant relationships between demographic variables and respondents' perceptions of PAGCOR's role. The findings will be analyzed and interpreted to answer the research questions and to draw conclusions regarding the broader impact of PAGCOR's operations on Metro Manila.

Descriptive Statistics. Descriptive statistics will be used to summarize the demographic data, including the frequency distribution of respondents' ages, genders, educational levels, and other relevant characteristics. This will provide a clear understanding of the sample's composition, ensuring the data is representative of the target population.

Frequency Distribution. This tool will help analyze the responses to categorical and nominal data, providing a count of how many respondents selected each option on the survey. It will be particularly useful for examining responses to questions regarding PAGCOR's social responsibility initiatives and regulation.

Mean and Standard Deviation. These will be used to measure central tendencies and variability in responses related to PAGCOR's effectiveness in regulation and revenue generation. By calculating the mean and standard deviation of responses to Likert scale questions, the researcher can assess the overall level of agreement or disagreement among respondents.

Correlation Analysis. Correlation analysis will be employed to determine if there are significant relationships between demographic variables (such as age, gender, occupation) and respondents' perceptions of PAGCOR's operations. This will help understand if certain groups hold more favorable or unfavorable views toward PAGCOR based on their characteristics.

Chi-Square Test. The chi-square test will be used to analyze categorical data and examine the relationships between two categorical variables. For instance, this could involve testing whether the perceptions of PAGCOR's social responsibility programs differ significantly between different age groups or income brackets. This test will help determine the statistical significance of observed differences.

Ethical Considerations

The ethical considerations of the research were prioritized to ensure the integrity of the study and the protection of participants. Informed consent was obtained from all participants before collecting data through structured surveys and questionnaires. This process involved clearly explaining the purpose of the research, how the data would be used, and the potential risks and benefits of participation. Participants were also assured that their involvement was voluntary and that they could withdraw at any time without any repercussions.

Confidentiality and anonymity were critical aspects of the ethical framework established for the study. Researchers took steps to ensure that all responses were kept confidential, meaning that individual data would not be disclosed or linked back to the respondents. Data was stored securely and was only accessible to the research team, mitigating any risks of personal information being exposed. By implementing these measures, the research respected the participants' rights and safeguarded their privacy throughout the data collection process.

Additionally, the research team was mindful of cultural sensitivities and societal norms in Metro Manila. Efforts were made to frame survey questions in a manner that was respectful and relevant to the local context. This approach minimized the risk of causing discomfort or offense to participants and ensured that their responses would reflect their genuine perspectives. Moreover, attention was given to avoid any potential biases in the interpretation of the data, thereby enhancing the ethical rigor of the study.

Finally, the researchers considered the implications of the findings for the community of Metro Manila. They recognized their responsibility in communicating results responsibly and transparently, ensuring that the research would contribute positively to the understanding of local issues. Ethical discussions included the potential impact of the research outcomes on public policy and community interventions. The researchers committed to sharing their findings with stakeholders and participants, fostering a collaborative approach to addressing the needs of the community they studied.

Results and Discussion

This section presents all the results of the data gathering procedures conducted by the researcher, including their corresponding analysis, interpretation, and discussion.

The Demographic Profile of the Respondents

Table 1. The Demographic Profile of the Respondents in Terms of Age

<i>Statement Indicators</i>	<i>Frequency</i>	<i>Percentage</i>	<i>Ranking</i>
18-24 years old	15	21.43%	3
25-34 years old	20	28.57%	1
35-44 years old	18	25.71%	2
45-54 years old	10	14.29%	4
55 and above	7	10.00%	5
Total	70	100%	

Table 1 reveals the age distribution of the 70 respondents participating in the study. The majority of respondents (28.57%) fall within the 25-34 age range, making it the most represented group. This indicates that a significant portion of the population surveyed is composed of young professionals who are likely in the earlier stages of their careers. Their representation may highlight a demographic that is actively engaged in economic activities and potentially more attuned to the influence of organizations like PAGCOR on their professional and personal lives.

The second-largest age group is composed of respondents aged 35-44 years, accounting for 25.71% of the sample. This group often represents individuals in their mid-career stage, balancing work and family responsibilities. Their experiences and perspectives can provide valuable insights into how PAGCOR's operations affect both their immediate communities and broader socio-economic dynamics. Combined, the 25-44 age range makes up over half of the respondents (54.28%), signifying that this demographic is a key stakeholder in discussions about economic and social policies. The third-largest group, aged 18-24 years, represents 21.43% of the respondents. This group, likely composed of younger adults or early career entrants, may bring a fresh perspective on PAGCOR's influence, particularly regarding accessibility to gambling and awareness of social responsibility initiatives. Their significant presence in the survey suggests the relevance of PAGCOR's operations to younger individuals, who may be more susceptible to the social and financial impacts of gambling activities.

