



**SERVICE QUALITY AND CHALLENGES ENCOUNTERED IN
COMMUNITY HEALTH CENTERS OF CABUYAO CITY,
LAGUNA: BASIS FOR ACTION PLAN**

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Abstract:

The fundamentals of this study was to evaluate patients' satisfaction with community health center service quality in Cabuyao City, Laguna in terms of tangibility, reliability, responsiveness, assurance, and empathy. The study also aimed to determine the impact of patient satisfaction on service quality and challenges encountered in terms of prenatal check-ups, patient consultations, well-baby immunization, and other healthcare services received from community health centers in Cabuyao City, Laguna.

Consequently, to quantify the impact, this study employed the quantitative method with causal approach, and the data were statistically processed using weighted mean, Likert-scale, and multiple linear regression analysis. The study's findings revealed that patients were highly satisfied with the quality of service provided by community health centers in Cabuyao City, and that the extent of challenges encountered in receiving healthcare services was found to be reasonable, but the variable specifically responsiveness had a significant impact on the variables of challenges encountered under study. The proponent had prepared and presented a recommended action plan to the City Health Office and Community Health Centers in Cabuyao City, Laguna. This was created in response to the demands and gaps that data collection revealed. By completing an action plan can take one, three, or even ten years, having one gives health centers legitimacy and provides direction, structure, and determination to getting things done. It can reduce the likelihood of neglecting details, assist the community in becoming more efficient by saving time, energy, and resources, and raise the likelihood that health workers can do what is required by making them more accountable.

Keywords: Service Quality, Challenges Encountered, Action Plan

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INTRODUCTION

In rural areas, community health centers constitute the backbone of healthcare. These are non-profit organizations that serve millions of low-income people and are expanding their capacity to address the growing need for primary care in medically underserved areas. While primary care physicians still offer the majority of care at health centers, non-physician clinicians such as midwives and nurse practitioners are increasingly providing care. As the demand for high-quality, cost-effective primary care grows, and as providers expand their capacity to supply it, the repercussions of this shift—from mostly primary care physicians to midwives and nurses delivering care—have been investigated (Kurtzman, 2016).

Ling, Hsiao-Chi, Chao, and Chiao (2019) mentioned that the government, on the other hand, should use the following standards as a benchmark for yearly health inspections: strengthening the role of community health centers, providing health education services on prevention, health care, and health consultation, and establishing individual health administration archives in order to establish long-term mutual relationships. However, with proactive innovation in the service industry, the public's expectation of service quality would automatically rise. As a result, health centers must consider the standards for service quality and plan ahead of time to achieve a competitive advantage.

Similarly, government originated from the demands of necessities, it is the cornerstone of sustainable human progress. The institution or system of government formulates, expresses, and executes the agency's will. As such consequence, the governments will highlighted the necessity and effectiveness of governance. To this purpose, the primary function of government, governance, aims to increase the social well-being of the populace while minimizing their concerns. Each individual and community is guaranteed productivity, social well-being, and pleasure of life through a comprehensive healthcare system centered on primary healthcare that is promotive, protective, preventative, restorative, and rehabilitative to all residents within the resources available to them. In order to improve the general public's health through high-quality, sufficient, and inexpensive medical treatment, decentralization of the health service is essential. Despite the fact that delivering basic healthcare is riddled with difficulties (such as insufficient financing, drugs, and quality service) caused by the appalling shortcomings of local government. It is essential for better healthcare delivery in rural regions to have stronger drug supply chains, better clinical services, and better financial allocation (Udenta & Udenta, 2019).

Moreover, numerous welfare states have scaled back the state's role in delivering public services via rounds of reform. In many cases, these processes have not been thoroughly planned

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at the national level, leading to ad hoc service cuts and service retrenching without a clear definition of who is in charge of the neglected public services that ensue. When the state stops providing services, people are frequently compelled to take care of themselves and look for other ways to get the benefits they once received from the government. Modern welfare states' social obligation is severely tested by the healthcare industry. Many healthcare systems have had financial problems and a decline in the quality and quantity of services they offer as a result of the high and steadily rising expenses of health care, which has led to dissatisfaction among the people who use these services. Patients may decide to postpone or refuse treatment, sell assets to pay for care, or lose faith in the healthcare system as a result. Due to the fact that those who pay more would receive the best care, it could also result in a reduction in efficiency. Citizens' dissatisfaction with the delivery of services by the government typically leads to strategies for obtaining services from other sources. Such dissatisfaction might have its roots in communities with a long history of centralized power and corrupt administrations. Then, alternative politics become ingrained in political culture and might even be viewed as the standard. Different responses may result from the displeasure of the public with governmental services. They may elect to employ the voice option, in which case they will demand better results, or the departure option, in which case they will merely leave the health facilities (Cohen et al., 2022).

However, geographically isolated communities are linked to a lack of fundamental services and infrastructure such as schools, sanitation, power, and clinics or health centers. Bad children have died as a result of some of these problems, or are in poor health as a result of others. Furthermore, in contrast to the population of higher economic levels, good health-seeking behavior is not evident among the impoverished. This is unsurprising, given that the poor are more likely to succumb to the effects of poverty as a result of their inability to cover health-care costs. That is why, in these locations, community economic growth is a critical component in establishing health-seeking behavior. Aside from poverty, the state of public health facilities, as well as the quality of health experts and workers, play a role in determining health outcomes (Collado, 2019).

According to the above impetuses and challenges, this study performed quality management analysis on community health centers of Cabuyao City, Laguna as the object to explore the indicators of the service quality and understand its impact on the challenges encountered by health workers and patients. The researcher concentrated on the area of primary healthcare where the value of these services and the complexity of healthcare systems encouraged the quest for high-quality services for the welfare of Cabuyao's constituents.

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METHODS

The researcher utilized a quantitative, causal approach to his investigation. Devault (2020) claims that when observable data is gathered using statistical, computational, or mathematical methods to address a study issue, quantitative research is frequently perceived as being more accurate. It needs to be possible for anyone to duplicate both the test and the results, as well as thorough experimental design. As a result, the statistics collected were more trustworthy and less subject to debate. However, a causal method, often referred to as explanatory research, was used to determine the scope and type of cause-and-effect relationships. According to Bhasin (2020), the causal research method is the most effective since it establishes the causal connection between two variables. The challenges encountered when accessing healthcare services as the dependent variable were thought to be changing as a result of variations in patient satisfaction with the service quality of community health centers as the independent variable. Due to the variation in the dependent variable, the changes in the independent variable were assessed.

