

AWARENESS AND PERCEPTION OF INPATIENTS ON  
SOCIAL SERVICES OFFERED BY SELECTED PUBLIC  
HOSPITALS IN CAVITE: BASIS FOR  
PROGRAM ENHANCEMENT

THESIS

LYNN ANDREA P. ESCOBAR  
ALISSANDRA MARGARITA E. MOJICA

College of Arts and Sciences  
CAVITE STATE UNIVERSITY  
Indang, Cavite

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**AWARENESS AND PERCEPTION OF IN-PATIENTS ON SOCIAL SERVICES  
OFFERED BY SELECTED PUBLIC HOSPITALS IN CAVITE: BASIS FOR  
PROGRAM ENHANCEMENT**

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**LYNN ANDREA P. ESCOBAR  
ALISSANDRA MARGARITA E. MOJICA**  
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## ABSTRACT

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The study was conducted from November 2018 to January 2019 in selected public hospitals in Cavite, particularly in Trece Martirez City, Dasmariñas City, and General Mariano Alvarez, Cavite. This study generally aimed to determine the awareness and perception of in-patients on social services offered by selected public hospitals in Cavite. Specifically, the objectives were to: identify the social services of the public hospitals in Cavite; know the level of awareness of in-patients to the social services of the public hospitals in Cavite; and determine the perception of in-patients on the social services of public hospitals in Cavite.

This study utilized quantitative research design and descriptive method that focused on the social services of public hospitals in Cavite which included the *Pagamutan ng Dasmariñas*, Dasmariñas City, General Emilio Aguinaldo Memorial Hospital, Trece Martirez City and Carsigma District Hospital, General Mariano Alvarez, Cavite. The participants were 150 in-patients from ob-gyne ward, medical ward and surgical ward. The results of the study were discussed and analyzed in tables and narrative form. This study revealed that the participants were aware that there were services under the social service units of the public hospitals, as well as moderately aware and agreed to the different services offered by the social services in selected public hospitals in Cavite.

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**Lynn Andrea P. Escobar  
Alissandra Margarita E. Mojica**

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## **INTRODUCTION**

Health care occupies a vital role in the social services sector and is essential for achieving sustainable human development. Hospitals are very important part of any health system. Within the public hospital sector, large hospitals and teaching hospitals are provided with a higher proportion of the essential human, physical and technological resources available in the financial and other health sector. Hospitals have their social services but there could be some individuals who are not fully aware about the patients' rights and the medical assistance they can avail.

The social services that the hospital extends include assessment, interview, and classifying patients according to their economic and other needs as mandated by RA 747 s. 1952. This act regulates fees in government hospitals and charity clinics and its current rules and regulations, implementing guidelines on classification of patients and on availment of medical social services in government hospitals; providing social work case