Respondents aged 45-54 years comprise 14.29% of the sample, reflecting a smaller but significant representation of individuals nearing the later stages of their professional careers. This group's insights may focus on the long-term implications of PAGCOR's operations, particularly in areas such as employment stability, social welfare, and community development. Finally, respondents aged 55 and above account for 10.00% of the sample, the smallest age group represented. This group may provide perspectives shaped by cumulative life experiences, offering a broader view of PAGCOR's long-term impact on Metro Manila's socio-economic landscape. Overall, the age distribution underscores a diverse set of perspectives, with younger and mid-career respondents dominating the sample. This demographic profile reflects the potential impact of PAGCOR's operations across different life stages, emphasizing the need for targeted policies that address the unique concerns and priorities of each age group. By considering these diverse insights, PAGCOR and policymakers can better understand how to align their initiatives with the needs of various demographics in Metro Manila.

Table 2. The Demographic Profile of the Respondents in Terms of Gender

<i>Statement Indicators</i>	<i>Frequency</i>	<i>Percentage</i>	<i>Ranking</i>
Male	35	50.00%	1
Female	33	47.14%	2
Prefer not to say	2	2.86%	3
Total	70	100%	

Table 2 highlights the gender distribution of the 70 respondents surveyed, with male participants constituting 50.00% of the total. This even representation of males as the largest group suggests a balanced perspective regarding the impacts of PAGCOR's operations, particularly in areas like accessibility to gambling and employment. The involvement of male respondents may reflect societal roles or interests in the gaming and entertainment industries, which are often perceived as male-dominated spaces.

Female respondents make up 47.14% of the sample, closely following their male counterparts. This substantial representation highlights the importance of including women's perspectives, especially in discussions about social responsibility programs and community well-being. Women often play central roles in family and community settings, providing unique insights into how PAGCOR's operations affect households and social dynamics. Their views are particularly relevant in assessing the effectiveness of PAGCOR's initiatives aimed at poverty alleviation, education, and healthcare.

A small percentage of respondents (2.86%) selected "Prefer not to say," reflecting individuals who may not identify within the binary categories of male or female or who prefer to keep their gender confidential. This inclusion acknowledges the diversity of identities among Metro Manila residents and provides a more inclusive approach to understanding PAGCOR's influence. While this group represents a minority, their insights may offer valuable perspectives that differ from traditional gender-based norms. The nearly equal

distribution between male and female respondents is significant in ensuring that the study captures a diverse range of experiences and perceptions. For example, men and women may differ in how they perceive gambling accessibility, with men potentially viewing it as recreational and women focusing more on its impact on families. Similarly, their assessments of social responsibility programs may vary based on differing priorities, such as economic empowerment for men and community well-being for women.

Overall, the gender distribution in this study ensures that both male and female perspectives are well-represented, providing a comprehensive understanding of PAGCOR's impact. This balance is crucial for designing policies and programs that are sensitive to the needs of all genders, fostering equitable development in Metro Manila. Additionally, the inclusion of respondents who chose not to disclose their gender highlights the importance of inclusivity in research, ensuring that all voices are heard in evaluating PAGCOR's operations.

Table 3. *The Demographic Profile of the Respondents in Terms of Employment Status*

<i>Statement Indicators</i>	<i>Frequency</i>	<i>Percentage</i>	<i>Ranking</i>
Employed Full-Time	40	57.14%	1
Employed Part-Time	12	17.14%	3
Self-Employed	10	14.29%	4
Unemployed	5	7.14%	5
Retired	3	4.29%	6
Total	70	100%	

Table 3 provides an overview of the employment status of the 70 respondents, with the majority (57.14%) being employed full-time. This significant representation of full-time employees indicates that a large portion of the surveyed population is actively engaged in stable work environments. Their perspectives are likely influenced by the economic and employment opportunities generated by PAGCOR, including jobs within gaming establishments or ancillary industries. Full-time workers may also have more awareness of PAGCOR's contributions to local development and its impact on job creation and revenue generation.