The study employed simple random sampling technique to give every patients of Cabuyao Health Centers, Laguna an equal chance of being selected. A simple random sample is a subset of a statistical population in which each member of the subset has an equal probability of being chosen. It is meant to be an unbiased representation of a group (Hayes, 2021). Sample participants were randomly picked from the list given by the City Health Office.

The researcher sent a request letter to the City Health Office of Cabuyao, Laguna in order to obtain a representative sample of all community health centers. Approximately five hundred (500) patients formed the sampling frame. Since the estimated population of the respondents were large, the G*Power Calculator (G*Power 3.1.9.4) analysis software application was used to limit the size of the population. Hence, thirty six percent (36%) of the total population was chosen to participate as respondents of the study.

The respondents of the study were the patients of selected community health centers in Cabuyao City, Laguna. Total number of patient respondents composed of one hundred eighty (180) from the selected community health centers which includes barangays from Bigaa, Butong, Casile, Diezmo, Gulod, Mamatid, Marinig, Niugan, Pittland, Sala, Poblacion 1, Poblacion 2, and Poblacion 3.

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RESULTS AND DISCUSSION

Discussion per problem and per table/thematic chart followed by discussion, interpretation/reflection, and supporting literature.

Table 1.1
The Level of Satisfaction on Service Quality of Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in terms of Tangibility

Indicators in terms of Tangibility: Patients are satisfied on the -	\bar{X}	VI
1. Physical appearance of the health center infrastructure is visually appealing.	3.51	HS
2. Health workers' appearance (uniform and personal hygiene) are neat and clean.	3.44	HS
3. Equipment facility are working appropriately (without causing breakdown).	3.41	HS
4. Physical representations of the service, such as a record books and referrals are available when needed.	3.36	HS
5. Space of service facility to accommodate number of patients.	3.37	HS
6. Medicines available for indigent patients.	3.39	HS
General Assessment	3.41	HS

Legend: 3.25 – 4.00 Highly Satisfied (HS) 2.50– 3.24 Satisfied (S) 1.75 – 2.49 Partially Satisfied (PS) 1.00 – 1.74 Not Satisfied (NS)

Table 1.1 above shows the level of satisfaction on service quality of community health centers in Cabuyao City, Laguna as assessed by its patients in terms of tangibility. The general mean assessment achieved a score of **3.41** and was verbally interpreted as **highly satisfied**. The indicator stating that "Physical appearance of the health center infrastructure is visually appealing" garnered the **highest mean** assessment grade of **3.51** and was verbally interpreted as **highly satisfied**. However, the indicator "Physical representations of the service, such as a record books and referrals are available when needed" obtained the least computed mean assessment grade of **3.36** which was verbally interpreted as **highly satisfied**.

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The above-mentioned findings of the study imply that the patients of selected community health centers in Cabuyao City, Laguna are highly satisfied on the quality of services provided to them particularly in terms of tangibility. The community health centers' *high satisfaction* rating indicates that its service attributes in terms of facilities, equipment, medicines, and the physical appearance of health personnel met or exceeded the patients' expectations. The physical appearance and capabilities of the health center's physical infrastructure, as well as advice that the environment can trust, are tangible evidence of the service provider's healthcare services. Thus, service quality is an evaluation made by the patients towards the services given by the community health centers and they have their own standards on defining and expectancy on the amenity, comparing their criteria and regulate their own response regarding the service given. The ability of the health center to demonstrate its presence in the community is real proof.

This is similar to what Upadhyai et al. (2020) revealed that in allocating emphasis to the emergent dimensions of "Health Care Service Quality (HCSQ)", should be done with caution rather than giving them equal weight. The tangible outcomes of care are directly impacted by the professional knowledge, abilities, and judgment of the caregiver, as well as the accessibility to medical facilities. The author also noted that professionalism, skill, and competence—which scored well in patients' assessments of the quality of their services—are used to determine the total variance explained by the dimension. The evaluation of healthcare service quality (HCSQ) should consider therapy (attempted remediation, post-diagnosis), research (innovative care, new techniques of medical services), and post-diagnosis as major determinants. Other important determinants were also identified by the author which affected the patients' treatment were availability of the medication and necessary equipment and instruments. As a result, professional knowledge, abilities, and competency of doctors and nursing personnel, availability of medicines, and "patient safety" similarly as "amenities and physical infrastructure and instruments emerged as important concerns in healthcare service quality. As a result, provision for analyzing the importance of every factor while evaluating service quality ends up in accurate findings.

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Table 1.2

The Level of Satisfaction on Service Quality of Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in terms of Reliability

Indicators in terms of Reliability: Patients are satisfied on the -	\bar{X}	VI
1. Timely realization of promised tasks.	3.42	HS
2. Displayed interest in solving problems.	3.33	HS
3. Things done right at the first time.	3.39	HS
4. Correctly keeping of records of patients.	3.44	HS
5. Knowledge and skills in performing tasks.	3.39	HS
6. Services provided at promised time.	3.34	HS
General Assessment	3.38	HS

Legend: 3.25 – 4.00 Highly Satisfied (HS) 2.50– 3.24 Satisfied (S) 1.75 – 2.49 Partially Satisfied (PS) 1.00 – 1.74 Not Satisfied (NS)

Table 1.2 shows the level of satisfaction on service quality of community health centers in Cabuyao City, Laguna as assessed by its patients in terms of reliability. Overall, the general mean assessment attained a score of **3.38** which was verbally interpreted as **highly satisfied**. The indicator declaring “Correctly keeping of records of patients” garnered the highest mean assessment grade of **3.44** and was interpreted as **highly satisfied**. Whereas, the indicator “Displayed interest in solving problems” obtained the lowest mean assessment score of **3.33** and was verbally interpreted as **highly satisfied**.

The above-mentioned findings of the study denote that community health workers in Cabuyao City, Laguna provide a highly accurate and dependable public service. The community health centers' *high satisfaction* rating indicates that the services that was received by their patients are perceived to be trustworthy and consistent, and was conducted in a safe and efficient manner. Community health center services are capable of providing the promised service consistently and properly. It is critical to please patients when they carry out their healthcare

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services. Patients want community health centers to provide good service, assistance when needed, and do it in a timely manner.

