



Client's Satisfaction with the Services Offered by (Rural Health Units) RHU's in the Province of Capiz

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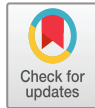
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ABSTRACT

The study was conducted in the 1st District of Capiz. Respondent municipalities were Pilar, President Roxas, Panitan, and Panay. Those who were involved in the study were 320 clients chosen purposively for the realization of the study. This study used the descriptive research design. The distribution of respondents was based on the availability of clients during visitation to the health clinics. It also made use of online poll surveys from known friends for prompt retrieval of data. Respondents of the study were the clients of Rural Health Units and residents of different Municipalities in the 1st District of Capiz. The study started last June 2019, and other pertinent data from the RHUs were gathered until October 2019. Frequency, percentage, and mean analysis were used to interpret the data using SPSS. A huge portion of clients are females; almost half are at the age bracket of 36-45 years old and married. All municipalities had served 4,034 clients for the past three months. The farthest coastal RHU from the city had the highest number of clients served. Clients were highly satisfied with the services offered by RHUs in the Province of Capiz.

Keywords: Satisfaction, RHU, Clients, Health, Capiz, Females.

INTRODUCTION

Everyone wants to live a long life and enjoy it, which requires good health. The problem of the size of the health workforce and the health crisis raises concern over the health of thousands or millions of people. There are gaps in the provision of healthcare due to the unpredictability of health conditions. The need of maintaining excellent health is a must for everyone, and everyone needs to be taken care of. According to the adage "Health is Wealth," healthcare facilities are essential to extending life and preventing sickness. The three elements of high-quality healthcare, according to Donabedian (1980), are amenities, interpersonal quality, and technical quality. The ef

iciency of the care in achieving attainable health improvement is related to technical quality. The degree of patient requirements and preferences are accommodated is referred to as interpersonal quality. The amenities comprise characteristics of the physical surroundings' comfort and characteristics of the way services are organized. With the availability of the fundamental services provided by its health facility, Capiz State University is required to maintain a safe and healthy campus in accordance with worldwide standards and environmental change criteria. Due to the lack of a hospital in the area, faculty and students also utilize the services provided by the rural

health units in the town. The researcher conducted this study to ascertain the scope of services and client satisfaction with the services provided by the Rural Health Units in the Province of Capiz in order to obtain a realistic understanding of the situations occurring in healthcare units.

STATEMENT OF THE PROBLEM

This study was done to find out how satisfied the clients were with the services provided by the rural health units in the Capiz province. In particular, it sought to address the following: 1) Profile of Respondents with regard to sex, age, and civil status; 2) Profile of the RHU with regard to population, land area, number of health workers, services offered, and clients served over the previous three months; and, 3) Clients' level of satisfaction with the services provided by RHUs with regard to amenities, environment, medical expertise, efficiency and systems, and people skills.

METHODOLOGY

The study was conducted in the 1st District of Capiz. Respondent municipalities were Pilar, President Roxas, Panitan, and Panay. The identification of these municipalities was made possible through the help of the different LGUs who were involved in their place to be the study area. Client respondents were supposedly 340 persons from the different municipalities using a 5% margin of error from the formula of Cochran taken from the total number of clients served for past 3 months by the four municipalities. Those who responded in the study were 320 clients of RHU's and residents of the different Municipalities in the 1st District of Capiz who availed of the services in their respective rural health units. This study used the descriptive design of research through a survey questionnaire. The distribution of respondents was based on the availability of clients during visitation to the health clinics. Clients were approached individually to involve themselves in the study. It also made use of online poll surveys from known friends for prompt retrieval of data. Letters of permission were sent to Municipal Mayors prior to the conduct of the study. The study initially started last June 2019, and other pertinent data from the RHUs were gathered until October, 2019. The content of the survey questionnaire was pri-

marily based on a dissertation on the Knowledge, Behavioral Responses and Client's Satisfaction with the Services of Health Workers in HEIs (J.P. Benliro, 2016). Moreover, Frequency, percentage and mean were used to interpret the data using SPSS.

RESULTS AND DISCUSSIONS

Profile of the Respondents

A total of 320 respondents participated in the study. These were the clients of the RHUs who availed of the health services.