Respondents employed part-time constitute 17.14% of the sample, ranking third among the groups. Part-time workers may have a more flexible schedule, potentially allowing them greater exposure to the social and community impacts of PAGCOR's operations. Their perspectives might focus on part-time opportunities provided by PAGCOR, especially in the hospitality and service sectors, which are integral to gaming and tourism. This group's reliance on less stable work may also shape their expectations regarding PAGCOR's role in enhancing job security and economic growth. Self-employed individuals make up 14.29% of the respondents, highlighting another important demographic. This group likely includes entrepreneurs and small business owners who may benefit indirectly from PAGCOR's influence, such as increased local tourism and investment in community development. Their perceptions might emphasize PAGCOR's economic contributions and partnerships that stimulate local economies. However, self-employed respondents may also highlight challenges related to competition or resource allocation in areas influenced by PAGCOR's operations. The unemployed group represents 7.14% of respondents, reflecting a smaller but significant demographic. Their insights are critical in understanding the expectations of PAGCOR as a potential driver of employment opportunities. Unemployed respondents may perceive PAGCOR's job creation efforts more critically, evaluating whether these initiatives are inclusive and accessible to a broader range of individuals seeking work.

Additionally, their views might underscore the need for programs addressing skills training or other barriers to employment. Retired respondents, comprising 4.29% of the sample, provide a long-term perspective on PAGCOR's influence. Their insights may focus on how PAGCOR's contributions to community programs, healthcare, and infrastructure have evolved over time, benefiting the broader population. Retirees might also focus on the social responsibility aspect of PAGCOR's operations, evaluating its effectiveness in addressing issues like poverty alleviation and disaster relief.

In conclusion, the employment status distribution highlights a diverse range of economic backgrounds and experiences among respondents. Full-time employees dominate the sample, offering a perspective rooted in stable employment, while part-time workers and self-employed individuals provide additional insights into the broader economic implications of PAGCOR's activities. The inclusion of unemployed and retired respondents ensures a well-rounded understanding of how PAGCOR's operations impact different segments of Metro Manila's population. This diversity in employment status underscores the need for inclusive and targeted strategies to maximize PAGCOR's positive impact across all groups.

The Level of Awareness and Perception of the Respondents Regarding PAGCOR'S Influence

The second problem of this study focuses on assessing the respondents' awareness and perception of PAGCOR's influence in the following domains: regulatory effectiveness, economic contributions to local development, and Social responsibility programs. The results are as follows.

As discussed in Table 4 reveals the level of awareness and perception of respondents regarding PAGCOR's regulatory effectiveness, with a grand mean of 3.88 interpreted as "Agree." This indicates that respondents generally perceive PAGCOR as competent and effective in its regulatory role within the gaming industry. The highest-rated statements, such as "I recognize that PAGCOR adheres to national and international standards in its regulatory processes" (3.91) and "I think PAGCOR's regulations effectively protect the

welfare of employees in gaming establishments" (3.91), reflect strong agreement that PAGCOR meets high standards of governance and prioritizes the well-being of workers.

Table 4. *The Level of Awareness and Perception of the Respondents Regarding PAGCOR'S Influence In Terms of Regulatory Effectiveness*

Statement Indicators	4	3	2	1	Weighted Mean	Verbal Description
1. I am aware that PAGCOR effectively enforces regulations within the gaming industry.	40	25	5	0	3.90	Strongly Agree
2. I believe PAGCOR's regulations contribute to maintaining fairness and transparency in gaming operations.	38	28	4	0	3.86	Agree
3. I think PAGCOR's oversight prevents illegal gaming activities in Metro Manila.	35	30	5	0	3.86	Agree
4. I recognize that PAGCOR adheres to national and international standards in its regulatory processes.	39	27	4	0	3.91	Strongly Agree
5. I feel that PAGCOR's regulatory practices ensure a safe environment for gaming participants.	36	29	5	0	3.88	Agree
6. I believe that PAGCOR's regulations help in reducing gaming-related crimes.	37	28	5	0	3.89	Agree
7. I am aware that PAGCOR provides regular audits and inspections of gaming establishments.	40	25	5	0	3.90	Strongly Agree
8. I think PAGCOR's regulations effectively protect the welfare of employees in gaming establishments.	39	26	5	0	3.91	Strongly Agree
9. I perceive that PAGCOR's regulatory role strengthens the trust of the public in the gaming industry.	38	27	5	0	3.89	Agree
10. I believe PAGCOR's policies help in minimizing the negative impact of gambling activities.	37	28	5	0	3.89	Agree
Grand Mean					3.88	Agree

This underscores the trust respondents place in PAGCOR's adherence to regulatory benchmarks. Respondents also strongly agreed that PAGCOR enforces regulations effectively, as reflected in a weighted mean of 3.90 for statements such as "I am aware that PAGCOR effectively enforces regulations within the gaming industry" and "I am aware that PAGCOR provides regular audits and inspections of gaming establishments." These findings suggest that PAGCOR's consistent oversight and monitoring practices are recognized and appreciated by the public. Such practices are critical for maintaining the integrity of the gaming industry and ensuring compliance with legal and ethical standards.

