

## Services, Quality of Life And Satisfaction of Senior Citizens in Bacolod City

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### Abstract

The main purpose of this study was to come up with a general description and relationship among the extent of services, quality of life and satisfaction of senior citizens in Bacolod city. The areas of services include; health social access to public transport, utility discount and mandatory Philhealth coverage. Areas in the quality of life includes; health status, financial security, organizational affiliation, household relations and access to senior citizens' benefits. Areas on satisfaction includes; appreciation of good health, social support, emotional security, contentment and leisure and activity. The study employed the descriptive, comparative and relational analytical schemes in coming up with a general description, comparison and relationship among the selected variables. The mean, t-test and Pearson Product Moment of Correlation formula was used. Findings of the study revealed that senior citizens were adequately provided with all these services particularly on health, social public transport, utility discount and mandatory Philhealth services. They are experiencing quality living with regards to their relationship in their household and access to Philhealth benefits. However, findings showed that they are not adequately contented with regards to health condition and financial security. They were having high level of satisfaction on the aspect of social support, emotional security, and leisure activities. Moreover, study showed that there was significant relationship between services and quality of life of senior citizens. Likewise, a significant relationship between the services and satisfaction of senior citizens and a significant relationship between the satisfaction and quality of life of senior citizens has existed. The study concluded that on services, although the extent was not at its highest degree of contentment to the services but senior citizens were contented of all the services provided to them. On quality of life, senior citizens were not fully contented and happy about the quality of life they were experiencing to note that a moderate extent on contentment was perceived by the senior citizens. On satisfaction, senior citizens degree of satisfaction was high considering that majority of life satisfaction was perceived by them to be high particularly in social, emotional, leisure and contentment. It was concluded further that senior citizens were not fully satisfied or contented about their health condition.

The study highly recommends that medical programs/project shall provide greater emphasis on the following; married, low income, rural areas, male, without college degree senior citizens. Social services programs/project shall provide greater emphasis on the following; married, low income, rural areas, without college degree. Access to public transport programs/project shall provide greater emphasis on the following; married, low income. Utility discount programs/project shall provide greater emphasis on the following; married, without college degree, low income and leisure activity with greater emphasis on married, without college degree and low income senior citizens.

**Keywords:** Extend of Services, Medical Program, Senior Citizen, Quality of Life

### Introduction

To live is life, and life is to live. In old age, particularly senior citizens, the satisfaction of living a quality of life must be given consideration and there must be important services offered to them that increases their satisfaction in living life which means a quality life to live. Every year, the Department of Social Welfare

and Development (DSWD) with other government agencies, Local Government Units (LGU's) and Non-Government Organizations (NGO's) lead the celebration of Elderly Filipino Week this is to emphasize the important role of older persons in nation building, and, to raise and address issues concerning the old sector. Based on the 2010 census about 7 million – aged 60 years old and over comprise our population. They are provided with benefits and privileges through the following legislations; RA No. 7432 or the Expanded Senior Citizens Act of 2003, RA 9257 amendment to RA 7432 to include additional Services RA 10645 an amendment to RA 9994 to provide mandatory Philhealth coverage for all Senior Citizens. Through the years of upgrading and expanding services here is a list of benefits and privileges our elderly are entitled to: Discounts on the following: Twenty percent (20%) discount on medical related privileges, transportation either by land, air or sea, all hotel amenities and restaurants and funeral services. Five percent (5%) of utility discount in water and electric bills. Tax and training fee exemption. Free Medical, dental and vaccinations services. They can avail Government Assistance such as Special Pension Mandatory Philhealth coverage, social safety nets and death benefits assistance. Other services are Express lanes for any local or private transactions, educational privileges, retirees and social discounts in special programs. In order to avail of these benefits, the Senior Citizens or his/her authorized representatives shall present a valid and original Senior Citizen's Identification Card, (Jacobien Niebuur 2014). Based from the initial observation of the researcher, there are certain problems and difficulties like transportation services in which they priority areas to seat comfortable were not all time given to them and the decreased health condition. Improving the quality of life for Senior Citizens really augment the benefits service that our government offered to them. A life that will make them comfortable. They stay physically and mentally active because no worries with all the things they need. They stay connected with their family. The service of love, care and concern are best services that we could offer to our elderly. Connected with friends, being old doesn't mean you can no longer go out with your friends and talk things about life's experiences over simple coffee or tea. With the community as well as social interaction will help energize the whole being, the intellectual aspect will not be stagnant as you exchange ideas and concepts. Senior citizens are generally shouldered off the stage but are given such a comfortable front stall as spectator. So positive outlook is the key to happy life in old age. Conducting this study motivates me to let the people know that Senior Citizens play an important great role in our society. Senior citizens are important because of their long-accumulated knowledge, experience and wisdom. If given an opportunity, they have much to teach us. They are helpful in applying lessons in life. They offer a great deal of satisfaction and joy to be around them. The practical experience they offer. They have so much to give intangibly to us. They have learned the lessons of humility. They are fun companions, when we learn how to be in their company. Want them to feel comfortable, give the things they need, serve them and let them enjoy life to the fullest. Want my study to serve as an eye opener that our elderly needs extra respect, care love, patience and understanding. Give credit to our local and national government as they tried their best come up and approved the bills that they have special privileges that could augment their daily needs. By this study, May able to disseminate information, especially those who are living in the rural areas that would help them about the different services offered to them. Hence, having this service intended only for our Senior Citizens mean a lot. Many elderlies could observe and sense that despite of some uncomfortable health reason they are enjoying the quality of life because all of these services are being offered to each Senior Citizen fairly in Bacolod City.

### **Objectives of the Study**

The purpose of this study was to find out the extent of services, quality of life and satisfaction of senior citizens in Bacolod City.

Specifically, the study aims to answer the following questions:

1. What is the profile of the respondents in terms of the following:
  - a. Sex
  - b. Civil Status
  - c. Highest educational attainment
  - d. Average family income
  - e. Barangay Classification
2. What is the extent of senior citizens' services in terms of the following areas:

- a. Health services
- b. Social services
- c. Access to public transport
- d. Utility discount
- e. Mandatory Philhealth coverage
3. What is the extent of senior citizens' quality of life in terms of the following areas:
  - a. Health status
  - b. Financial security
  - c. Organizational affiliation
  - d. Household relations
  - e. Access to senior citizens' benefits
4. What is the level of satisfaction of senior citizens in terms of the following areas:
  - a. Appreciation of good health
  - b. Social support
  - c. Emotional security
  - d. Contentment
  - e. Leisure and Activity
5. What is the extent of senior citizens' services when grouped according to aforementioned variables?
6. What is the extent of senior citizens' quality of life when grouped according to aforementioned variables?
7. What is the level of satisfaction of senior citizens when grouped according to aforementioned variables?
8. Is there a significant difference in the areas of services when grouped and compared according to aforementioned variables?
9. Is there a significant difference in the areas of quality of life when grouped and compared according to aforementioned variables?
10. Is there a significant difference in the areas of satisfaction when grouped and compared according to aforementioned variables?
11. Is there a significant relationship between extent of services and quality of life?
12. Is there a significant relationship between extent of services and level of satisfaction?
13. Is there a significant relationship between quality of life and level of satisfaction?
14. What action plan design can be developed for senior citizens of Bacolod City?