This is related to what Kumaraswamy (2020) discovered in today's highly competitive environment, health care centers should realize the importance of service quality as a measure to improve their competitive position. Consumer's perceptions about the health care services play an important role when choosing a hospital. Accordingly, the results of service quality in corporate and non-corporate health care centers was due to some factors such as physician behaviour, supportive staff, atmospherics and operational performance. The perception on service quality factors in health care centers has a significant and positive impact on the patients' perception on the overall performance of the health care centre. The important discriminant of service quality factors among the two type of health care centre are atmospherics and supportive staffs.

Table 1.3
The Level of Satisfaction on Service Quality of Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in terms of Responsiveness

Indicators in terms of Responsiveness: Patients are satisfied on the -	\bar{X}	VI
1. Notification to patients when services are performed.	3.43	HS
2. Health workers when giving prompt service.	3.37	HS
3. Willingness to help patients.	3.35	HS
4. Immediate response to patients.	3.36	HS
5. Fast transaction provided to patients.	3.31	HS
6. Consistent services and supportive staffs.	3.35	HS
General Assessment	3.36	HS

Legend: 3.25 – 4.00 Highly Satisfied (HS) 2.50– 3.24 Satisfied (S) 1.75 – 2.49 Partially Satisfied (PS) 1.00 – 1.74 Not Satisfied (NS)

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Table 1.3 shows the level of satisfaction on service quality of community health centers in Cabuyao City, Laguna as assessed by its patients in terms of responsiveness. Overall, it achieved a general mean assessment grade of **3.36** which was verbally interpreted as **highly satisfied**. The indicator stating "Notification to patients when services are performed" achieved the highest mean assessment score of **3.43** and was verbally interpreted as **highly satisfied**. However, the indicator "Fast transaction provided to patients" garnered the lowest mean assessment grade of **3.31**, which was verbally interpreted as **highly satisfied** too.

The above-mentioned findings of the study imply that the community health workers in Cabuyao City, Laguna are highly responsive in attending to the needs and requirements of patients in their respective barangay. The *high satisfaction* rating of community health centers means that health workers are willing to attend to patients on a voluntary basis, providing a service that is highly attentive, exact, and rapid. It entails community health center staff being available to assist patients and give prompt service. In today's fast-paced environment, responding immediately to patients' inquiries and concerns is critical. Even when patients are sluggish to respond, responsiveness is important. At the very least, respond quickly to let customers know you're working on their request.

This is relative to what Nambisan et al. (2016) claimed that hospitals frequently evaluate their service quality based on the care and services provided to patients by their clinical and non-clinical staff. One of the most crucial aspects of interactivity is responsiveness. It is the degree to which a person considers a response to be satisfying in terms of its appropriateness and relevance in meeting a certain information requirement. Interactivity also includes reciprocity, response speed, and nonverbal information. The authors discovered that even when organizational members do not participate in online discussions, patients' evaluations of the HCO's service quality are influenced by the social support and responsiveness obtained from peer patients in online patient communities. As a result, these findings suggest that interactions in HCO-provided online patient communities should not be overlooked, as they may influence patients' views of HCO service quality.

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Table 1.4
The Level of Satisfaction on Service Quality of Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in terms of Assurance

Indicators in terms of Assurance: Patients are satisfied on the -	\bar{X}	VI
1. Behavior of health workers which instill confidence.	3.49	HS
2. Assurance of feeling safe.	3.46	HS
3. Safety and confidentiality of patient's records.	3.43	HS
4. Courteousness of health workers.	3.40	HS
5. Knowledge of health workers to answer queries.	3.40	HS
6. Flexibility in services according to patient's request.	3.42	HS
General Assessment	3.43	HS

Legend: 3.25 – 4.00 Highly Satisfied (HS) 2.50– 3.24 Satisfied (S) 1.75 – 2.49 Partially Satisfied (PS) 1.00 – 1.74 Not Satisfied (NS)

Table 1.4 shows the level of satisfaction on service quality of community health centers in Cabuyao City, Laguna as assessed by its patients in terms of assurance. Overall, it garnered a general mean assessment grade of **3.43** which was verbally interpreted as **highly satisfied**. The indicator stating "Behavior of health workers which instill confidence" achieved the highest mean assessment score of **3.49** and was verbally interpreted as **highly satisfied**. Nonetheless, the indicators "Courteousness of health workers" and "Knowledge of health workers to answer queries" both gauged the lowest mean assessment grade of **3.40**, which was verbally interpreted as **highly satisfied** also.

The above-mentioned findings of the study imply that the services of community health centers in Cabuyao City, Laguna are very good at convincing their patients that the treatments they provide are up to par with their expectations. The *high satisfaction* rate of community health centers indicates that the services provided to their patients are full of kindness, expertise, and competence, instilling trust in them. It is true because health personnel' capacity to express trust

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and confidence is dependent on their knowledge and civility. Nowadays, patients expect healthcare providers to be specialists in the services they give. Whether they accomplish this by showing credentials and DOH certificates or patient testimonials, communicating that competence to patients helps convince them that they can trust you. When customers have a lot of choices but aren't sure who to trust, assurance is crucial.

This is parallel to what Tabrizi et al. (2016) investigated in the assurance of public trust in health services in Tabriz, Islamic Republic of Iran. They stated that trust is an important aspect in all human interactions and has long been regarded as a cornerstone of effective patient-provider partnerships. The study found that public trust is low. Tabriz residents had the highest average level of trust in professional expertise and the lowest average level of trust in macro-level policies. People were wary of the government's participation in the health system, according to the authors, who speculated that the low level of public trust could be due to rising health-care costs and the weak and inequitable performance of health insurance.

