

Senior Citizen's Privilege Card: Satisfaction Level of Card Holder in Cabanatuan City, Nueva Ecija, Philippines 3100

DANILO D. PASTORFIDE, MPA, LPT

College of Management and Business Technology, Nueva Ecija University of Science and Technology
Sumacab Campus, Cabanatuan City, Nueva Ecija Philippines

Abstract - Older people are important members of any society and therefore have the right to live in dignity in later life (reliefweb.int, 2017). The research was conducted to determine the level of satisfaction of senior citizens from the benefits and privileges of the Senior Citizen's Privilege Card and the problems encountered in availing those benefits and privileges. This study used a descriptive method of research and a total of 30 respondents in the study. Simple statistics analysis were used to analyze the data. The data showed that majority or almost all the benefits and privileges are at a highest or very satisfactory level. The problem that most card holders experience are because of not following the right process using the card.

Key Words: Senior Citizen, Privileges Card, Benefits, Privileges

I. INTRODUCTION

Elder member of our society is entitle as senior citizens, they have been respected for decades because of our traditional culture and because they are also dealing with the inevitable problems of aging, particularly those involving health and income. A central question is whether this population aging will be accompanied by sustained or improved health, an improving quality of life, and sufficient social and economic resources as the length of life and number and proportion of older persons increase in most industrialized and many developing countries (National Institute of Health, 2017). Health problems includes normal losses in hearing, eyesight, memory and the increased likelihood of chronic diseases. Hearing loss affects one out of every three adults between the ages of 65 and 74, and nearly half of those over the

age of 75 have difficulties hearing. Those who have problems hearing, on the other hand, may be hesitant to admit to it (NIH, 2017). The second major problem of the elderly involves income and economic welfare.

To ensure that the senior citizens have their basics needs and that they have the resources to continue to function in the community, the Philippine government provided in our constitutions that the state is duty-bound to recognize the rights of the senior citizens by providing support through various social system. Thus, senior citizens are granted with different benefits and privileges in terms of health and economic welfare.

In order to avail these benefits and privileges the senior citizen must present their privilege card or senior citizens card together with the booklet provided by senior citizen's office of the local government. The Senior Citizen's ID Card is one of the legitimate IDs provided to senior citizens in the Philippines by the Office of Senior Citizen Affairs (OSCA). Obtaining a Senior Citizen's ID Card is critical since the card owner is entitled to benefits, privileges, and government aid under Republic Acts No. 9994 and 10645 (OSCA, 2017).

The purpose of this study is to evaluate the level of satisfaction of the senior citizens in availing their benefits and privileges in different establishment. This study also deals with the problems they encounter in availing the benefits and privileges.

I. OBJECTIVE OF THE STUDY

The purpose of the study is to determine the level of satisfactions and the problems of the senior citizens in availing their benefits and privileges. Specifically, it sought to answer the following objective: 1. The profile of the respondents 2. The level of satisfactions of senior citizens from availing different

benefits and privileges of the privilege card. 3. Problems/challenges in availing these benefits and privileges.

II. METHODOLOGY

This study used a descriptive–quantitative research design. Descriptive research provides a relatively complete picture of what is occurring at a given time and at the same time allows the development of questions for further study (Stangor, 2011). Descriptive research is used in this study because it aims to accurately and systematically describe a population, situation, or phenomenon. It can answer what, when, where, when, and how questions, but not why questions (McCombes, 2017). This study was conducted to determine the level of satisfaction of senior citizens in availing their benefits of the privilege card as well as the problem they encounter.

A total of 30 respondents were surveyed in this study. A self-made questionnaire were used as the main tool to gather the data. Data collected are tabulated, organized and analyzed using simple statistics.

III. RESULTS AND DISCUSSION

1. Profile of the Respondents

Table 1 – Demographic Profile of the Respondents

Age	Frequency	Percentage
60 – 70	25	83.33%
71 – 80	3	10%
81 and above	2	6.67%
Total	30	100%
Gender		
Male	14	46.67%
Female	16	53.33%
Total	30	100%
Civil Status		
Single	1	3.33%
Married	20	66.67%
Widowed	9	30%
Total	30	100%

Table 1 shows the demographic profile of the respondents. Data shows that majority of the respondents ages

are from 60 – 70 with frequency of 25 or 83.33% of the total respondents. In terms of gender, majority of 53.33% of the respondents are females while only 46.67% are male. As to their civil status, Majority are married or 66.67% and 30% are widowed.