## **Materials and Methods**

### **Research Design**

From the nature of the study which were to provide a generalization of the extent of service, quality of life and the level of satisfaction of senior citizens in Bacolod City, hence, this study employed the descriptive research design. Descriptive research design is utilized for the purpose of accurately portraying a population that has been chosen because of some specific characteristics. It is also use to determine the extent or direction attitude and behaviours (Cristobal and Cristobal, 2013) therefore descriptive research design is suited for this study for it aims to gather information about the characteristics within the present study and it will help in making professional judgments.

### **Respondents**

Respondents of this study are the 378 registered Senior Citizens of named Barangay in Bacolod City during the Calendar Year 2017.

### **Data Gathering Instrument**

This study utilized a self-made questionnaire comprises of two parts.

Part I elicited as to the name of the respondent which is optional ,information on the selected demography of the respondents in terms of sex, civil status, highest educational attainments, Average family monthly income and barangay classification.

Part II is the questionnaires proper which focused on the extent of services and quality of life of Senior Citizens. Each area is allocated 25 items thereby a total of 70 items in the questionnaire.

In the area of services and quality of life the respondents were asked to checked each item which determines the extent of senior citizen services and quality of life. Each item is to be answered in a continuum of a five scale, ranging from very great extent at the highest end of the scale very great extent to the lowest which was very negligible extent of the scale.

The score with their verbal interpretation are as follows;

code	Range score	Verbal Interpretation
5	4.20 – 5.00	Very great extent
4	3.40 – 4.19	Great extent
3	2.60 - 3.39	Moderate extent
2	1.80 – 2.59	Negligible extent
1	1.00 – 1.79	Very negligible extent

In the area of senior citizens satisfaction, the respondent answered a continuum of a five scale, ranging from at the very high satisfied lowest end of the scale which was very slightly satisfied.

The scores with their verbal interpretation are as follows;

code	Range score	Verbal Interpretation
5	4.20 – 5.00	Very highly satisfied
4	3.40 – 4.19	Highly satisfied
3	2.60 - 3.39	Moderately satisfied
2	1.80 – 2.59	Slightly satisfied
1	1.00 – 1.79	Very slightly satisfied

### **Validity**

Validity refers to the quality of research instrument a procedure that enables to measure what is supposed to measure and to produce information that are true and accurate, (Creswell 2014).

The questionnaires was subjected to content validity analyse among the three validators using the criteria develop for evaluating questionnaires set for the by Cater V Good Douglas P. Scates rating 1 as poor and 5 as excellent. The three research experts that validated the questionnaire is the President of Senior citizens of Bacolod City, the Department of Social Services and Development Head and the President of Bacolod City Principals, and Supervisors, Retiree Association and the last is a retired public elementary school principal of DepEd Division of Bacolod City.

### **Reliability**

According to Bluman (2014), Reliability refers to the consistency of scores and answers from one administration of an instrument. To another, and from one set of items to another. To establish the reliability of the instrument the researcher reproduced 30 copies of the questionnaires and distributed to 30 senior citizens of Bago City, Negros Occidental. They were asked to answer the questionnaires on the Services, Quality of Life and Satisfaction of Senior Citizens. Then the instrument was subjected to the Cronbach's Alpha Test. The results was 0.974 and is interpreted as Very highly reliable.

### **Data Gathering Procedure**

The researcher send letter of request to conduct of the study and to the City Mayor of Bacolod City stating the title, local, respondents' objective and purpose, mechanics and date of the study.

As soon as the letter was approved, copies of the letter was given to the Presidents of Senior Citizens in the 61 barangays of Bacolod City and requested for their availability and assistance the specific time and date of the survey. On the day of the survey, the researcher conducted preliminary discussions with the respondents on the mechanics and purpose of the study and how they was answer the questionnaires. The retrieval of the

questionnaires will be done after the survey. The researcher will verify the responses, and was computed and encode it using the prescribe analysis tools.

### **Analytical Schemes**

The following schemes are used:

For problem number one, aims to find out the profile of the respondents according to the selected variables, the descriptive analytical scheme was used.

For problem number two, aims find out the extent of Senior Citizens services in terms of health services, social services, access to public transport, utility discounts and mandatory Philhealth coverage, the descriptive analytical scheme was used.

For problem number three, which aims to find out the extent of senior citizens quality of life in terms of health status, financial security, organizational affiliation, household and access to senior citizens benefits, the descriptive analytical scheme was used.

For problem number four which aims to find out the level of senior citizens satisfaction in terms of appreciation of good health, social support, emotional security and contentment, the descriptive analytical scheme was used.

For problem five, six, seven which aims to find out the extent of services, quality of life and level of satisfaction of senior citizens according to the aforementioned variables, the descriptive analytical scheme was used.

For problem eight, nine and ten which were to find out whether or not a significant deference exist in the senior citizens services, quality of life and satisfaction when grouped and compared according to aforementioned variables, the comparative analytical scheme was used.

For problem eleven, twelve, and thirteen which were to find out whether or not a significant relationship exist between services and quality of life; services and satisfaction; quality of life and satisfaction of senior citizens, the correlational analytical scheme was used.

### **Statistical Tools**

The data gathered were analysed and interpreted with the use of appropriate statistical tools according, the tools that were employed were based on the nature of the problem.

For problem number one which aim to determine the profile of the respondents according to the selected variables, the percentage and frequency scoring was used.

For problem number two, which determine the extent of Senior Citizens services in terms of health services, social services, access to public transport, utility discounts and mandatory Phil-health coverage, the mean formula was used since it is the most widely used and generally the most accurate measure of central tendency..

For problem number three, which aims to determine the extent of senior citizens quality of life in terms of health status, financial security, organizational affiliation, household and access to senior citizens benefits the mean formula was used.

For problem number four which determine the level of senior citizens satisfaction in terms of appreciation of good health, social support, emotional security and contentment, the mean formula was used.

For problem five, six, seven which determine the extent of services, quality of life and level of satisfaction of senior citizens according to the aforementioned variables, the mean formula was used.

For problem eight, nine and ten which were to find out whether or not a significant deference exist in the senior citizens services, quality of life and satisfaction when grouped and compared according to aforementioned variables, the t-test was used.

For problem eleven, twelve, and thirteen which were to find out whether or not significant relationships exist between services and quality of life; services and satisfaction; and quality of life and of senior citizens, the Pearson Product moment of correlation was used.