Table 1.5
The Level of Satisfaction on Service Quality of Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in terms of Empathy

Indicators in terms of Empathy: Patients are satisfied on the -	\bar{X}	VI
1. Health workers giving patients individualized attention that makes them feel special.	3.38	HS
2. Opening hours convenient to patients.	3.32	HS
3. Personal attention given to patients.	3.35	HS
4. Capability to understand specific needs of patients.	3.31	HS
5. Services which are for the best interest of them and with a heart.	3.31	HS
6. Interactions between patients containing characteristics such as respect, courtesy, humility, empathy, help, and accountability.	3.38	HS
General Assessment	3.34	HS

Legend: 3.25 – 4.00 Highly Satisfied (HS) 2.50– 3.24 Satisfied (S) 1.75 – 2.49 Partially Satisfied (PS) 1.00 – 1.74 Not Satisfied (NS)

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Table 1.5 shows the level of satisfaction on service quality of community health centers in Cabuyao City, Laguna as assessed by its patients in terms of empathy. Overall, it garnered a general mean assessment grade of **3.34** which was verbally interpreted as **highly satisfied**. The indicators stating "Health workers giving patients individualized attention that makes them feel special" and "Interactions between patients containing characteristics such as respect, courtesy, humility, empathy, help, and accountability" both achieved the highest mean assessment score of **3.38** and was verbally interpreted as **highly satisfied**. However, the indicators "Capability to understand specific needs of patients" and "Services which are for the best interest of them and with a heart" both obtained the lowest mean assessment score of **3.31** and was also verbally interpreted as **highly satisfied**.

The above-mentioned findings of the study imply that the health workers of community health centers in Cabuyao City, Laguna provide personalized care and assistance, with utmost effort to understand the need and requirements of patients. The *high satisfaction* rating of community health centers indicates that health personnel are caring and attentive to each patient by listening to complaints and recognizing needs, as well as providing comfort to all patients that contact them. Patients, as sick individuals, expect to be noticed by others around them and receive empathy when health workers pay attention to them.

To support the above findings, Emang S. et al. (2015) cited in their article entitled "Patients' Satisfaction on Service Quality in the Sarawak Rural Health Care Industry" that customers' satisfaction is an effective pointer for a service quality measurement as it is based on the respondents' judgment toward the services rendered to and experienced by them. They claimed that empathy showed a substantial association with patient happiness, whereas assurance had the greatest impact on patient satisfaction. In a nutshell, it was discovered that the Sri Aman Polyclinic's service quality was directly proportional to patient happiness. The authors suggest that medical personnel should not only be prompt but also give sincere responses to patients' questions, regardless of whether they are busy with mundane work. Individual attention to patients should become a priority for medical personnel, since this will attract more individuals seeking treatment.

Table 2.1
The Extent of Challenges Encountered in Receiving Healthcare Services From Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in Terms of Pre-natal Check ups

Indicators in terms of Pre-natal Check-ups : Patients encountered -	\bar{X}	VI
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1. Intermittent or inconsistent care in maternal and child health services.	3.27	HE
2. Non-promotion of healthy behaviors of expectant mothers during pregnancy.	3.11	E
3. Procedures performed at every visit are at low quantity and quality.	3.09	E
4. Lack of orientation on possible danger signs that may occur during pregnancy.	3.12	E
5. Improper identification and treatment on health problems of pregnant women.	3.14	E
6. Lack of information on hemoglobin testing for women who are pregnant.	3.14	E

General Assessment	3.15	E
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Legend: 3.25 – 4.00 Highly Encountered (HE) 2.50– 3.24 Encountered (E) 1.75 – 2.49 Partially Encountered (PE) 1.00 – 1.74 Not Encountered (NE)

Table 2.1 shows the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna as assessed by its patients in terms of pre-natal check-up. Overall, it obtained a general mean assessment grade of **3.15** and was verbally interpreted as **encountered**. The indicator “Intermittent or inconsistent care in maternal and child health services” garnered the highest mean assessment score of **3.27** and was verbally interpreted as **highly encountered**. Whereas, the indicator “Procedures performed at every visit are at low quantity and quality” obtained the lowest mean assessment score of **3.09** and was also verbally interpreted as **encountered**.

The above-mentioned findings of the study imply that patients of community health centers in Cabuyao City, Laguna *encountered* insufficiency on the delivery of prenatal care services. Some pregnant women in rural areas are having a difficult time accessing prenatal care, according to the patient ratings. The community health centers under scrutiny do not give adequate access to relevant health information, self-care, or promotion of women's quality of life while pregnant. Various hurdles can obstruct pregnant women's access to health information and services.

This is similar to what Tadele et al. (2021) realized on the adequacy of prenatal care services and its associated factors. They claimed that prenatal care is an important component for the continuum of care in maternal and child health services. High-quality care throughout pregnancy has a great share contribution to the continuum of maternal, newborn and child health

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care. Prenatal care services provide an opportunity to promote healthy behaviors during pregnancy, identify and treat health problems, and raise awareness of danger signs that may occur during pregnancy. Essentially, the authors offer the interventions recommended by the World Health Organization (WHO) which is crucial to guarantee universal coverage of health services within a framework of continued care for all pregnant women. The problem that affects the adequacy of prenatal care service was higher from the providers' side compared to the receivers' side because the utilization rate decreased after the first visit, where the right amount of the provided service is low among slum populations.

Table 2.2
The Extent of Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in Terms of Patient Consultations

Indicators in terms of Patient Consultations: Patients encountered -	\bar{X}	VI
1. Lack of assistance to patients for recording and consultation.	3.21	E
2. Ignoring of patient's complaints.	3.01	E
3. Prohibition of skin-to-skin contact between baby and mother/ caregiver.	3.15	E
4. Carelessness or inadequate checking of everything when examining patients.	3.11	E
5. Lack of initiation of health workers to explain everything about the treatment.	3.16	E
6. Insufficiency of programs such as information campaign, education, and counseling (IEC) on nutrition/dietary practices during pregnancy and lactation.	3.05	E
7. Insufficiency of programs such as information campaign, education, and counseling (IEC) on complementary feeding practices and continued breastfeeding (for 6–23 months of age).	3.09	E
General Assessment	3.11	E

Legend: 3.25 – 4.00 Highly Encountered (HE) 2.50– 3.24 Encountered (E) 1.75 – 2.49 Partially Encountered (PE) 1.00 – 1.74 Not Encountered (NE)

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Table 2.2 shows the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna as assessed by its patients in terms of patient consultations. Overall, it gained a general mean assessment grade of **3.11** and was verbally interpreted as **encountered**. The indicator "Lack of assistance to patients for recording and consultation" achieved the highest mean assessment score of **3.21** and was verbally interpreted as **encountered**. However, the indicator "Ignoring of patient's complaints" attained the lowest mean assessment score of **3.01** and was also verbally interpreted as **encountered**.