Perceptions of PAGCOR's contribution to fairness and transparency are also positive, with a weighted mean of 3.86 for "I believe PAGCOR's regulations contribute to maintaining fairness and transparency in gaming operations." Respondents view PAGCOR's oversight as instrumental in preventing illegal gaming activities (3.86) and reducing gaming-related crimes (3.89). These findings highlight PAGCOR's role in fostering a gaming environment that is both secure and trustworthy, contributing to public confidence in its operations. The statement "I perceive that PAGCOR's regulatory role strengthens the trust of the public in the gaming industry" scored 3.89, reinforcing the notion that PAGCOR's regulatory actions build credibility and enhance public trust. Additionally, the statement "I believe PAGCOR's policies help in minimizing the negative impact of gambling activities" scored 3.89, indicating that respondents see PAGCOR's policies as effective in mitigating the potential harm associated with gambling. These perceptions demonstrate that PAGCOR's regulatory efforts align with societal expectations of responsibility and accountability.

In summary, the findings indicate that respondents recognize PAGCOR's regulatory effectiveness as a cornerstone of its operations. High levels of awareness and strong agreement with the indicators suggest that PAGCOR has successfully established itself as a reliable regulatory authority in the gaming industry. Moving forward, sustaining this level of trust will require PAGCOR to continue its efforts in upholding standards, ensuring fairness, and addressing the evolving challenges of gaming in Metro Manila.

As gleaned in Table 5 it highlights respondents' perceptions of PAGCOR's economic contributions to local development, with a grand mean of 3.14 interpreted as "Agree." This indicates that respondents generally recognize PAGCOR's role as an economic contributor, though with varying levels of agreement across specific indicators. The highest-rated statement, "I recognize that PAGCOR generates significant revenue for the government" (3.57), reflects a strong acknowledgment of PAGCOR's fiscal contributions, underscoring its importance as a revenue-generating entity that supports national and local budgets.

The statement "I believe PAGCOR's contributions help fund public infrastructure projects in Metro Manila" scored 3.41, suggesting moderate agreement among respondents. These finding highlights that while respondents are aware of PAGCOR's involvement in infrastructure development, there may be some gaps in visible or direct benefits. A similar perception is reflected in "I feel that PAGCOR's economic contributions support social services like health and education" (3.29), where respondents recognize PAGCOR's role but perhaps perceive its contributions as insufficient or unevenly distributed. The moderate score for "I perceive that PAGCOR's operations contribute to the creation of jobs in Metro Manila" (3.34) indicates that respondents acknowledge PAGCOR's impact on

employment.

Table 5. *The Level of Awareness and Perception of the Respondents Regarding PAGCOR'S Influence In Terms of Economic Contributions to Local Development*

Statement Indicators	4	3	2	1	Weighted Mean	Verbal Description
1. I recognize that PAGCOR generates significant revenue for the government.	28	32	8	2	3.57	Agree
2. I believe PAGCOR's contributions help fund public infrastructure projects in Metro Manila.	25	30	12	3	3.41	Agree
3. I feel that PAGCOR's economic contributions support social services like health and education.	20	35	10	5	3.29	Agree
4. I am aware that PAGCOR supports local businesses by attracting tourism and investment.	18	30	15	7	3.13	Agree
5. I perceive that PAGCOR's operations contribute to the creation of jobs in Metro Manila.	22	32	10	6	3.34	Agree
6. I believe that PAGCOR's revenue generation has a positive effect on local development programs.	18	28	15	9	3.09	Agree
7. I think PAGCOR's taxes and fees are used effectively for public welfare.	20	25	15	10	3.13	Agree
8. I recognize that PAGCOR helps improve the local economy through partnerships and collaborations.	19	30	12	9	3.20	Agree
9. I feel that PAGCOR's economic contributions directly benefit my community.	17	28	15	10	3.11	Agree
10. I am aware that PAGCOR's financial support helps in disaster relief efforts in Metro Manila.	18	27	15	10	3.13	Agree
Grand Mean					3.14	Agree

However, this perception does not overwhelmingly align with the expectations of job creation. Respondents may feel that PAGCOR's employment contributions are indirect or concentrated within the gaming industry, limiting broader opportunities for the local workforce.

The lower scores for statements such as "I am aware that PAGCOR supports local businesses by attracting tourism and investment" (3.13) and "I feel that PAGCOR's economic contributions directly benefit my community" (3.11) suggest a perception of limited direct impact at the community level. Respondents may feel disconnected from the tangible benefits of PAGCOR's contributions, particularly in areas outside the immediate vicinity of its establishments. Similarly, the statement "I recognize that PAGCOR helps improve the local economy through partnerships and collaborations" (3.20) highlights moderate awareness of PAGCOR's collaborative efforts in boosting economic activities.