### **Results and Discussion**



The data gathered in connection with the problems of the investigation, analyses these data through the identified appropriate statistical tools, and interprets the results derived from the analysis. All procedures are done in accordance with which the specific problems of the study were given.

Problem number 1 aims to determine the profile of the respondents according to the selected variables.

### **Profile of the Respondents in Terms of Variables Used in this Study**

Statistics in table 2 showed that 38.1% were male while 61.9% were female hence, it showed that majority of respondents were female. On civil status, 11.4% and 88.6% distributed among single and married respectively. With Highest educational attainment 48.7% and 51.3% distributed among with-out college degree and with college degree which imply that majority of respondents were having a college degree. On average family income, 47.6% belong to the low income earner while 52.4% belong to high income earner, and lastly with classification of barangay, revealed that 71.2% and 28.8% distributed among urban and rural area respectively which means that majority of them were residing in the urban area. Based from the percentage distribution, the sum total of respondents was 378.

**Table 2 : Profile of the respondents in terms of variables used in this study**

Variable	Classification	<i>f</i>	%
Sex	Male	144	38.1
	Female	234	61.9
	Total	378	100
Civil Status	Single	43	11.4
	Married	355	88.6
	Total	378	100
Highest Educational Attainment	Without College Degree	184	48.7
	College Degree	194	51.3
	Total	378	100
Average Family Monthly Income	Low Income (6,499 and Below)	181	47.6
	High Income (6,500 and above)	198	52.4
	Total	378	100
Classification of Barangay	Urban	269	71.2
	Rural	109	28.8
	Total	378	100

For problem number two, which were to find out the extents of senior citizens services in terms of health services, social services, access to public transport, utility discounts and mandatory Phil-health coverage.

### **Services in Terms of Health Services, Social Services, Access to Public Transport, Utility Discounts and Mandatory Phil-health Coverage**

Statistics in table 3 revealed the highest mean score of 3.89 on the aspect of mandatory Phil-health coverage interpreted as “great extent” which could imply that the Phil-health benefit have been provided adequately to the senior citizens considering that such services were necessary particularly the coverage of health insurance and discounts in health hospital services. Result further showed that senior citizens an adequate services in terms of yearly medical check-up to ensure good health. Though health is an important factor contributing to the quality of life, it should be noted that health services be provided to highest level of quality service. Health is a dynamic process because it is always changing. People can have times of good health, times of sickness, and maybe even times of serious illness. As lifestyles change, so does level of health. Those of that participate in regular physical activity do so partly to improve the current and future level of health, (Human Kenetic Publisher, 2016). Aside from that the services provided to senior citizens, it is important that they strive toward an optimal state of well-being. As lifestyle improves, health also improves and experience less disease and sickness. On the other hand, the lowest mean score 3.62

interpreted as “great extent” on the aspects of health and social services respectively, hence these could imply that senior citizens were likewise adequately provided with their health and social needs. Significantly, it should be noted that social participation are key determinants of health and quality of life, social participation and mobility are major modifiable determinants of older adults’ health and key dimensions of successful aging, (Levasseur, et, al., 2016).

**Table 3 Extents of Services in Terms of Health Services, Social Services, Access to Public Transport, Utility Discounts a and Mandatory Phil-health Coverage**

<b>Health Services</b>		<b>Mean</b>	<b>Interpretation</b>
1	I can easily access health services for my physical well-being.	3.68	Great extent
2	I have many opportunities to keep an alert mind.	3.64	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	3.55	Great extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.62	Great extent
5	Assessment of the elderlies’ physical well-being are among the top programs of the community.	3.62	Great extent
<b>Mean</b>		<b>3.62</b>	<b>Great extent</b>
<b>Social</b>		<b>Services</b>	
<i>mean</i>	<i>Interpretation</i>		
1	I can have easy interactions among several groups of elderlies in the community.	3.73	Great extent
2	I can access community areas to interact with other senior citizens in the community	3.63	Great extent
3	I know the numbers of Helplines of the community to ensure my safety & well-being	3.62	Great extent
4	I know several activities in the community that support active lifestyle for the elderlies	3.61	Great extent
5	My local community encourages senior citizens to take active roles in the community	3.55	Great extent
<b>Mean</b>		<b>3.63</b>	<b>Great extent</b>
<b>Access</b>		<b>Public</b>	
<i>mean</i>	<i>Interpretation</i>		
1	I don’t have a hard time using public transportation in the community.	3.72	Great extent
2	I can go to places in the community and be mobile on my own because it is easy to commute.	3.69	Great extent
3	Most public transportations have areas for senior citizens as well as persons with disabilities.	3.52	Great extent
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.68	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.56	Great extent
<b>Mean</b>		<b>3.63</b>	<b>Great extent</b>
<b>Utility</b>		<b>Discount</b>	
<i>mean</i>	<i>Interpretation</i>		
1	My senior citizen discount is always honoured in all commercial establishments.	3.69	Great extent
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.84	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and	3.94	Great extent

	examinations.		
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.94	Great extent
5	I am provided with several information by the local government on my privileges as senior citizen.	3.87	Great extent
	<b>Mean</b>	<b>3.85</b>	<b>Great extent</b>
	<b>Mandatory</b>	<b>Phil-health</b>	<b>Coverage</b>
	<i>mean Interpretation</i>		
1	I am covered by a government insurance (PhilHealth).	3.94	Great extent
2	My PhilHealth insurance is honoured in all hospitals.	3.87	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.78	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.84	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	4.00	Great extent
	<b>Mean</b>	<b>3.89</b>	<b>Great extent</b>
	<b>Over-all mean</b>	<b>3.72</b>	<b>Great extent</b>

To foster mobility and social participation, these interventions must consider proximity to resources and to recreational facilities, social support, transportation, neighbourhood security and User-friendliness of the walking environment, (Levasseur, et, al., 2016).

Lastly, result in table 3 revealed that all aspect of services were interpreted as “great extent” eliciting an the over-all mean score of 3.72 interpreted which could imply that senior citizens were adequately provided with all these services.

Problem number 3 aims to find out the extent of senior citizens quality of life in terms of health status, financial security, organizational affiliation, household and access to senior citizens benefits.

Senior Citizens Quality of Life in terms of Health Status,  
Financial Security, Organizational Affiliation, Household  
and Access to Senior Citizens Benefits.

Statistics in table 4 revealed the highest mean score of 3.99 interpreted as “great extent” on the aspect of household relation” and hence, it could imply that senior citizens were in good and sound relationship with their respective families. The feeling that one spend could still be considered that do have the quality of life because the feeling of happiness and contentment are present to every senior citizen.

Caregiving for a family member can be pleasing and challenging. A strong family unit and support system is essential when caring for a senior loved one. Hence, it should be noted that the greatest gifts parents give children is nurturing and caring for them as they grow into adults. In doing so, parents teach children to establish healthy relationships within the family unit and beyond, helping children grow into happy, well-adjusted and successful adults. As life comes full circle, children often have the opportunity to return this gift by caring for their parents as they reach their senior years, (CK Franchising Inc., 2014).