The above-mentioned findings of the study imply that patients of community health centers in Cabuyao City, Laguna *encountered* inadequacy on the provision of patient consultation services. The *encountered* rating given to Cabuyao City's community health facilities indicates that something is improper or lacking in the systems, procedures, and practices of health workers that provide patient consultation services. Because health centers are the primary and immediate source of healthcare in the community, there appears to be a need for program and service monitoring to improve how local residents and potential patients access patient consultation.

This is parallel to what Liu et al. (2017) mentioned that good primary care infrastructure is positively associated with health outcomes and negatively associated with costs on health care. And there can't be a good primary care system without general practice. The authors revealed that to speed up the development of general practice and improve the quality of primary care services, a series of policies including finance support, personnel training, pharmaceutical system, and health insurance should be established. The authors claimed that patients' reasons for encounter and health problems are being managed by general practitioners in rural areas. General practitioners (GPs) in rural areas of Beijing managed a range of health problems almost distributed in all body system and all age groups, which reflected the comprehensive care provided by GPs in some degree. However, psychological problems were not as common as other populations, which is worthy of the attention of GPs. GPs play more important roles in management of these diseases, such as monitoring disease progress and offering the best treatment regime to these patients.

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Table 2.3

The Extent of Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in Terms of Well- Baby Immunizations

Indicators in terms of Well- baby Immunizations:	Patients encountered - \bar{X}	VI
1. Unclear and incorrect information on immunization.	3.15	E
2. Unawareness of health workers regarding the potential side effects of immunization.	3.08	E
3. Insufficiency of vaccinations or immunizations that are due at the time of patient's visits.	3.08	E
4. Incomplete provision of package of immunization services.	3.06	E
5. Lack of information from health workers to ensure mothers know when and where to return for the next vaccination.	3.06	E
6. Insufficient space in health facility for routine immunization services.	2.97	E
7. Lack of advice to mothers to always bring with them their children's vaccination cards every time they visit the health facility.	3.02	E
General Assessment	3.06	E

Legend: 3.25 – 4.00 Highly Encountered (HE) 2.50– 3.24 Encountered (E) 1.75 – 2.49 Partially Encountered (PE) 1.00 – 1.74 Not Encountered (NE)

Table 2.3 shows the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna as assessed by its patients in terms of well- baby immunizations. Overall, it garnered a general mean assessment grade of **3.06** and was verbally interpreted as **encountered**. The indicator "Unclear and incorrect information on immunization Overall, it gained a general mean assessment grade of **3.11** and was verbally interpreted as **encountered**. The indicator "Lack of assistance to patients for recording and consultation" achieved the highest mean assessment score of **3.15** and was verbally interpreted as **encountered**. Nevertheless, the indicator "Insufficient space in health facility for routine

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immunization services” attained the lowest mean assessment score of **2.97** and was also verbally interpreted as **encountered**.

The above-mentioned findings of the study imply that patients of community health centers in Cabuyao City, Laguna received inadequate infant health care through well-baby immunization, which is critical for reducing morbidity and mortality. The community health centers' *encountered* rating expressed that the immunization system faces moderate challenges that may jeopardize the progress gained and the effort still needed to attain targeted levels of vaccination coverage for newborns. We are all aware of the importance of well-child checkups and the necessary immunizations for keeping kids healthy. Children who do not receive vaccinations have a higher risk of contracting illnesses like measles and whooping cough. Particularly for infants and young children, these illnesses can be exceedingly dangerous and are highly contagious. So, for a child/baby to survive and to develop physically and mentally to their full potential, proper care is essential. A child/baby who receives good care is happy and healthy. Mothers and those who care for children should be aware about well-baby immunization and the services they offer, and they should also have a positive attitude toward them.

Relative to this, Zivich et al. (2017) discovered the predictors of incomplete and untimely immunization among a cohort of infants recruited at birth and followed up through 24 weeks in Kinshasa. The authors revealed that there are 975 infants from six selected clinics included in the analysis 84.7% were fully immunized the three doses of DTP or four doses of Polio by 24 weeks of age. Independently of the vaccine considered, the strongest predictor of incomplete and untimely immunization was the clinic in which the infant was enrolled. This association was strengthened after adjustment for socioeconomic and demographic characteristics. Education and the socio-economic status also were predictive of completion and timeliness of immunization in this cohort. It was claimed that the strongest predictor for incomplete and untimely immunization among infants in Kinshasa was the clinics in which they were enrolled. Hence, the connotation was likely due to the user fee for well-baby clinic visits and its varying structure by clinic.

In support of the above findings, Adam VY et al. (2020) cited that efforts focused on immunization are crucial for reducing morbidity and mortality from vaccine-preventable diseases. Side effects may occur after immunization among infants, and the afraid of adverse reactions may prevent caregivers from seeking immunizations for infants.

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Table 2.4

The Extent of Challenges Encountered in Receiving Healthcare Services From Community Health Centers in Cabuyao City, Laguna as Assessed by its Patients in Terms of Other Health Care Services

Indicators in terms of Other Health Care Services: Patients encountered -	\bar{X}	VI
1. Insufficient provision or administration of deworming medication.	3.18	E
2. Insufficient provision or administration of Vitamin A supplementation for children 6–59 months of age.	3.03	E
3. Inadequate information, education, and counseling (IEC) on iron/folate for women who are not pregnant and adolescent girls.	3.10	E
4. Inadequate information, education, and counseling (IEC) on managing breastfeeding problems (breast health, perceptions of insufficient breast milk, etc.).	3.13	E
5. Deficiency of monitoring on nutritional status of women who are breastfeeding.	3.11	E
6. Insufficient distribution of maintenance medicine to PTB patient.	3.09	E
7. Inadequate information, education, and counseling (IEC) on breastfeeding within 1 hour of birth.	3.04	E
8. Inadequate information, education, and counseling (IEC) on community-level total sanitation.	3.12	E
General Assessment	3.10	E

Table 2.4 shows the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna as assessed by its patients in terms of other health care services. Overall, it obtained a general mean assessment grade of **3.10** and was verbally interpreted as **encountered**. The indicator stating “Insufficient provision or administration of deworming medication” achieved the highest mean assessment score of **3.18** and was verbally interpreted as **encountered**. However, the indicator declaring “Insufficient provision or administration of Vitamin A supplementation for children 6–59 months of age” attained the lowest mean assessment score of **3.03** and was also verbally interpreted as **encountered**.

