

CLIENT SATISFACTION ON THE DEPARTMENT OF HEALTH TREATMENT
AND REHABILITATION CENTER - BICUTAN: BASIS FOR
COMPREHENSIVE SERVICE DELIVERY

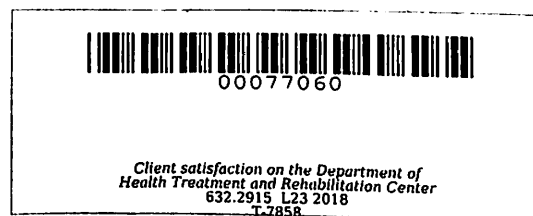
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**CLIENT SATISFACTION ON THE DEPARTMENT OF HEALTH TREATMENT
AND REHABILITATION CENTER – BICUTAN: BASIS FOR
COMPREHENSIVE SERVICE DELIVERY**

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ABSTRACT

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This study was an attempt to determine the level of satisfaction of the participants on the services offered by the DOH TRC-Bicutan for further development of the services of the said agency. This aimed to determine: (1) the demographic profile of the participants in terms of age, sex, civil status, socioeconomic status, and educational attainment; (2) their level of satisfaction on the services offered by the DOH TRC-Bicutan in terms of physical, psychological, social, and spiritual aspects; (3) the relationship between the participants' profile and level of satisfaction on the services offered by DOH TRC-Bicutan; and (4) the appropriate services that could enhanced based on the results of the study.

Results revealed that the participants considered are at early adulthood, mostly male, single, indigent, and had been in formal school up to secondary level. The participants' level of satisfaction on the services offered by the DOH TRC- Bicutan in terms of physical aspect and social aspect was highly while the psychological aspect and spiritual aspect were satisfied. Overall, they are highly satisfied with the services offered.

On the level of satisfaction in terms of physical aspect, there were significant relationships among age, sex, and socio-economic status and the level of satisfaction. There is no significant relationship considering civil status and educational attainment. On the level of satisfaction in terms of psychological aspect, there were significant

relationships among age and sex. There is no significant relationship considering civil status, socio-economic status and educational attainment.

There were no significant relationship between the participants' profile and their level of satisfaction on the services offered by the DOH TRC- Bicutan in terms of social aspect and spiritual aspect.

After finding the result in the satisfaction of the client-participants on the services offered by DOH TRC-Bicutan, the services that received satisfactory rating can be enhanced to achieve highly satisfactory rating in relation to the level of satisfaction of the participants.

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CLIENT SATISFACTION ON THE DEPARTMENT OF HEALTH TREATMENT AND REHABILITATION CENTER – BICUTAN: BASIS FOR COMPREHENSIVE SERVICE DELIVERY

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INTRODUCTION

Drug addiction is a serious problem in our society and the most cumbersome part is teenage drug addiction. The children at early ages are being exposed to dangerous drugs, and often, with the availability of such drugs within the community and in the society at present, it is daunting to imagine how to successfully eliminate the prevalent drug addiction problem in the country. It is however, possible to create sustainable treatment strategies for the in-patient setting, as hospitals and residential drug treatment on existing rehabilitation centers, or in out-patients facility, where treatment takes place depends on a number of factors such as the presence of psychiatric problems, family and social supports, the severity of the problem and previous treatments effort.

The abuse of dangerous drugs and substance can pose a significant socioeconomic threat to the overall welfare of the public. The proliferation and use of these narcotics have caused increased mortality rate, various diseases and the eventual moral degradation of