Sex.

A huge portion of clients are females, having 80% of the respondents. This means more females come to the RHU and avail of their services.

Age.

Almost half (48%) of the clients in the different Municipalities are at the age bracket of 36-45 years old which means that these clients are in the middle stage of life and have marital responsibilities.

Civil Status.

An overwhelming majority (80%) of clients are married which signifies that most mothers are those who visit the rural health units. Moreover, mothers are accompanying their children most often during health examinations.

Population.

Approximately 75% had a population of 40,000 or above and 25% had a population of 20,000-30,000.

Land Area.

Two (2) municipalities have an area of 70 to 80 square kilometers, 1 has 80 to 90 square kilometers while one municipality had a huge area of more than 100 square kilometers.

Number of Health Workers.

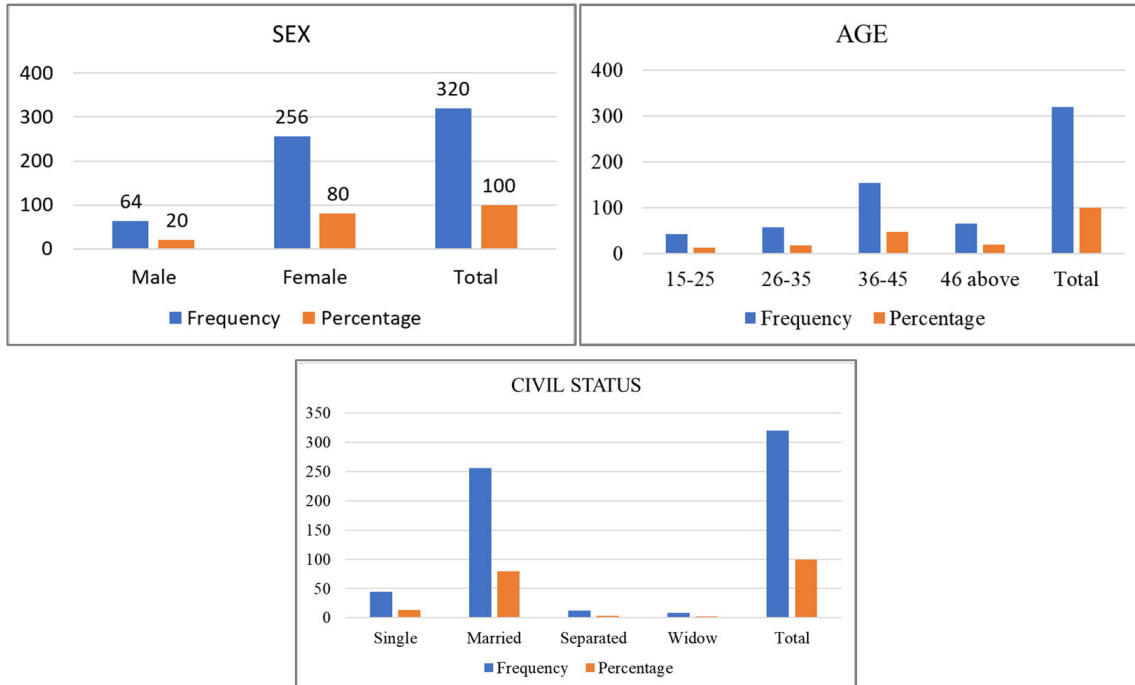
Three (3) municipalities have more than twenty (20) health workers. This implies that the local government unit has the power to fill the needed staff as identified by the key medical personnel on the number of health workers to be stationed in the rural health units.

Number of Services Offered.

All municipalities have different number of ser-

vices offered in their rural health units. More than 10 health services are offered, which implies that the municipalities have common health services while other health months. One municipality has 900 clients served while two municipalities have had more than 600 clients served for the past 3 months. This implies that the rural health units have different numbers of clients served in their respective municipalities. units have different

The clients' satisfaction on the services offered by RHUs in the Province of Capiz are based on the areas as follows: Amenities, Environment, medical expertise, efficiency and system and people skills. The level of satisfaction on the services of fered by RHUs reveals that clients were highly satisfied with an overall mean of 4.24. This means that clients in the different municipalities who availed of the services were very



Profile of the RHU

Figure 1.
Distribution of Respondents according to Profile

numbers of clients served in their respective municipalities. This is probably due to the cases that were served and available in the health units.

