

ABSTRACT

This study's main objective was to find out the client satisfaction on the services offered by Daycare Center in Municipality of Pilar. Specifically, this study have the following objectives: 1. To find the socio-demographic profile of the respondents and 2. To determine the client satisfaction on the services offered by Daycare Center. This study was conducted at 3 Barangays in the municipality of Pilar using a descriptive type of research. The respondent were 30 parents of clients of the day centers in Brgy. Natividad, Poblacion and Rosario were purposively using universal sampling technique. A questionnaire was the instruments used in gathering data from the respondents and were analyzed using statistical tools such as frequency count, percentage and mean.

The findings revealed that out of 30 respondents, 25 or 83.33 percent were female, 5 or 16.67 percent were male, 17 or 56.67 percent were the age bracket of 18-27 years old, 12 or 40.00 percent were 28-37 years old 1 or 3.33 percent were 38-47 years old, 12 or 40.00 percent were high school graduate, 9 or 30.00 percent were college level, 5 or 16.67 percent were college graduate, 4 or 13.33 percent were elementary graduate, 14 or 46.67 percent have a monthly income of Php 5000 below, 11 or 36.67 percent have Php 5,001-10,000 monthly income and 5 or 16.66 percent have a monthly income of Php 10, 000 and above.

Finding also revealed that the respondents were satisfied with the services offered by the day care centers in the municipality of Pilar with a total mean score of 3.89. The respondents were satisfied with the services on play and learn session (m=3.98), supplementary feeding program (m=3.99), weight monitoring (m=4.20), height monitoring (m=3.98), daily sessions (m=3.90) and orientation for good performance (m=4.20) and the respondents were moderately satisfied on the services of day care center on fun activities (m=3.40) and socialization (m=3.40).