

## ABSTRACT

**Title:** THE LEVEL OF AWARENESS AND SATISFACTION OF BAILEÑOS TOWARDS PROGRAMS AND SERVICES RENDERED BY THE LOCAL HEALTH CENTER

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Health Center is a significant component of our health care system, because they provide essential access to comprehensive primary care in undeserved municipalities (Tobert et. al, 2018). In Gen. E. Aguinaldo, Cavite or commonly known as Bailen, only one Local Health Center provides the needs of the people in terms of maintaining their health. This study aims to know if the services and programs rendered by the local Health Center is enough to satisfy the people of Bailen and to identify the level of awareness and perception of Baileños towards the services and programs provided by the Local Health Center.

Mixed method was used to know the level of awareness and satisfaction of Baileños towards the programs and services rendered by the Local Health Center. For the quantitative part, the researchers used descriptive method of research while for the qualitative part, the researchers used basic qualitative study. The researchers selected 140

respondents from different barangays and chose 4 participants who are well-proficient about the phenomenon being discussed. Purposive sampling was used in determining the respondents and participants of the study. The major tool used in data gathering was a researchers-made questionnaire which is divided into two parts: The level of awareness of Baileños towards the programs offered by the Local Health Center and the satisfaction level of Baileños towards the services rendered by the Local Health Center. The researchers used statistical treatments such as frequency, percentage, distribution and weighted mean. For the unstructured interviews, thematic analysis was utilized to describe the experiences of Baileños towards the services and programs rendered by the Local Health Center. Based on the result, it was revealed that the Baileños is very satisfied to the the programs and services rendered by the Local Health Center. Moreover, this paper concludes that Baileños are very satisfied to the programs and services rendered by the Local Health Center due to their quality service, responsive staffs and respectful healthcare providers.

Finally, this study provides beneficial recommendations which can be a basis for further exploration by the Local Health Center on how they can maintain the quality of service they provide to the people of Bailen.