On the other hand, the lowest mean score of 2.76 interpreted as “moderate extent” on the aspect of financial security which could imply that senior citizens were not completely secured when it comes to monetary matters. From the result, it should be importantly noted that reaching a point of financial security is a process that takes time, effort and perhaps some sacrifices. However, the results are worth it. By starting early can put time on side and by doing a things right from the beginning can make that process easier and minimize the sacrifices you may be forced to make later, (FBFS Forest Bluff Financial Services, 2017). These could further imply that senior citizens consider in building a solid financial foundation which can help them spend less time and effort worrying about finances so they can devote time and energy to other important matters like family and future.

The over-all mean score of 3.33 interpreted as “moderate extent” which could imply that they were not totally happy considering the quality of life they are having when all these aspect taken altogether.



**Table 4 Quality of Life in terms of Health Status, Financial Security, Organizational Affiliation, Household and Access to Senior Citizens Benefits**

<b>Health Status</b>		<b>Mean</b>	<b>Interpretation</b>
1	I have a lot of physical energy.	2.92	Moderate extent
2	Pain affects my well- being.	2.67	Moderate extent
3	My health restricts me in eating sumptuous food	2.88	Moderate extent
4	I am healthy to get out and about.	3.04	Moderate extent
5	I regularly visit my doctor for my check-up.	2.89	Moderate extent
	<b>Mean</b>	<b>2.88</b>	<b>Moderate extent</b>
<b>Financial Security</b>			
<i>mean</i>	<i>Interpretation</i>		
1	I have enough money to pay for household bills.	2.80	Moderate extent
2	I have enough money to pay for household repairs or help needed at home.	2.69	Moderate extent
3	I can afford to buy what I want to.	2.72	Moderate extent
4	I cannot afford to do things I would enjoy.	2.83	Moderate extent
5	I have enough money to pay for my medical check-up and for my medicine.	2.77	Moderate extent
	<b>Mean</b>	<b>2.76</b>	<b>Moderate extent</b>
<b>Organizational Affiliation</b>			
<i>mean</i>	<i>Interpretation</i>		
1	I join groups to see friends and meet new friends.	3.12	Moderate extent
2	It helps me take care of and improve my health.	3.17	Moderate extent
3	It helps me stay active and have more energy.	3.12	Moderate extent
4	It is good source of information about services and benefits.	3.21	Moderate extent
5	It helps me feel happier and develop positive outlook in life.	3.30	Moderate extent
	<b>Mean</b>	<b>3.18</b>	<b>Moderate extent</b>
<b>Household Relation</b>			
<i>mean</i>	<i>Interpretation</i>		
1	My family apply the valued Filipino tradition of caring for the senior citizen.	4.04	Great extent
2	My family have close family ties and there is harmony.	4.06	Great extent
3	My family help and provide my needs.	3.95	Great extent
4	My family is very supportive to my wholesome activities.	3.96	Great extent
5	My family help improves my total well –being.	3.96	Great extent
	<b>Mean</b>	<b>3.99</b>	<b>Great extent</b>
<b>Access to Senior Citizens Benefit</b>			
<i>mean</i>	<i>Interpretation</i>		
1	I avail the grants of 20% discount on the purchase of medicine and other professional and attending physicians.	3.87	Great extent
2	I have an access to avail discounts in restaurants, hotels and other recreational centres.	3.78	Great extent
3	I avail the discounts for my prime commodities.	3.77	Great extent
4	I avail my senior citizen financial assistance from the senior citizen program as determined by the DSWD.	3.72	Great extent

5	I avail the benefits and privileges using my senior identification card.	3.98	Great extent
	<b>Mean</b>	<b>3.82</b>	<b>Great extent</b>
	<b>Over-all mean</b>	<b>3.33</b>	<b>Great extent</b>

Hence, it should be importantly considered that they must endeavor to establish some good financial habits by monitoring their spending to improve financial security considering that financial security revealed the lowest score among all other aspects.

Problem number 4 seeks to find out the level of senior citizens satisfaction in terms of appreciation of good health, social support, emotional security and contentment.

#### Senior Citizens Satisfaction in Terms of Appreciation of Good Health, Social Support, Emotional Security And Contentment

Statistics in table 5 revealed the highest mean score of 3.64 interpreted as “highly satisfied” on the aspect of “leisure/activity” which could imply that senior citizens had a feeling of satisfaction towards their activities particularly having leisure time for recreation and time to relax or un-wind. Leisure activities explain a significant part of older people’s social connectedness. Voluntary work, cultural activities, holiday, sports, reading books, hobbies and shopping are found to be successful predictors for social connectedness of older people, (Springer International Publishing, 2017). On the other hand, the lowest mean score of 3.06 interpreted as “moderately satisfied” on the aspect of appreciation for good health which could imply that senior citizens may somehow be but not completely satisfied or happy about their health.

**Table 5 Satisfaction in Terms of Appreciation of Good Health, Social Support, Emotional Security Contentment and Leisure**

<b>Appreciation of Good Health</b>		<i>Mean</i>	<i>Interpretation</i>
1	I have a lot of physical energy.	3.04	Moderately satisfied
2	Pain affects my well-being	2.99	Moderately satisfied
3	My health restricts me looking after myself or my home	2.80	Moderately satisfied
4	I am healthy enough to get out and about	3.10	Moderately satisfied
5	I enjoy my life overall	3.35	Moderately satisfied
	<b>Mean</b>	<b>3.06</b>	<b>Moderately satisfied</b>
<b>Social Support</b>		<i>mean</i>	
<i>Interpretation</i>			
1	My family, friends and neighbours would help me if needed	3.39	
2	I would like more companionship or contact with other persons	3.46	Highly satisfied
3	I have someone who gives me love and affection	3.56	Highly satisfied
4	I’d like more people to enjoy life with me	3.52	Highly satisfied
5	I have my children around which is important	3.56	Highly satisfied
	<b>Mean</b>	<b>3.50</b>	<b>Highly satisfied</b>
<b>Emotional Security</b>		<i>mean</i>	
<i>Interpretation</i>			
1	I take life as it comes and make the best of things	3.48	Highly satisfied
2	I feel lucky compared to most people	3.43	Highly satisfied