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The above-mentioned findings of the study imply that patients at community health centers in Cabuyao City, Laguna received insufficient other health care services, particularly in terms of information dissemination, patient education, and counseling. The community health centers' encountered rating shows that they were unable to fully meet their responsibilities in delivering additional types of healthcare services to their patients. Health centers are responsible for the general health and well-being of the communities they serve, including provision of tuberculosis antidotes, anti-rabies and anti-covid vaccination campaigns, and support for constituents' or patients' self-help and protection.

Contrary to it, Kigozi NG et al. (2017) revealed that health education is important to empower patients and encourage their contribution towards tuberculosis (TB) control. In South Africa, health education activities are integrated into services provided at the primary health care (PHC) level to assess TB-related knowledge, attitudes and infection control practices of patients attending PHC facilities.

Amparo et al. (2018) also agree that Philippine government should have an extensive network of 513 Animal Bite Treatment Centers (ABTCs) to supply rabies post exposure prophylaxis (PEP), reaching over 1 million bite victims in 2016. PEP delivery generally followed national guidance based on best practices, but there was evidence of operational challenges in supplying all ABTCs with adequate biologics and recently trained staff. Amparo, et.al claimed that funding was contributed by different levels of government and in some clinics, patients paid for a significant fraction of the total cost.

Table 3
Test of Significant Relationship between the Level of Satisfaction on Service Quality and Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna

Level of Satisfaction	Challenges Encountered	r value	P value	Remarks	Decision
Tangibility	Pre-natal check up	.531**	.000	Significant	Reject ho
	Patients	.493**	.000	Significant	Reject ho
	Consultations	.476**	.000	Significant	Reject ho
	Well- baby	.482**	.000	Significant	Reject ho
	Immunizations	.476**	.000	Significant	Reject ho
Reliability	Other healthcare Services	.482**	.000	Significant	Reject ho
	Pre-natal check up	.559**	.000	Significant	Reject ho

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	Patients	.482**	.000	Significant	Reject ho
	Consultations				ho
	Well- baby	.480**	.000	Significant	Reject ho
	Immunizations				ho
	Other healthcare	.483**	.000	Significant	Reject ho
	Services				
	Pre-natal check up	.580**	.000	Significant	Reject ho
	Patients	.540**	.000	Significant	Reject ho
Responsiveness	Consultations				ho
	Well- baby	.498**	.000	Significant	Reject ho
	Immunizations				ho
	Other healthcare	.528**	.000	Significant	Reject ho
	Services				
	Pre-natal check up	.506**	.000	Significant	Reject ho
	Patients	.491**	.000	Significant	Reject ho
	Consultations				
Assurance	Well- baby	.451**	.000	Significant	Reject ho
	Immunizations				
	Other healthcare	.491**	.000	Significant	Reject ho
	Services				
	Pre-natal check-up	.547**	.000	Significant	Reject ho
	Patients	.519**	.000	Significant	Reject ho
	Consultations				ho
Empathy	Well- baby	.485**	.000	Significant	Reject ho
	Immunizations				ho
	Other healthcare	.520**	.000	Significant	Reject ho
	Services				

**Correlational at the level 0.01

*Correlational at the level 0.05(Two-tailed)

Table 3 shows the test of significant relationship between the level of satisfaction on service quality and challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna. The probability values are all less than the level of significance at .05 thus reject the null hypothesis. It can be concluded that there is significant relationship between the level of satisfaction on service quality and challenges encountered receiving healthcare services from community health centers in Cabuyao City, Laguna.

The above-mentioned findings of the study imply that the satisfaction of patients on service quality has a positive significant relationship on the challenges encountered in receiving

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healthcare services from community health centers in Cabuyao City, Laguna. Therefore, it is possible that as a result of such consistency among the satisfaction of service quality, patients believed that this is an extremely important aspect to reducing the challenges encountered. Thus, community health workers must be prepared and always up to date in order to maintain high satisfaction with the smooth and high quality of healthcare services. The system must be able to adapt to changing patient demographics and requirements, assimilate a quickly growing and increasingly sophisticated scientific and technology basis, adopt information technology advancements needed to provide care, and accommodate patients' various demands and wants to eliminate or reduce challenges in healthcare services for public safety and protection.

This is related to what Ling and Chao (2019) suggested in using the service quality concepts model to evaluate the service qualities of "community health centers" in order to identify service quality gaps and strengthen the competitive advantage. They discovered that there was a significant relationship between service quality and customer satisfaction, and that the most significant difference between service qualities was the service performance gap, indicating that there is still room for improvement in terms of health care service customer satisfaction with the health center's service, as well as several demographic characteristics, such as higher age groups, poorer education levels, and those who are unemployed, have a lower satisfaction with the health center's service. In order to implement complete quality management plans, the authors recommended that service employees improve their interactions with patients by gathering information through written forms or regular dialogues. Because health centers have a high degree of customer contact, and service staff's competence, communication capacity, and other service attitudes will affect the satisfaction of patients and their families, health centers should improve service staff's professional training and remind them about the service attitude.

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Table 4.1

Regression Analysis on the Impact of the Level of Satisfaction on Service Quality to the Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna in Terms of Pre-natal check up

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Decision	Remarks
	B	Std. Error	Beta				
(Constant)	.833	.274		3.043	.003		
Responsiveness	.688	.079	.580	8.669	.000	Reject H_0	Significant
R – Square	=	.337					
Adjusted R Square	=	.332					
F-value change	=	75.156					
Significance	=	.000					

Table 4.1 shows the regression analysis on the impact of the level of satisfaction of service quality to the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *pre-natal check-up*. Based on the table, responsiveness significantly impact singly or in combination on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *pre-natal check-up*. The probability values of .000 is less than the level of significance at .05, thus reject the null hypothesis.

The results of the study revealed that responsiveness significantly impact singly or in combination on the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna particularly in terms of *pre-natal check up* with a score of **33.7 %**.

A linear regression was calculated to predict the level challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *pre-natal check-up*. A significant regression equation was found that responsiveness had F value of **75.156** and probability value of **.000** with adjusted R square of **33.2%**. Since the probability

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 values are all less than **.05**, it is interpreted that the model has accounted for a statistically significant amount of variance in the outcome. The level of satisfaction of service quality such as responsiveness singly or in combination significantly impact the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna particularly in terms of *pre-natal* *checkup*.