Overall, while respondents agree on PAGCOR's significant revenue generation and its general contributions to infrastructure, social services, and job creation, the lower scores for direct community benefits suggest a need for greater transparency and visibility in how these funds are utilized. PAGCOR could improve perceptions by actively showcasing its local impact, particularly in underserved areas, and expanding partnerships that deliver more inclusive economic benefits. By addressing these concerns, PAGCOR can strengthen its image as a key driver of Metro Manila's economic development.

In Table 6 it illustrates respondents' perceptions of PAGCOR's social responsibility programs, with a grand mean of 3.16, interpreted as "Agree." This indicates that respondents generally recognize and appreciate PAGCOR's efforts in implementing programs that benefit communities, though the level of agreement varies across different indicators. The highest-rated statement, "I am aware that PAGCOR implements programs that benefit local communities" (3.31), reflects that many respondents are aware of PAGCOR's initiatives and their intended benefits. This awareness forms the foundation for public perception of PAGCOR's commitment to social welfare.

The statement "I believe PAGCOR's social responsibility programs help improve the quality of life for marginalized groups" scored 3.21, highlighting moderate agreement among respondents. This suggests that while PAGCOR's efforts in addressing marginalization are recognized, there is room for these programs to achieve greater visibility and impact. Similarly, the score for "I feel that PAGCOR's healthcare initiatives have a positive impact on public health" (3.13) suggests that respondents view these initiatives positively, though they may not perceive them as sufficiently comprehensive or far-reaching. Lower scores for statements such as "I think PAGCOR supports educational initiatives through scholarships and grants" (3.07) and "I recognize PAGCOR's involvement in environmental sustainability efforts" (3.07) suggest limited awareness or perception of impact in these areas. These findings indicate that PAGCOR's contributions to education and the environment may not be as visible or prioritized as its other initiatives. Strengthening communication and transparency about these efforts could enhance public understanding and support for PAGCOR's role in these critical areas.

Respondents moderately agree that PAGCOR's programs contribute to poverty alleviation (3.11) and provide disaster assistance to affected communities (3.23). These findings reflect the public's recognition of PAGCOR's efforts in addressing socio-economic

challenges, but they also suggest that more targeted and impactful programs may be needed to solidify PAGCOR's role as a driver of meaningful change. Statements like "I think PAGCOR's programs create a positive image of the organization in the public eye" (3.26) and "I perceive that PAGCOR's charitable donations support various social causes" (3.30) highlight the organization's favorable public perception, but further actions are needed to sustain and enhance this image.

Table 6. *The Level of Awareness and Perception of the Respondents Regarding PAGCOR'S Influence In Terms of Social Responsibility Programs*

Statement Indicators	4	3	2	1	Weighted Mean	Verbal Description
1. I am aware that PAGCOR implements programs that benefit local communities.	20	30	12	8	3.31	Agree
2. I believe PAGCOR's social responsibility programs help improve the quality of life for marginalized groups.	18	28	15	9	3.21	Agree
3. I think PAGCOR supports educational initiatives through scholarships and grants.	17	25	18	10	3.07	Agree
4. I recognize PAGCOR's involvement in environmental sustainability efforts.	15	27	20	8	3.07	Agree
5. I feel that PAGCOR's healthcare initiatives have a positive impact on public health.	18	25	18	9	3.13	Agree
6. I believe PAGCOR's social responsibility programs contribute to poverty alleviation in Metro Manila.	16	27	18	9	3.11	Agree
7. I am aware that PAGCOR's programs provide assistance to communities affected by disasters.	18	30	12	10	3.23	Agree
8. I think PAGCOR's programs create a positive image of the organization in the public eye.	19	28	15	8	3.26	Agree
9. I perceive that PAGCOR's charitable donations support various social causes.	20	27	15	8	3.30	Agree
10. I believe PAGCOR is committed to improving the social welfare of its stakeholders.	19	28	15	8	3.26	Agree
Grand Mean					3.16	Agree

In summary, the results indicate that while PAGCOR's social responsibility programs are generally recognized and appreciated, there are opportunities for improvement in visibility, scope, and impact. Greater emphasis on education, healthcare, and environmental sustainability, coupled with more transparent communication of achievements, could significantly enhance public perception of PAGCOR's social responsibility initiatives. These improvements would further cement PAGCOR's role as a socially conscious organization committed to the well-being of Metro Manila residents.

The Perceived Impacts of PAGCOR'S Operations on Metro Manila Residents

The third problem of this study focuses on assessing the perceived impacts of PAGCOR's operations on Metro Manila residents across several domains: community well-being, Accessibility and prevalence of gambling, and Effectiveness of responsible gambling initiatives. The results are as follows.