3	I have lot of control over the important things in my life	3.43	Highly satisfied
4	I tend to look at the bright side	3.63	Highly satisfied
5	I can control my emotion even in pressure	3.45	Highly satisfied
	<b>Mean</b>	<b>3.49</b>	<b>Highly satisfied</b>
<b>Contentment</b> <span style="float: right;"><i>mean</i></span>			
<i>Interpretation</i>			
1	I enjoy my life overall	3.83	Highly satisfied
2	I am happy most of the time	3.76	Highly satisfied
3	I look forward to things	3.71	Highly satisfied
4	Life gets me down	3.29	Moderately satisfied
5	I am healthy enough to have my independence	3.53	Highly satisfied
	<b>Mean</b>	<b>3.62</b>	<b>Highly satisfied</b>
<b>Leisure</b> <span style="float: right;"><b>Activity</b></span>			
<i>mean</i>	<i>Interpretation</i>		
1	I have social or leisure activities that I enjoy doing it	3.62	Highly satisfied
2	I try to stay involved with things	3.66	Highly satisfied
3	I do pay or unpaid work or activities that suit me a role in life	3.62	Highly satisfied
4	I have responsibilities to offer that restrict my social or leisure activities	3.49	Highly satisfied
5	Cultural, religious events or festivals are important to my quality of life	3.81	Highly satisfied
	<b>Mean</b>	<b>3.64</b>	<b>Highly satisfied</b>
		<b>3.46</b>	<b>Highly satisfied</b>

Health is a dynamic process because it is always changing, everyone have times of good health, times of sickness, and maybe even times of serious illness. As our lifestyles change, so does our level of health. Perhaps senior citizens may not be regularly participating in physical activity to partly improve their current and future level of our health. As people get older and their bodies decline in function. Physical activity can help to the decline move slower, it becomes even more important for older people to remain active to remain healthy meaning to say the increased activity as they get older.

The over-all mean score of 3.46 interpreted as “highly satisfied” could imply that senior citizens are happy considering that they were emotionally secured, contented, they have un-winding activities to enjoy and support from other people.

Problem 5, 6, and 7 which were to find out the extent of services, quality of life and level of satisfaction of senior citizens according to the aforementioned variables.

#### **Extents of Services in Terms of Health Services, Social Services, Access to Public Transport, Utility Discounts a and Mandatory Phil-health Coverage Health Services**

On sex, statistics in table 6 revealed the mean score of 3.52 and 3.69 obtained by both the male and female respectively, both mean scores were interpreted as “great extent”, hence, it could imply that both male and female senior citizens were contented about the health services provided to them. This could likewise mean that the female senior citizens had identical perception towards perceived services provided to them. On civil status, statistics showed a mean score of 3.72 obtained by the married senior citizens interpreted as “great extent” and which was higher than a mean score of 2.85 obtained by single senior citizens interpreted as “moderate extent” and hence, it could imply that married senior citizens had a greater extent of services. On Educational attainment, statistics revealed a mean score of 3.61 and 3.64 obtained by senior citizens with out and with college degree respectively, both mean scores were interpreted as “great extent” and hence it could imply that senior citizens with college degree and with-out college degree had an identical perception towards the services provided to them. On Average Family Income, statistics showed the mean scores of 3.41 and 3.82 obtained by those who belong to low income and high income earner respectively interpreted as “great extent” and hence, it could imply the senior citizens with low and high income had an identical perception towards the services provided to them.

**Table 6 : Senior Citizens Services in Terms of Health When Grouped According to Selected Variables**

Health Services		Sex			
		Male		Female	
		Mean	Interpretation	Mean	Interpretation
1	I can easily access health services for my physical well-being.	3.55	Great extent	3.76	Great extent
2	I have many opportunities to keep an alert mind.	3.53	Great extent	3.71	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	3.49	Great extent	3.59	Great extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.43	Great extent	3.74	Great extent
5	Assessment of the elderlies’ physical well-being are among the top programs of the community	3.62	Great extent	3.63	Great extent
<b>Mean</b>		<b>3.52</b>	Great extent	<b>3.69</b>	Great extent
Health Services		Civil Status			
		Single		Married	
		Mean	Interpretation	Mean	Interpretation
1	I can easily access health services for my physical well-being.	2.98		3.77	Great extent
2	I have many opportunities to keep an alert mind.	3.02		3.72	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	2.65		3.66	Great extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.12		3.69	Great extent
5	Assessment of the elderlies’ physical well-being are among the top programs of the community	2.49		3.77	Great extent
<b>Mean</b>		<b>2.85</b>		<b>3.72</b>	Great extent
Health Services		Educational Attainment			
		W/O College Degree		With College Degree	
		Mean	Interpretation	Mean	Interpretation

1	I can easily access health services for my physical well-being.	3.72	Great extent	3.64	Great extent
2	I have many opportunities to keep an alert mind.	3.62	Great extent	3.66	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	3.47	Great extent	3.62	Great extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.62	Great extent	3.62	Great extent
5	Assessment of the elderlies' physical well-being are among the top programs of the community	3.61	Great extent	3.64	Great extent
<b>Mean</b>		<b>3.61</b>	Great extent	<b>3.64</b>	Great extent

Table 6 continue...

Health Services		Average Family Monthly Income			
		Low		High	
		Mean	Interpretation	Mean	Interpretation
1	I can easily access health services for my physical well-being.	3.49	Great extent	3.86	Great extent
2	I have many opportunities to keep an alert mind.	3.46	Great extent	3.81	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	3.22		3.85	Great extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.41	Great extent	3.81	Great extent
5	Assessment of the elderlies' physical well-being are among the top programs of the community	3.46	Great extent	3.77	Great extent
<b>Mean</b>		<b>3.41</b>	Great extent	<b>3.82</b>	Great extent
Health Services		Barangay Classification			
		Urban		Rural	
		Mean	Interpretation	Mean	Interpretation
1	I can easily access health services for my physical well-being.	3.80	Great extent	3.39	
2	I have many opportunities to keep an alert mind.	3.72	Great extent	3.45	Great extent
3	I can easily reach clinics and hospitals nearby in case of emergencies.	3.64	Great extent	3.32	Moderate extent
4	I can easily find healthy and cheap food such as vegetables and dairy in the neighbourhood.	3.76	Great extent	3.28	Moderate extent
5	Assessment of the elderlies' physical well-being are among the top programs of the community	6.68	Great extent	3.49	Great extent
<b>Mean</b>		<b>3.72</b>	Great extent	<b>3.39</b>	Great extent

Social Services



On sex, statistics in table 7 showed the mean scores 3.66 and 3.61 obtained by male and female senior citizens interpreted as “great extent” and hence, it could imply that they had almost the same or identical perception towards the services provided to them. On civil status, it showed the a mean score of 3.04 obtained by the single senior citizens interpreted as “moderate extent” while a mean score of 3.70 obtained by the married citizens interpreted as “great extent” and hence it could imply that married senior citizens perceived higher services with those single senior citizens. On educational attainment, it showed the mean scores of 3.57 and 3.69 obtained by those without and with college degree senior citizens and hence it could imply that both groups had an identical perception towards the services provided to them.