Number of Clients Served for the Past 3 Months.

One municipality had the highest number of clients served, having 1,896 patients for the past 3 months. One municipality has 900 clients served while two municipalities have had more than 600 clients served for the past 3 months. This implies that the rural health units have different numbers of clients served in their respective municipalities. This is probably due to the cases that were served and available in the health units.

contented with the services of the health workers and the facilities of the rural health units

Amenities.

The respondents were highly satisfied with the comfort of the waiting room, with a mean score of (M=4.22), and the comfort of the exam room (M=4.34). In addition, clients were satisfied on the process of scheduling appointments with a mean score of (M=4.20), the location of the clinic (M=4.16), the greeting received from the staff (M=4.18) and extras to make the clinic a nicer place (M=4.19). In general, the clients respondents were highly satisfied with a mean score of (M=4.22) on the services offered by

RHUs in terms of amenities. This implies that RHUs provide efficient amenities to clients.

of (M=4.19), the ease of moving around the clinic (M=4.19), and the private places to talk with clinic staff (M=4.18). In general, the clients respondents were highly satisfied with a mean score of

Environment.



Clients’ satisfaction on the Services offered by the RHUs in the Province of Capiz

Figure 2.
Distribution of Respondents according to the Profile of RHU

The respondents were highly satisfied with the cleanliness of the clinic, with a mean score of (M=4.38), and the condition of the building (M=4.27). In addition, clients were satisfied on the surrounding neighborhood with a mean score

(M=4.22) on the services offered by RHUs in terms of environment. This implies that RHUs are located in strategic areas providing clients with comfort.

Medical Expertise.

The respondents were highly satisfied on the knowledge of the nurse practitioner or doctor with a mean score of (M=4.45), the skills of the nurse practitioner or doctor (M=4.38), the knowledge and skills of other staff (M=4.32), receiving the service(s) needed or wanted (M=4.30) and the staff telling about the results (M=4.26). In addition, clients were satisfied on the staff maintaining confidentiality with a mean score of (M=4.18). In general, the clients respondents were highly satisfied with a mean score of (M=4.32) on the services offered by RHUs in terms of medical expertise. This implies that the clients believe in the capacity and expertise of the medical personnel who are delivering services.

Efficiency and Systems.

The respondents were highly satisfied on the quickness of staff with a mean score of (M=4.22), the readiness of staff and clinic for a visit (M=4.32), the time spent waiting for the nurse practitioner (M=4.34), and the length of time spent for visit (M=4.28). In general, the client respondents were highly satisfied with a mean score of (M=4.29) on the services offered by RHUs in terms of efficiency and system.

People Skills.

The respondents were satisfied on showing concern and care from the staff with a mean score of (M=4.18), the ease of understanding staff (M=4.16), the staff willingness to listen to or talk with you (M=4.12), the staff keeping information in private (M=4.18), the staff meeting emotional needs (M=4.15), the helpfulness of the staff (M=4.20), the friendliness of the staff (M=4.16), and the medical staff spending enough time with clients (M=4.12). In general, the client respondents were satisfied with a mean score of (M=4.16) on the services offered by RHUs in terms of people skills.

Conclusions

Most of the clients who responded to the survey were female, with nearly half being married and in the age range of 36 to 45. The largest geographical area covered by the Rural Health Units is more than 100 square kilometers, and it has more than 40,000 residents in each municipality. It also employs more than 20 health profession-

als and provides more than ten different medical services. In the last three months, 4,034 people had received services from all municipalities. Clients were extremely satisfied with the services provided by RHUs, as evidenced by the level of satisfaction with those services. Clients in the Province of Capiz are very appreciative of the services provided by the rural health units.

Recommendations

For a full understanding of the context of this research study, the researchers advise that the study should be expanded to cover the entire province for the satisfaction of clients on the services provided by the RHUs, health practitioners must attend psychological health trainings and seminars to achieve high client satisfaction on people skills, and results should be presented to the local chief executives as to the results of the study in their respective areas.

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