

DE LA SALLE UNIVERSITY

ABSTRACT

Through the literature gathered, it was found out that there was an underutilization of the urban health centers services. This particular study seeks to find out the different health delivery factors such as the rate of satisfaction of the mothers from the received services, the home visits made by the Barangay Health Center (BHC) personnel, queuing system in the BHC, attitudes and courtesy by the BHC personnel, educational campaigns, the knowledge of the mothers of the available services, awareness of the programs by the BHC and the range of services offered by them leads the urban poor residents to avail the services from the BHC. This study also aims to present the health delivery system particularly in Barangay Bagong Tanyag Health Center in Tagig, Metro Manila.

This research is a descriptive-correlational study to establish the relationship between the said factors and the use of the health services. There were 70 randomly selected respondents of this study all of whom came from the urban poor community of Barangay Bagong Tanyag in Tagig. The research instruments used for this study were pre-tested interview schedules to facilitate a face-to-face interview and direct observation in the Bagong Tanyag BHC.

The statistical test used for the data was Chi-square in order to see the correlation of the health delivery factors and the utilization of the services with a 5% significance level. Through this test, it was found out that there were no significant association between the use of services and the factors such as the home visits made by some of the personnel, the queuing system, the attitudes or courtesy of the other BHC personnel, the educational campaigns, the knowledge of the available services, awareness of the programs by the BHC and the range of services offered by them. On the other hand, it was found out that the rate of satisfaction by the mothers from the received services, the home visits by the midwives and the BHW (Barangay Health Workers), awareness of and participation in Classes for mothers were significantly associated with the utilization of services.

In general, regardless of the health delivery factors, there is no underutilization of the health services in the area.