**Table 7 : Senior Citizens in Terms of Social Services When Grouped According to Selected Variables**

Social Services		Sex			
		Male		Female	
		Mean	Interpretation	Mean	Interpretation
1	I can have easy interactions among several groups of elderlies in the community.	3.72	Great extent	3.74	Great extent
2	I can access community areas to interact with other senior citizens in the community.	3.72	Great extent	3.57	Great extent
3	I know the numbers of Helplines of the community to ensure my safety & well-being.	3.57	Great extent	3.65	Great extent
4	I know several activities in the community that support active lifestyle for the elderlies.	3.68	Great extent	3.56	Great extent
5	My local community encourages senior citizens to take active roles in the community.	3.63	Great extent	3.50	Great extent
<b>Mean</b>		<b>3.66</b>	Great extent	<b>3.61</b>	Great extent
Social Services		Civil Status			
		Single		Married	
		Mean	Interpretation	Mean	Interpretation
1	I can have easy interactions among several groups of elderlies in the community.	3.23	Moderate extent	3.79	Great extent
2	I can access community areas to interact with other senior citizens in the community.	3.00	Moderate extent	3.71	Great extent
3	I know the numbers of Helplines of the community to ensure my safety & well-being.	3.09	Moderate extent	3.69	Great extent
4	I know several activities in the community that support active lifestyle for the elderlies.	3.02	Moderate extent	3.68	Great extent
5	My local community encourages senior citizens to take active roles in the community.	2.84	Moderate extent	3.64	Great extent
<b>Mean</b>		<b>3.04</b>	Moderate extent	<b>3.70</b>	Great extent
Social Services		Educational Attainment			
		W/O College Degree		With College Degree	

		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I can have easy interactions among several groups of elderlies in the community.	3.66	Great extent	3.79	Great extent
2	I can access community areas to interact with other senior citizens in the community.	3.50	Great extent	3.65	Great extent
3	I know the numbers of Helplines of the community to ensure my safety & well-being.	3.57	Great extent	3.67	Great extent
4	I know several activities in the community that support active lifestyle for the elderlies.	3.52	Great extent	3.70	Great extent
5	My local community encourages senior citizens to take active roles in the community.	3.48	Great extent	3.62	Great extent
<b>Mean</b>		<b>3.57</b>	Great extent	<b>3.69</b>	Great extent

Table 7 continue...

<b>Social Services</b>		Average Family Monthly Income			
		<b>Low</b>		<b>High</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I can have easy interactions among several groups of elderlies in the community.	3.41	Great extent	4.03	Great extent
2	I can access community areas to interact with other senior citizens in the community.	3.39	Moderate extent	3.85	Great extent
3	I know the numbers of Helplines of the community to ensure my safety & well-being.	3.31	Moderate extent	3.90	Great extent
4	I know several activities in the community that support active lifestyle for the elderlies.	3.28	Moderate extent	3.90	Great extent
5	My local community encourages senior citizens to take active roles in the community.	3.22	Moderate extent	3.85	Great extent
<b>Mean</b>		<b>3.32</b>	Moderate extent	<b>3.91</b>	Great extent
<b>Social Services</b>		<b>Barangay Classification</b>			
		<b>Urban</b>		<b>Rural</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I can have easy interactions among several groups of elderlies in the community.	3.83	Great extent	3.50	Great extent
2	I can access community areas to interact with other senior citizens in the community.	3.76	Great extent	3.30	Moderate extent
3	I know the numbers of Helplines of the	3.67	Great extent	3.50	Great extent

	community to ensure my safety & well-being.				
4	I know several activities in the community that support active lifestyle for the elderly.	3.66	Great extent	3.49	Great extent
5	My local community encourages senior citizens to take active roles in the community.	3.59	Great extent	3.45	Great extent
<b>Mean</b>		<b>3.70</b>	Great extent	<b>3.45</b>	Great extent

### Access to Public Transport

On sex, statistics in table 8 revealed 3.75 and 3.56 obtained by male and female senior citizens respectively interpreted as “great extent” and hence it could imply that both groups had an identical perception towards the services provided to them. On civil status, it showed a mean score of 3.18 obtained by the single senior citizens interpreted as “moderate extent”, while a mean score of 3.69 obtained by married citizens and hence, it could imply that married senior citizens had a higher positive perception towards the services provided to them.

On Educational attainment it showed the mean scores of 3.57 and 3.69 obtained by those without and with college degree respectively and hence it could imply that groups had an identical positive perception towards the services provided to them particularly on access to public transportation.

**Table 8 : Senior Citizens Services in Terms of Access to Public Transport**

Access to Public Transport Services		Sex			
		Male		Female	
		Mean	Interpretation	Mean	Interpretation
1	I don't have a hard time using public transportation in the community.	3.83	Great extent	3.65	Great extent
2	I can go to places in the community and be mobile on my own because it is easy to commute.	3.69	Great extent	3.68	Great extent
3	Most public transportations have areas for senior citizens as well as persons with disabilities.	3.69	Great extent	3.42	Great extent
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.81	Great extent	3.60	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.73	Great extent	3.46	Great extent
<b>Mean</b>		<b>3.75</b>	Great extent	<b>3.56</b>	Great extent

Table 8 continue...

Access to Public Transport Services		Civil Status			
		Single		Married	
		Mean	Interpretation	Mean	Interpretation
1	I don't have a hard time using public transportation in the community.	3.19	Moderate extent	3.79	Great extent
2	I can go to places in the community and be mobile on my own because it is easy to commute.	3.30	Moderate extent	3.73	Great extent
3	Most public transportations have areas for senior citizens as well as persons	3.07	Moderate extent	3.58	Great extent

	with disabilities.				
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.28	Moderate extent	3.73	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.07	Moderate extent	3.62	Great extent
<b>Mean</b>		<b>3.18</b>	Moderate extent	<b>3.69</b>	Great extent
<b>Access to Public Transport Services</b>		<b>Educational Attainment</b>			
		<b>W/O College Degree</b>		<b>With College Degree</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I don't have a hard time using public transportation in the community.	3.66	Great extent	3.78	Great extent
2	I can go to places in the community and be mobile on my own because it is easy to commute.	3.60	Great extent	3.77	Great extent
3	Most public transportations have areas for senior citizens as well as persons with disabilities.	3.47	Great extent	3.57	Great extent
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.61	Great extent	3.74	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.53	Great extent	3.59	Great extent
<b>Mean</b>		<b>3.57</b>	Great extent	<b>3.69</b>	Great extent
<b>Access to Public Transport Services</b>		<b>Average Family Monthly Income</b>			
		<b>Low</b>		<b>High</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I don't have a hard time using public transportation in the community.	3.47	Great extent	3.95	Great extent
2	I can go to places in the community and be mobile on my own because it is easy to commute.	3.45	Great extent	3.90	Great extent
3	Most public transportations have areas for senior citizens as well as persons with disabilities.	3.33		3.70	Great extent
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.42	Great extent	3.91	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.34	Moderate extent	3.76	Great extent
<b>Mean</b>		<b>3.40</b>	Moderate extent	<b>3.84</b>	Great extent

Table 8 continue...

