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Citizens' satisfaction index on the health services of the local government unit of Binalonan, Pangasinan

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This study assessed the citizens' satisfaction index on the health services of the local government unit of Binalonan, Pangasinan. The descriptive, quantitative cross-sectional method of research was employed with the use of survey questionnaire as the main data-gathering instrument. Slovin's Formula was used to determine the sample size. Frequencies and percentage distributions were used to present the descriptive characteristics of the respondents, while a Pearson r correlation was employed to determine significant relationships. The respondents composed of 395 registered voters with ages 41 and above, mostly females, married, high school graduates, Roman Catholic and residing for 21-30 years, employed as professionals within the barangays with monthly incomes of Php15, 100 and above, majority suffered an illness for the past 12 months and pneumonia topped among other diseases. Results revealed Low Awareness (31.33) and Availment (39.20) net scores on the health services, Fair for Satisfaction net score (59.77) and High for the Importance net score (70.77). There was a positive association between Level of Awareness and Level of Availment ($r=0.827$) but a negative significant relationship between Importance and Satisfaction ($r=-0.945$) and Importance and Availment ($r=-0.946$). Majority of the respondents are not aware of the health services provided by the local government unit. The type of job and monthly income of the respondents affect their availment of health services. The proposed measures should be observed and implemented for the purpose of improving the level of awareness and availment of health services by the people of Binalonan, Pangasinan. Due to the limitations of the study, findings cannot be claimed to be definite, hence, similar studies focusing on health services should be conducted to include other categories under health which are not included in this study.

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