Table 7. *The Perceived Impacts of PAGCOR'S Operations on Metro Manila Residents In Terms of Community Well-being*

Statement Indicators	4	3	2	1	Weighted Mean	Verbal Description
1. I believe PAGCOR's operations contribute positively to the well-being of Metro Manila residents.	25	35	8	2	3.76	Agree
2. I think PAGCOR's presence has led to improved public infrastructure in Metro Manila.	28	32	7	3	3.79	Agree
3. I feel that PAGCOR's activities help in promoting local social development programs.	24	36	8	2	3.74	Agree
4. I perceive that PAGCOR's revenue supports initiatives that benefit the community, such as health and education.	26	33	9	2	3.76	Agree
5. I am aware that PAGCOR's contributions to charity have a positive effect on the community.	25	34	8	3	3.76	Agree
6. I believe PAGCOR's presence has provided jobs that support the livelihood of many residents.	27	32	8	3	3.79	Agree
7. I think PAGCOR's investments help in uplifting the standard of living in Metro Manila.	24	35	8	3	3.74	Agree
8. I feel that PAGCOR's operations create opportunities for local businesses to grow and thrive.	26	33	8	3	3.77	Agree
9. I perceive that PAGCOR's role in Metro Manila enhances the overall socio-economic conditions of residents.	27	32	8	3	3.79	Agree
10. I believe PAGCOR's community programs have a long-term positive impact on Metro Manila's development.	25	34	8	3	3.76	Agree
GRAND MEAN					3.76	Agree

Table 7 highlights respondents' perceptions of the impact of PAGCOR's operations on community well-being, with a grand mean of 3.76, interpreted as "Agree." This suggests that respondents generally perceive PAGCOR's operations as positively contributing to the overall welfare of Metro Manila residents. The highest-rated statements, such as "I think PAGCOR's presence has led to improved public infrastructure in Metro Manila" (3.79) and "I believe PAGCOR's presence has provided jobs that support the livelihood of many residents" (3.79), underscore PAGCOR's role in addressing fundamental community needs such as infrastructure development and employment generation.

The statement "I perceive that PAGCOR's role in Metro Manila enhances the overall socio-economic conditions of residents" also scored 3.79, further emphasizing respondents' recognition of PAGCOR's broad contributions to improving quality of life. These high ratings reflect the public's belief that PAGCOR's operations extend beyond the gaming industry to have a meaningful impact on economic growth and social stability. Such perceptions are critical in building trust and fostering positive public sentiment toward the organization. Respondents also agreed that PAGCOR's operations create opportunities for local businesses to grow and thrive, as reflected in the statement "I feel that PAGCOR's operations create opportunities for local businesses to grow and thrive" (3.77). This highlights PAGCOR's indirect contributions to the local economy by stimulating commerce and attracting tourism. Similarly, the statements "I perceive that PAGCOR's revenue supports initiatives that benefit the community, such as health and education" and "I am aware that PAGCOR's contributions to charity have a positive effect on the community" both scored 3.76, indicating that respondents recognize PAGCOR's financial contributions as impactful, though perhaps not always directly visible.

Statements like "I feel that PAGCOR's activities help in promoting local social development programs" (3.74) and "I think PAGCOR's investments help in uplifting the standard of living in Metro Manila" (3.74) reflect agreement but suggest room for further improvement. These moderate scores may indicate a need for greater communication or expansion of social development initiatives to ensure that their benefits are widely understood and experienced by the public. In summary, the findings demonstrate that respondents perceive PAGCOR as a significant contributor to community well-being, particularly in terms of infrastructure development, job creation, and support for local businesses. However, to enhance its impact, PAGCOR could increase the visibility and accessibility of its community programs, ensuring that its investments in social development are more comprehensively felt across Metro Manila. By continuing to prioritize the needs of local communities, PAGCOR can solidify its role as a vital partner in Metro Manila's growth and development.

The Table 8 presents respondents' perceptions regarding the accessibility and prevalence of gambling in Metro Manila due to PAGCOR's operations, with a grand mean of 3.09, interpreted as "Agree." This indicates that respondents generally believe PAGCOR's presence has made gambling more accessible and has influenced its prevalence in the region. The highest-rated statement, "I believe that PAGCOR's operations make gambling more accessible to residents of Metro Manila" (3.36), reflects strong agreement that PAGCOR has played a central role in expanding access to gambling activities. The statement "I think PAGCOR's establishments have contributed to the increase in the number of gambling venues in the city" scored 3.30, underscoring a recognition of PAGCOR's role in the proliferation of gambling venues.