<b>Access to Public Transport Services</b>		<b>Barangay Classification</b>			
		<b>Urban</b>		<b>Rural</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I don't have a hard time using public transportation in the community.	3.76	Great extent	3.62	Great extent
2	I can go to places in the community	3.76	Great extent	3.50	Great extent

	and be mobile on my own because it is easy to commute.				
3	Most public transportations have areas for senior citizens as well as persons with disabilities.	3.56	Great extent	3.43	Great extent
4	I enjoy my priority privileges as a senior citizen in using public transportations.	3.71	Great extent	3.61	Great extent
5	Waiting shed for public transportations are user friendly to senior citizens.	3.61	Great extent	3.45	Great extent
<b>Mean</b>		<b>3.68</b>	Great extent	<b>3.52</b>	Great extent

### Utility Discount

On sex, statistics in table 9 showed the mean scores of 3.89 and 3.83 obtained by both male and female senior citizens interpreted as “great extent” and hence, it could imply that male and female citizens had an identical positive perception towards the services provided to them particularly on discount on utilities. On civil status it showed 3.29 and 3.92 obtained by both male and female senior citizens interpreted as “great extent” and hence, it could imply that both groups had an identical positive perception towards the services of utility discounting. On educational attainment it showed the mean score of 3.73 and 3.96 obtained by those without and with college degree respectively interpreted as “great extent” and hence it could imply that both groups had an identical perception towards the services of utility discount. On family income, it showed the mean scores of 3.63 and 4.06 obtained by those with low and high income earners and hence, it could imply that both groups had obtained an identical extent of utility discount services provide to them. On barangay classification, it showed the mean scores of 3.89 and 3.75 obtained by those living in the urban and rural areas respectively interpreted as “great extent” and hence both groups perceived an identical extent of utility discount services.

**Table 9 : Senior Citizens Services in Terms of Utility Discount**

Utility Discount Services		Sex			
		Male		Female	
		Mean	Interpretation	Mean	Interpretation
1	My senior citizen discount is always honoured in all commercial establishments.	3.78	Great extent	3.63	Great extent
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.93	Great extent	3.78	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and examinations.	3.95	Great extent	3.94	Great extent
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.89	Great extent	3.39	Great extent
5	I am provided with several information by the local government on my privileges as senior citizen.	3.90	Great extent	3.85	Great extent
<b>Mean</b>		<b>3.89</b>	Great extent	<b>3.83</b>	Great extent
Utility Discount Services		Civil Status			
		Single		Married	
		Mean	Interpretation	Mean	Interpretation
1	My senior citizen discount is always	3.14	Moderate	3.76	Great extent



	honoured in all commercial establishments.		extent		
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.33	Moderate extent	3.90	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and examinations.	3.30	Moderate extent	4.02	Great extent
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.49	Great extent	3.99	Great extent
5	I am provided with several information by the local government on my privileges as senior citizen.	3.21	Moderate extent	3.95	Great extent
<b>Mean</b>		<b>3.29</b>	Moderate extent	<b>3.92</b>	Great extent

Table 9 continue...

Utility Discount Services		Educational Attainment			
		W/O College Degree		With College Degree	
		Mean	Interpretation	Mean	Interpretation
1	My senior citizen discount is always honoured in all commercial establishments.	3.47	Great extent	3.89	Great extent
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.68	Great extent	3.98	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and examinations.	3.82	Great extent	4.06	Great extent
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.92	Great extent	3.95	Great extent
5	I am provided with several information by the local government on my privileges as senior citizen.	3.78	Great extent	3.94	Great extent
<b>Overall Mean</b>		<b>3.73</b>	Great extent	<b>3.97</b>	Great extent
Utility Discount Services		Average Family Monthly Income			
		Low		High	
		Mean	Interpretation	Mean	Interpretation
1	My senior citizen discount is always honoured in all commercial establishments.	3.35	Moderate extent	3.99	Great extent
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.58	Great extent	4.07	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and examinations.	3.73	Great extent	4.14	Great extent
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.81	Great extent	4.06	Great extent
5	I am provided with several information by the local government on my	3.66	Great extent	4.05	Great extent

	privileges as senior citizen.				
<b>Mean</b>		<b>3.63</b>	Great extent	<b>4.06</b>	Great extent
<b>Utility Discount Services</b>		<b>Barangay Classification</b>			
		<b>Urban</b>		<b>Rural</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	My senior citizen discount is always honoured in all commercial establishments.	3.73	Great extent	3.58	Great extent
2	The pharmacies and hospitals offer several privileges to senior citizens besides the automatic discounts.	3.88	Great extent	3.72	Great extent
3	I enjoy senior citizen discounts for my laboratory tests and examinations.	4.02	Great extent	3.75	Great extent
4	I am always prioritized when I fall in line for payments of my utilities and bills.	3.96	Great extent	3.89	Great extent
5	I am provided with several information by the local government on my privileges as senior citizen.	3.88	Great extent	3.83	Great extent
<b>Mean</b>		<b>3.89</b>	Great extent	<b>3.75</b>	Great extent

### Phil-Health Services

On Sex, statistics showed the mean scores of 3.91 and 3.86 obtained by both male and female senior citizens respectively interpreted as “great extent” and hence it could imply that both male and female citizens had an identical positive perception towards the philhealth services provided to them. On civil status, it showed the mean scores of 3.40 and 3.95 obtained by the single and married senior citizens respectively interpreted as “great extent” an hence, it could imply that both groups had an identical perception towards the services of philhealth provided to them. On educational attainment, it showed the mean scores of 3.75 and 4.02 obtained by those without and with college degree respectively interpreted as “great extent” and hence it could imply that both groups had perceived an identical positive service towards the services of philhealth. On barangay classification, it showed the mean scores of 3.90 and 3.85 obtained by those living in the urban and rural areas respectively interpreted as “great extent” which could imply that both groups had an identical perception towards the philhealth services provided to them.

**Table 10 : Senior Citizens Services in Terms of Mandatory Phil-health Services**

<b>Mandatory Phil Health Services</b>		<b>Sex</b>			
		<b>Male</b>		<b>Female</b>	
		<b>Mean</b>	<b>Interpretation</b>	<b>Mean</b>	<b>Interpretation</b>
1	I am covered by government insurance (PhilHealth).	4.01	Great extent	3.90	Great extent
2	My PhilHealth insurance is honoured in all hospitals.	3.89	Great extent	3.86	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.79	Great extent	3.76	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.88	Great extent	3.81	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	3.89	Great extent	4.00	Great extent
<b>Mean</b>		<b>3.81</b>	Great extent	<b>3.87</b>	Great extent
<b>Mandatory Phil Health Services</b>		<b>Civil Status</b>			

		Single		Married	
		Mean	Interpretation	Mean	Interpretation
1	I am covered by government insurance (PhilHealth).	3.53	Great extent	4.00	Great extent
2	My PhilHealth insurance is honored in all hospitals.	3.47	Great extent	3.93	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.23	Moderate extent	3.84	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.26	Moderate extent	3.91	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	3.49	Great extent	4.06	Great extent
<b>Mean</b>		<b>3.40</b>	Great extent	<b>3.95</b>	Great extent
<b>Mandatory Phil Health Services</b>		Educational Attainment			
		W/O College Degree		With College Degree	
		Mean	Interpretation	Mean	Interpretation
1	I am covered by government insurance (PhilHealth).	3.86	Great extent	4.03	Great extent
2	My PhilHealth insurance is honoured in all hospitals.	3.77	Great extent	3.97	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.58	Great extent	3.96	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.65	Great extent	4.01	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	3.88	Great extent	4.11	Great extent
<b>Mean</b>		<b>3.75</b>	Great extent	<b>4.02</b>	Great extent

Table 10 continue...