This data shows that majority of the senior citizens are in the age of 60 – 70 which implies that the life expectancy of majority of the humans are on the average of 72.6 years old (ourworldindata.com). Majority of the senior citizens are married which is expected from most of the elderly who came from adulthood.

2. The Level of Satisfaction of senior citizens from the benefits and privileges

Table 2. Level of Satisfaction

No.	Indicator	Weigh ted Mean	Verbal Interpre tation
1.	Free medical, dental diagnostics and laboratory services in the Government Facilities.	3.23	Neutral
2.	20% Discounts in purchase of medicine	4.27	Very Satisfied
3.	20% Discounts in hotels, restaurants, and recreational centers and funerals	3.77	Satisfied
4.	20% Discounts in Theaters, Cinema Houses and concert halls ect.	3.1	Neutral
5.	20% Discounts in medical, dental diagnostics and laboratories in private facilities	3.5	Satisfied
6.	20% Discounts on Fare for domestics air, land, and sea travels in public and private transportations	3.73	Satisfied
7.	PhilHealth Benefits	4.1	Satisfied

8.	5% Discounts privilege on prime commodities and basic needs.	2.57	Dissatisfied
9.	5% utility discounts on electric and water consumptions	3	Neutral
Average Weighted Mean		3.47	Satisfied

Table 2 shows the level of satisfaction of the respondents in availing the benefits and privileges of senior citizen's ID card. The average weighted mean is 3.47 with verbal interpretation Satisfied. Detailing the table above shows that indicator no. 2 "20% discounts in purchase of medicine" have the highest weighted mean of 4.27 with verbal interpretation Very satisfied and the lowest is indicator no. 8 "5% Discounts privilege on prime commodities and basic needs." With weighted mean of 2.57 with verbal interpretation dissatisfied.

The data can be concluded that most of the respondents are satisfied with almost all of the benefits of the Privilege card of the senior citizens.

3. Problems encounter of the senior citizens in availing the benefits of the privileges card.

Table 3 Problems encounter

No.	Indicator	Weighted Mean	Verbal Interpretation
1.	Paying Service Charges	4.07	Rarely
2.	Not getting the appropriate discounts	4.47	Never
3.	No discounts received at all	3.67	Rarely
4.	Drug Store requiring Senior Citizens booklet	3.93	Rarely
5.	Drug Store requiring doctors prescriptions	1.77	Always
6.	Processing of Papers for Philhealth is slow	4.6	Never
7.	No discount received if they do not have senior citizens booklet	3.4	Rarely

Average Weighted Mean	3.70	Rarely
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The Table 3 shows that different problems encountered by senior citizens when using their privilege card. Table shows that rarely or never they experience the listed problems from above. However, it can be seen that indicator no. 5 "Drug store requiring doctors prescriptions" are always experience by senior citizens with weighted mean of 1.77 and a verbal interpretation "always". This shows that if the senior citizens are does not have a doctor's prescriptions they cannot avail any discounts from the buying medicines. On the other hand, except from indicator no. 5, all are rarely or never happens to the senior citizens. This can mean that proper implementation and proper orientation on different establishment are made by the government to follow all the guidelines in the senior citizens law and the use of senior citizens privileges card.

IV. CONCLUSION AND RECOMMENDATION

From the data above a conclusion was derived. It can be concluded that majority of the senior citizens using the privilege card are on the ages of 60 -70 and most of them are females. Majority of the senior citizens are married. The satisfaction level of the senior citizens in using their privilege card are "Satisfied" if not "Very Satisfied", only on 5% discount privilege on prime commodities and basic necessity they are dissatisfied.

It is strongly suggested that government office for senior citizens should check on the implementation of the 5% discounts in prime commodities and basic necessities establishment if they are properly following the guidelines in senior citizen's privilege card benefits. It is also suggested that drug store should be oriented that prescription is not a requirement for availing discounts in the medicines purchased by senior citizens.

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