Table 4.2

Regression Analysis on the Impact of the Level of Satisfaction on Service Quality to the Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna in Terms of Patient Consultations

Model	Unstandardize d Coefficients		Standardize d Coefficients Beta	T	Sig.	Decision s	Remark s
	B	Std. Error					
(Constant)	.840	.299		2.81 3	.00 6		
Responsiveness	.676	.087	.540	7.80 9	.00 0	Reject ho	Significan t
R – Square	=	.202					
Adjusted R Square	=	.287					
F-value change	=	60.985					
Significance	=	.000					

Table 4.2 shows the regression analysis on the impact of the level of satisfaction of service quality to the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *patient consultations*. Based on the table, *responsiveness* significantly impact singly or in combination on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *patient consultations*. The probability values of .000 is less than the level of significance at .05, thus reject the null hypothesis.

The results of the study revealed that *responsiveness* significantly impact singly or in combination on the challenges encountered in receiving healthcare services from community

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health centers in Cabuyao City, Laguna specifically in terms of *patient consultation* with a score of **20.2 %**.

A linear regression was calculated to predict the level challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *patient consultation*. A significant regression equation was found that responsiveness had F value of **20.985** and probability value of **.000** with adjusted R square of **28.7%**. Since the probability values are all less than **.05**, it is interpreted that the model has accounted for a statistically significant amount of variance in the outcome. The level of satisfaction of service quality such as responsiveness significantly impact singly or in combination on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna specifically in terms of *patient consultation*.

Table 4.3

Regression Analysis on the Impact of the Level of Satisfaction on Service Quality to the Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna in Terms of Well- baby Immunizations

Model	Unstandardize d Coefficients		Standardize d Coefficients	T	Sig.	Decision s	Remark s
	B	Std. Error	Beta				
(Constant)	.972	.306		3.17	.00		
Responsiveness	.621	.089	.498	6.98	.00	Reject ho	Significant
				9	0		
R – Square	=	.248					
Adjusted R Square	=	.243					
F-value change	=	48.4844					
Significance	=	.000					

Table 4.3 shows the regression analysis on the impact of the level of satisfaction of service quality to the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *well-baby immunizations*. Based on the table, *responsiveness* significantly impact singly or in combination on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City,

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Laguna particularly in terms of *well-baby immunizations*. The probability values of .000 is less than the level of significance at .05, thus reject the null hypothesis.

The results of the study revealed that *responsiveness* significantly impact singly or in combination on the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna particularly in terms of *well-baby immunizations* with a score of **24.8 %**.

A linear regression was calculated to predict the level challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *well-baby immunizations*. A significant regression equation was found that *responsiveness* had F value of **48.4844** and probability value of **.000** with adjusted R square of **24.3%**. Since the probability values are all less than **.05**, it is interpreted that the model has accounted for a statistically significant amount of variance in the outcome. The level of satisfaction of service quality such as responsiveness singly significantly impact the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *well-baby immunizations*.

Table 4.4 below shows the regression analysis on the impact of the level of satisfaction of service quality to the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *other health services*. Based on the table, *responsiveness* significantly impact on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *other health services*. The probability values of .000 is less than the level of significance at .05, thus reject the null hypothesis.

Table 4.4

Regression Analysis on the Impact of the Level of Satisfaction on Service Quality to the Challenges Encountered in Receiving Healthcare Services from Community Health Centers in Cabuyao City, Laguna in Terms of Other Health Services

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.	Decisions	Remarks
	B	Std. Error	Beta				
(Constant)	.721	.323		2.236	.027		

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Responsiveness	.707	.093	.528	7.562	.000	Reject hypothesis	Significant
R – Square	=	.279					
Adjusted R Square	=	.332					
F-value change	=	57.187					
Significance	=	.000					

The results of the study revealed that *responsiveness* significantly impact singly or in combination on the challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna predominantly in terms of *other health services* with a score of 27.9 %.

A linear regression was calculated to predict the level challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *other health services*. A significant regression equation was found that responsiveness had F value of **57.187** and probability value of **.000** with adjusted R square of **33.2%**. Since the probability values are all less than **.05**, it is interpreted that the model has accounted for a statistically significant amount of variance in the outcome. The level of satisfaction of service quality such as *responsiveness* significantly impact singly or in combination on the level of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna particularly in terms of *other health services*.

Table 5
The Proposed Action Plan

KEY RESULT AREAS/ AREAS OF CONCERN	GOALS/ OBJECTIVES	PLANS AND PROGRAMS	TIME FRAME	PERSONS INVOLVED	SOURCE OF FUND	SUCCESS INDICATORS
Pre-natal check-ups	<ul style="list-style-type: none"> To reduce pregnant mother mortality rate To improve maternal and child health services To enhance the quality of 	<ul style="list-style-type: none"> Home Visit Awareness Campaign Safe Motherhood Program Implementation Continuous Program on Family Planning Services 	Whole year round	All Health Workers and City Health Office	City Health Office Fund and Health Center Funds	95% Programs accomplishment and satisfaction rating

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	medical care during pregnancy					
Patient Consultations	<ul style="list-style-type: none"> To upgrade health workers' competency in dealing with patients To improve essential healthcare services specially in consultation To have other platform of consultation To reduce the morbidity and mortality among children against the most common vaccine-preventable diseases To improve health workers' performance in handling patients 	<ul style="list-style-type: none"> Upskilling Training for all Health Workers Intensive Information Campaign, Education, and Counseling (IEC) Program Virtual Consultation Plan 	Whole year round	All Health Workers and City Health Office	City Health Office Fund and Health Center Funds	95% Programs accomplishment and satisfaction rating
Well-baby immunizations	<ul style="list-style-type: none"> To improve quality of execution of other healthcare services To augment monitoring of performance of Health Workers 	<ul style="list-style-type: none"> Continuous Immunization Program Implementation Upskilling Training for all Health Workers Customer/Patient Service Training 	Whole year round or as needed	All Health Workers and City Health Office	City Health Office Fund and Health Center Funds	95% Programs accomplishment and satisfaction rating
Other healthcare services		<ul style="list-style-type: none"> Continuous Information Campaign, Education, and Counseling (IEC) Program Health Workers Evaluation Program 	Whole year round or as needed	All Health Workers and City Health Office	City Health Office Fund and Health Center Funds	95% Programs accomplishment and satisfaction rating

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CONCLUSIONS

Based on the aforementioned findings of the study, the following conclusions are drawn:

1. That the *highly satisfied* general assessment of the respondents on the level of satisfaction on` service quality of community health centers in Cabuyao City, Laguna in terms of tangibility, reliability, responsiveness, assurance, and empathy is an indication of an excellent healthcare services. Their service attributes in terms of facilities, equipment, medicines, and the physical appearance of health personnel met or exceeded the patients' expectations. The ability of the health center to demonstrate its presence in the community is real proof. In addition, *high satisfaction* rating also indicates that the services that was received by their patients are perceived to be trustworthy and consistent, and was conducted in a safe and efficient manner. It only shows that they are capable of providing the promised service consistently and properly. The health workers are willing to attend to patients on a voluntary basis, providing a service that is highly attentive, exact, and rapid. It entails community health center staff being available to assist patients and give prompt service. The services that was provided to the patients are full of kindness, expertise, and competence, instilling trust in them. Health workers of community health centers in Cabuyao City, Laguna provides personalized care and assistance, with utmost effort to understand the need and requirements of patients. Therefore, the *high satisfaction* rating of community health centers indicates that health workers are caring and attentive by listening to complaints and recognizing needs, as well as providing comfort to all patients that contact them. It simply means that the community health centers have complied with Republic Act 11659, also known as the Public Safety Act, by continuing to provide or maintain high-quality services that are appropriate, safe, and sufficient, or by allowing any services that can be legitimately requested and provided.

2. That the *encountered* general assessment of the respondents on the extent of challenges encountered in receiving healthcare services from health centers in Cabuyao City, Laguna in terms of pre-natal check-up, patient consultation, well-baby immunization, and other healthcare services is an indication that primary healthcare needs continuous improvement. Pregnant women in remote locations may find it challenging to obtain prenatal care. Community health centers should be aware of this. They have limited access to pertinent health information, self-care, and quality-of-life promotion when pregnant. The health facilities reveal that something is erroneous or missing in the systems, methods, and practices of health personnel who give patient consultation. Because health centers are the community's primary and immediate source of healthcare, there appears to be a need for program and service monitoring to improve how

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local residents and potential patients obtain patient consultation. It also signifies that the *encountered* rating from patients exposes that health centers performance was inadequate in infant health care through well-baby immunization, which is critical for reducing morbidity and mortality. It connotes that the immunization system faces moderate challenges that may jeopardize the progress gained and the effort still needed to attain targeted levels of vaccination coverage for newborns. It can also be concluded that there are insufficient rendering of *other health care services*, particularly in terms of information dissemination, patient education, and counseling. Hence, community health centers' average rating signifies that they were unable to fully meet their responsibilities in delivering additional types of healthcare services to their patients. It simply indicates that the chosen community health centers in Cabuyao City, Laguna are not completely aware of the adoption of a quality management system (QMS) to standardize their system that documents processes, methods, and obligations for accomplishing quality goals and objectives. An organization's activities can be better coordinated and directed with the use of a QMS, which also helps it continuously increase its effectiveness and efficiency while adhering to clients and regulatory standards.

3. That the *significant relationship* results between the level of satisfaction on service quality and the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna implies that the higher the level of satisfaction on service quality, the higher the level also of challenges encountered by the health workers. It only means that the majority of patients at the selected community health centers are extremely satisfied with the quality of healthcare services, which leads to more transactions and schedules being accommodated, resulting in challenges. Thus, community health workers must be prepared and always up to date in order to maintain high satisfaction with the smooth and high quality of healthcare services.

4. That the *significantly impacts* singly or in combination results of the study between the level of satisfaction on service quality and the extent of challenges encountered in receiving healthcare services from community health centers in Cabuyao City, Laguna in terms of *responsiveness* is an indication that the null hypothesis was rejected and that these aspects defiantly influences each other. To reduce the problems that affect patients' satisfaction, community health workers may clearly demonstrate to them that they are responsive in completing their obligations. It can be inferred that the community health centers under investigation require the adoption of a strategy or equivalent plans that may set forth precise annual improvement targets on a number of significant strategic measures.

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5. That the findings of this study may bring enlightenment, direction, and wisdom to all community health workers as they seek to maintain the high quality of primary healthcare services in their communities. That the proposed *Action Plan* might be used to implement reforms and comply with the Department of Health's Universal Health Care Law.

RECOMMENDATIONS

Based on the summarized findings and drawn conclusions, the following recommendations are hereby offered:

1. To increase the quality of healthcare services, community health centers in Cabuyao City, Laguna may continue to follow the Department of Health's policies and plans. The environment is changing, and primary health care providers may adapt to maintain their purpose of providing exceptional service with the right care at the right time for the community. A quality management system may assist them in coordinating and directing the organization's actions to satisfy patient and regulatory standards and continuously enhance effectiveness and efficiency.

2. In order to carry out their obligations as the government's primary health care provider, health workers may stay up to date on knowledge and skills in order to lessen the challenges they face in delivering healthcare services. It could also incorporate ethics and customer service training so that they can empathize with each patient's wants and expectations.

3. To improve the significant relationship findings of the study between patient satisfaction with service quality and the extent of challenges encountered in receiving healthcare services from health centers, health workers may seek to reduce weaknesses and use their role as a sort of advocacy to serve particularly the underprivileged constituents in their community. A strategic management plan may also be taken into account in order to align organizational planning and performance monitoring, enable striking the right balance between priorities and resolving community issues, and stimulate employee behavior that is committed to the principles upon which the vision and mission are based.

4. Health workers may undergo retraining to improve their hard and soft skills, as well as alertness in portraying their role as government service sector, to reduce the impact of patient satisfaction and challenges encountered in receiving healthcare services from health centers in terms of responsiveness.

5. Community Health Centers in Cabuyao City, Laguna may consider the proposed action plan. The action plan includes a list of goals for improving health services in Cabuyao City, Laguna's community health centers. This was created in response to the demands and gaps that

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data collection revealed. Though completing an action plan can take one, three, or even ten years, having one gives health centers legitimacy and provides direction, structure, and determination to getting things done. It will reduce the likelihood of neglecting details, assist the community in becoming more efficient by saving time, energy, and resources, and raise the likelihood that health workers will do what is required by making them more accountable.

6. More study is needed to understand what patients expect from their care and from their providers. This understanding will aid in bridging the quality evaluation gap between patients and community health services. Patients' perceptions of what is being delivered should be matched with the health workers' perceptions of what is being provided.



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