<b>Mandatory Phil Health Services</b>		Average Family Monthly Income			
		Low		High	
		Mean	Interpretation	Mean	Interpretation
1	I am covered by government insurance (PhilHealth).	3.72	Great extent	4.15	Great extent
2	My PhilHealth insurance is honored in all hospitals.	3.66	Great extent	4.07	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.46	Great extent	4.07	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.61	Great extent	4.05	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	3.74	Great extent	4.23	Very great extent
<b>Mean</b>		<b>3.64</b>	Great extent	<b>4.11</b>	Great extent
<b>Mandatory Phil Health Services</b>		Barangay Classification			
		Urban		Rural	
		Mean	Interpretation	Mean	Interpretation
1	I am covered by government insurance (PhilHealth).	3.96	Great extent	3.92	Great extent

2	My PhilHealth insurance is honored in all hospitals.	3.88	Great extent	3.85	Great extent
3	I can avail of a complete physical check-up at least once a year.	3.79	Great extent	3.73	Great extent
4	I avail of discounts for medical services regardless of my illness.	3.84	Great extent	3.83	Great extent
5	I am provided with information by PhilHealth on the privileges that I can enjoy as senior citizen.	4.04	Great extent	3.90	Great extent
<b>Mean</b>		<b>3.90</b>	Great extent	<b>3.85</b>	Great extent

### Summary of Findings

The following are the summary of findings that were based from the results of analyses from the data gathered of the study. Senior citizens were adequately provided with all these services particularly on health, social, public transport, utility discount and mandatory philhealth services. They are experiencing quality living with regards to their relationship in their household and access to philhealth benefits. However, findings showed that they are not adequately contented with regards to health condition and financial security. They were having high level of satisfaction on the aspect of social support, emotional security, and leisure activities. There was a significant difference in the services of senior citizens on the aspect of health, social services, access to public transportation, utility discount and philhealth services when they are grouped according to civil status. There was a significant difference in the services of senior citizens on the aspect of utility discount and philhealth services when they are grouped according to educational attainment. There was a significant difference in the services of senior citizens on the aspect of health, social services, access to public transportation, utility discount and philhealth services when they are grouped according to family income. There was a significant difference in the services of senior citizens on the aspect of health, social services, when they are grouped according to barangay classification. There was a significant difference in the quality life of senior citizens when they are compared according to sex on the aspect of health status.

There was a significant difference in the quality life of senior citizens when they are compared according to sex on the aspect of financial security, organizational affiliation and household relation. There was a significant difference in the quality life of senior citizens when they are compared according to family income on the aspect of health status, organizational affiliation and household relation. There was a significant difference in the satisfaction on senior citizens on the aspect of social, emotional and leisure activity when they compared according to civil status. There was a significant difference in the satisfaction on senior citizens on the aspect of leisure activity when they compared according to family income. There was a significant relationship between services and quality of life of senior citizens. There was a significant relationship between the services and satisfaction of senior citizens. There is a significant relationship between the satisfaction and quality of life of senior citizens.

### Conclusion

From the forgoing findings, the following are conclusions that were derived. On services, it was concluded that although the extent was not at its highest degree of contentment to the services but results showed that senior citizens were contented of all the services provided to them, to note that in all aspect of services was interpreted as great extent. On quality of life, it was concluded that senior citizens were not fully contented and happy about the quality of life they were experiencing to note that a moderate extent on contentment was perceived by the senior citizens. It was concluded further, that majority of aspects of their quality of life were only at moderate extent of contentment. On satisfaction, it was concluded that senior citizens degree of satisfaction was high considering that majority of life satisfaction was perceived by them to be high particularly in social, emotional, leisure and contentment. It was concluded further that senior citizens were not fully satisfied or contented about their health condition. Comparatively, it was concluded that single senior citizens perceived to have received a higher degree of services on the aspect of health services compared with that of married citizens, married citizens perceived to have received a higher degree of social

services with that of the single citizens, married citizens perceived to have received a higher degree of public transport services with that of the single citizens, married citizens perceived to have received a higher degree of utility discount services with that of the single citizens, and with mandatory Phil-health services as well. Comparing the services of senior citizens with their family average income, it was concluded that those with high income had received higher degree of services in all aspects of health, social, transport, utility discount and philhealth services compared with that of those with low income. Comparing the services of senior citizens with barangay classification, it was concluded that those living in the urban areas had received a higher degree of services on the aspects of health and social services compared with that of those residing in the rural areas.

With regards to the quality of life of senior citizens, it was concluded that female citizens had a higher degree of satisfaction on the aspect of health status compared with that of the male citizens. Married citizens had a higher degree of quality of life considering financial matters with that of the single citizens. Single citizens were had a higher degree of quality of life considering socialization with others compared with married citizens. Married citizens had a higher degree of quality of life considering household relationships with that of the single citizens. Comparing them with family average income, it was concluded that those having low income had a higher degree of quality of life considering the aspect of health status with those having low income. Those having high income had a higher degree of quality of life considering the aspect of household relationships with those having low income. On satisfaction and comparing senior citizens using their sexes, it was concluded that female senior citizens had a higher degree of satisfaction considering the appreciation of their health compared with that of male citizens, married citizens were more satisfied on the aspect of social and emotional security compared with that of single citizens, single citizens had a higher degree of satisfaction on the aspect of leisure activities compared with married citizens. With educational attainment, it was concluded that those with college degree had higher degree of satisfaction on the aspect of health appreciation, social support and emotional security compared with that of those without college degree. On family average income, it was concluded that those with high income had a higher degree of satisfaction considering their leisure activities compared with that of those having low income. It was concluded that the extent of services provided to the senior citizens had an impact or influenced the quality of life they are experiencing, to conclude further that the impact of such services to their quality of life was at moderate level. It was concluded that the extents of services provided to the senior citizens had an impact or influenced the satisfaction they are experiencing, to conclude further that the impact of such services to their satisfaction was at moderate level. Lastly, it was concluded that the extent of quality of life they are experiencing had an impact or influenced their satisfaction, to conclude further that the impact of their quality of life to their satisfaction was at moderate level.

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