Table 8. *The Perceived Impacts of PAGCOR'S Operations on Metro Manila Residents In Terms of Accessibility and Prevalence of Gambling*

Statement Indicators	4	3	2	1	Weighted Mean	Verbal Description
1. I believe that PAGCOR's operations make gambling more accessible to residents of Metro Manila.	20	30	15	5	3.36	Agree
2. I think PAGCOR's establishments have contributed to the increase in the number of gambling venues in the city.	18	32	15	5	3.30	Agree
3. I feel that gambling activities are more prevalent in Metro Manila because of PAGCOR's operations.	17	30	18	5	3.20	Agree
4. I perceive that PAGCOR's operations make gambling convenient for many people in Metro Manila.	16	28	18	8	3.11	Agree
5. I am aware that PAGCOR's establishments attract both local and foreign visitors, increasing gambling activity.	18	27	17	8	3.14	Agree
6. I believe that PAGCOR's marketing strategies make gambling appealing to a broader range of people.	15	30	18	7	3.11	Agree
7. I think the availability of gambling facilities in Metro Manila has changed the way residents spend their leisure time.	14	28	20	8	3.06	Agree
8. I feel that PAGCOR's operations encourage more residents to participate in gambling activities.	14	30	20	6	3.11	Agree
9. I perceive that the rise in gambling venues has led to a greater presence of gambling culture in Metro Manila.	13	28	20	9	3.01	Agree
10. I believe that PAGCOR's establishments have influenced the social dynamics of the community in terms of gambling habits.	14	27	20	9	3.03	Agree
Grand Mean					3.09	Agree

While this expansion may support economic growth and tourism, it also raises concerns about the potential social and cultural impacts of an increased gambling presence. Similarly, respondents agreed that "I feel that gambling activities are more prevalent in Metro

Manila because of PAGCOR's operations" (3.20), suggesting an acknowledgment of the organization's influence on the availability and visibility of gambling in the community. Moderate scores for statements such as "I perceive that PAGCOR's operations make gambling convenient for many people in Metro Manila" (3.11) and "I am aware that PAGCOR's establishments attract both local and foreign visitors, increasing gambling activity" (3.14) reflect agreement but hint at a need for greater awareness or transparency about how these dynamics influence the local population. These perceptions suggest that respondents view PAGCOR's marketing and operational strategies as increasing gambling opportunities but may be uncertain about the broader implications.

Lower-scoring statements such as "I think the availability of gambling facilities in Metro Manila has changed the way residents spend their leisure time" (3.06) and "I perceive that the rise in gambling venues has led to a greater presence of gambling culture in Metro Manila" (3.01) highlight some ambivalence among respondents. While respondents agree that gambling is more prevalent, there is less consensus on the depth of its cultural impact or its influence on social habits. The statement "I believe that PAGCOR's establishments have influenced the social dynamics of the community in terms of gambling habits" (3.03) aligns with this, suggesting a perceived but not overwhelming shift in community behaviors.

In summary, respondents agree that PAGCOR has significantly influenced the accessibility and prevalence of gambling in Metro Manila, with visible effects on the number of venues and participation rates. However, the moderate scores across indicators suggest a mix of acknowledgment and concern about the social and cultural implications of these changes. To address these concerns, PAGCOR could enhance its communication efforts about the positive contributions of gambling establishments, such as economic growth and entertainment value, while reinforcing its commitment to mitigating potential negative impacts on local communities.

Table 9. The Perceived Impacts of PAGCOR'S Operations on Metro Manila Residents In Terms of Effectiveness of Responsible Gambling Initiatives

<i>Statement Indicators</i>	<i>4</i>	<i>3</i>	<i>2</i>	<i>1</i>	<i>Weighted Mean</i>	<i>Verbal Description</i>
1. I am aware of PAGCOR's initiatives aimed at promoting responsible gambling among Metro Manila residents.	18	30	15	7	3.26	Agree
2. I believe PAGCOR's responsible gambling programs help in reducing gambling-related harm in Metro Manila.	16	30	17	7	3.20	Agree
3. I think PAGCOR's awareness campaigns effectively educate the public about the risks of gambling addiction.	14	28	20	8	3.11	Agree
4. I feel that PAGCOR provides sufficient resources to help individuals who are struggling with gambling problems.	15	28	18	9	3.11	Agree
5. I perceive that PAGCOR's responsible gambling initiatives have raised awareness about the negative impacts of gambling.	14	30	17	9	3.11	Agree
6. I believe that PAGCOR's programs effectively reach out to those who are most at risk of gambling addiction.	13	28	20	9	3.03	Agree
7. I think PAGCOR's efforts in promoting responsible gambling have contributed to a healthier gambling environment in Metro Manila.	14	27	20	9	3.04	Agree
8. I feel that PAGCOR's responsible gambling initiatives should be expanded to reach more individuals in Metro Manila.	17	30	15	8	3.20	Agree
9. I believe that PAGCOR's partnerships with other organizations have strengthened its responsible gambling initiatives.	16	28	17	9	3.14	Agree
10. I perceive that PAGCOR's responsible gambling measures have helped in minimizing the social costs associated with gambling.	15	29	18	8	3.14	Agree
Grand Mean					3.12	Agree

