**“Statement of the problem”**

The primary issue that the Barangay Pabanlag faces is the inefficiency in the process of obtaining government documents, which poses a significant challenges for both residents and councilors. The lack of manpower often leads to long waiting times and difficulties for residents who have limited free time to visit the barangay hall.

Additionally, there is a concerning lack of awareness among residents about their councilors. Many residents are unfamiliar with the individuals responsible for managing their barangay, which can lead to confusion and mistrust, especially in times of crisis. It is crucial for residents to know their local leaders to ensure accountability and effective governance.

Furthermore, the existing communication channels between the barangay officials and residents are not that much effective. Currently, the primary mode of communication requires residents to visit the barangay hall in person, or through landline and mobile phone call. from residents to barangay hall landline number and mobile number. This type of communication methods is sometimes hinders timely in spreading of important information and updates.

These issues highlight the need for significant improvements in the administrative and communication processes within Barangay Pabanlag to better serve its residents and ensure more effective governance.