

ASSESSMENT OF PROCEDURES IN REQUIREMENT SUBMISSION FOR MEDICAL ASSISTANCE AND SATISFACTION OF PERSONS WITH DISABILITIES AT DSWD – CENTRAL OFFICE

ABSTRACT

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This study assessed how the DSWD Central Office handles requirement submission for medical assistance and evaluates the satisfaction of persons with disabilities. It examines variables such as document clarity and completeness, administrative procedure, staff competency, communication, and follow-up processes to determine their influence on client satisfaction and service efficiency. This study employed a quantitative descriptive research design. Purposive sampling is used to select twenty persons with disabilities who have applied for medical assistance at the DSWD Central Office. data were collected via a structured survey questionnaire that evaluates each stage of the requirement submission procedure, including document preparation, administrative steps, staff interactions, communication channels, and follow-up practices. Respondents reported high satisfaction with document clarity, administrative procedures, staff competency, and overall communication and follow-up processes. As a result, the medical assistance submission process was perceived as reliable and professionally managed. However, a significant communication gap was identified, with many applicants citing insufficient guidelines and unclear instructions that led to confusion and processing delays. The findings highlighted the need for enhanced communication and clearer procedural guidelines to streamline requirement submission. It was found that middle-aged applicants with disabilities were more likely to seek assistance, and that staff competency and facility professionalism were generally praised. As a result, standardizing minor procedural inconsistencies and enhancing staff training in empathy and active listening could further strengthen trust and user experience. Recommendations include developing accessible document templates, shortening submission timelines, implementing a dedicated hotline, introducing a digital document management and tracking system, and establishing a feedback mechanism to continuously improve service delivery for persons with disabilities.

RECOMMENDED CITATION

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