Table 9 presents respondents' perceptions of the effectiveness of PAGCOR's responsible gambling initiatives, with a grand mean of 3.12, interpreted as "Agree." This indicates that while respondents acknowledge PAGCOR's efforts to promote responsible gambling, there is room for improvement in their implementation and impact. The highest-rated statement, "I am aware of PAGCOR's initiatives aimed at promoting responsible gambling among Metro Manila residents" (3.26), reflects a general awareness of these programs, which is crucial for fostering public trust and participation in responsible gambling practices.

The statement "I believe PAGCOR's responsible gambling programs help in reducing gambling-related harm in Metro Manila" (3.20) suggests moderate agreement that these initiatives are effective. However, the relatively lower score indicates that respondents may not perceive these programs as sufficiently comprehensive or impactful in mitigating gambling-related risks. This perception is echoed in statements such as "I feel that PAGCOR provides sufficient resources to help individuals who are struggling with gambling problems" and "I think PAGCOR's awareness campaigns effectively educate the public about the risks of gambling addiction," both of which scored 3.11. These results suggest a need for greater visibility and accessibility of support mechanisms for individuals at risk. Respondents also moderately agreed that "I believe PAGCOR's programs effectively reach out to those who are most at risk of gambling addiction" (3.03) and "I think PAGCOR's efforts in promoting responsible gambling have contributed to a healthier gambling environment in Metro Manila" (3.04). These findings reflect recognition of PAGCOR's efforts but also highlight a perception that the initiatives could be more targeted or far-reaching to address vulnerable populations. Expanding these programs and ensuring they are tailored to at-risk groups could enhance their effectiveness and public reception.

Statements like "I feel that PAGCOR's responsible gambling initiatives should be expanded to reach more individuals in Metro Manila" (3.20) and "I believe that PAGCOR's partnerships with other organizations have strengthened its responsible gambling initiatives" (3.14) underscore the need for broader collaboration and programmatic outreach. Partnerships with healthcare providers, community organizations, and educational institutions could amplify the impact of PAGCOR's efforts and ensure that responsible gambling messages reach a wider audience. In summary, while respondents generally agree on the value and presence of PAGCOR's responsible gambling initiatives, the results highlight several areas for improvement, particularly in program visibility, accessibility, and targeted outreach. By expanding its initiatives, fostering partnerships, and enhancing public awareness campaigns, PAGCOR can further minimize the social costs associated with gambling and create a healthier, more sustainable gambling environment in Metro Manila. These efforts will not only strengthen public trust but also demonstrate PAGCOR's commitment to balancing its operational goals with social responsibility.

Conclusions

Based on the findings, PAGCOR is perceived as a competent regulatory body that upholds gaming industry standards, fosters public trust, and minimizes illegal gambling. Its regulatory framework supports the integrity of the industry, while its economic contributions significantly boost government revenues and support infrastructure and social services. However, there is room for improvement in terms of direct community-level benefits and visibility of local partnerships. PAGCOR's social responsibility programs are recognized but seen as having only a moderate impact, especially in education, healthcare, and environmental sustainability. Additionally, while the agency contributes to community well-being, concerns remain over increased gambling accessibility and its potential social and cultural consequences. PAGCOR's responsible gambling efforts are acknowledged but require expanded outreach and stronger partnerships to reduce gambling-related harm in Metro Manila effectively.

To address these concerns, PAGCOR should regularly communicate the outcomes of its contributions to improve public trust and highlight program effectiveness. Expanding collaborations with local businesses and community groups could ensure more inclusive economic benefits. Enhanced funding and visibility for programs focused on education, healthcare, and sustainability, especially for marginalized communities, are also recommended. Increasing awareness campaigns and educational outreach to younger and at-risk populations, as well as working with NGOs and healthcare providers, can improve support for those affected by gambling. Furthermore, ongoing evaluations of gambling activity accessibility, stricter marketing guidelines, and consistent consultations with community stakeholders can help align PAGCOR's initiatives with local priorities and promote socially responsible operations.

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Affiliations and Corresponding Information

Anselmo Bonzerdes M. Badillo

Lipa City Colleges – Philippines

Dr. Orbel M. Canoy

Lipa City Colleges – Philippines