

Botika ng Bayan: A Comprehensive Health and Social Services Development Program of Valenzuela City

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Abstract—The Philippine government established the Botika ng Bayan (BNB) program that makes medicine cost-effective and readily available to those in need. The Botika ng Bayan program has led to an expansive and proficient pharmaceutical business having a priority on generic medicine manufacturing which was an important development toward improving the lives of its citizens. The objective of the program is to expand the availability of medicine and encourage the growth of comprehensive health services, especially in underserved areas. This study assesses the effectiveness of the Botika ng Bayan program's implementation among Valenzuela City residents and also the correlation between the program and the demographic information provided by the participants. The study utilized a mixed-methods approach which includes qualitative and quantitative data from multiple sources such as surveys, semi-structured interviews, document reviews, and literature studies. The results of this study reflect the resident's positive evaluation of the Botika ng Bayan program's effectiveness. Respondents expressed satisfaction with the capacity of the program to provide free and affordable medicines that contribute to overall health improvement and reduce family expenses. The program has been a significant step toward improving the overall healthcare system in the city. The study recommends that the program continues to expand its services and reach more underserved communities. The government should also provide additional support for the program to ensure its sustainability and long-term success.

Index Terms— Availability, Botika ng Bayan Program, Effectiveness, Healthcare Services, Medicines, Underserved Communities, Valenzuela City.

1. Introduction

The Philippine government has undertaken several interventions, including a wide range of regulations, rules, and programs that help reduce the cost of medicines while improving access to them. Numerous plans, strategies, and reforms were established to ensure effectiveness in coordinating health activities among surrounding regions, and provincial and city capital. The Department of Health (DOH) preserved services within the associated region, some of which were being revived to improve upon their efficacy. The DOH is in charge of formulating, enforcing, and regulating the policies to directly control the operations of specialized hospitals,

especially the revival of the Botika ng Bayan (BNB) program in every City (Ball & Tisocki, 2015). Under the decentralization system, the DOH revives Botika ng Bayan to assist Local Government Units (LGUs) and rural health units (RHUs) that implement healthcare programs in accessing free medicines within cities and municipalities.

The Botika ng Bayan (BNB) program has shown a wide and well-developed pharmaceutical section, including an emphasis on generic medicine production. The program provided information on how previous BNB implementation results are considered to enable the successful development of the BNB program. In contrast to the previous program, the BNB revitalization's health promotion management has been strengthened, which has elevated the accessibility of medications in public health facilities. However, standardizing BNB operational processes is critical to ensuring availability, promoting rational use of medicines, rational management of goods and medicine quality, and providing patients with consistently high-quality services.

BNBs are the government's flagship platforms for the Cheaper Medicines Program (Picazo, 2012). The program has been highly competitive with private franchisors, which can provide more effective terms to their franchisees and the system's continuous flow of resources and goods. Moreover, BNBs are more sustainable and structured than Botika ng Barangay (BNB) regarding drug replenishment and profit incentives. A decentralized public health system and lack of funding are among the challenges to supplying medicines, with the private sector playing a significant part in medicine access.

Under the BNB program, the government sets up pharmacies in various locations throughout the country, including in remote and underserved areas. These pharmacies offer a wide range of essential medicines at prices significantly lower than those charged by private pharmacies. The medicines sold in BNB outlets are sourced directly from reputable drug manufacturers and distributors, ensuring their quality and safety. However, pharmaceutical provision is affected by limited funding by the Philippines Food and Drug Administration, and low-quality and counterfeit medicines continue to be a problem through the

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distribution of generic medicines in the country.

The BNB program was created to specifically assist those who lack the financial means to buy medications, and it is the community's generous drugstore where medications can be accessed without charge. However, medications are not always accessible because these health facilities run out of stock also (Collado *et al.*, 2021). The program has been well-received by the community, and there is a high demand for its services. It also has been relatively easy to implement and maintain, and it has been cost-effective and is not very complex.

The purpose of the study is to acquire data or information to determine how the program's implementation affects the residents of Valenzuela based on the health and social services development of a program that will promote affordable generic medicines. In terms of an innovative public service delivery measure, the BNB program can be considered an innovation in the field of public administration research that seeks to address the country's issue of access to affordable and high-quality medicine. The program observes and assesses its operations regularly to ensure efficiency and recognize areas for improvement.

This study will identify and assess the performance of the program as well as how its interventions will affect the health and well-being of the residents in the communities it serves which helps to inform its policy decisions and program design. According to Lagomarsino, (2011), the Botika ng Bayan program is a successful franchise network that helps every individual in the country which improves the way people purchase medicines at a low-cost price. The program adopts a proactive and responsive approach to the provision of healthcare system services, which is crucial in a community where a significant portion of the population still lacks access to basic healthcare services.

The goal of the policy framework aligned with Ordinance No. 533 Series of 2018, which is based on the provision of easy access to the available medicines and healthcare services. The key objective is to ensure the coordination of engaging the Local Government Unit (LGU) of Valenzuela City to establish Botika ng Bayan in each of the 33 Barangays in total within Valenzuela City and to ensure the medicine supplies to the community at the lowest possible cost by having a prescription. This framework prioritizes the vulnerable groups in the community, especially those who are living in urban poor areas. It targets the vulnerable to reduce the spending on medicines by the government health facilities. Prioritizing the Local Government's initiatives strengthens the approach since there are two Botika ng Bayan existing in the city.

2. Background of the Study

The Botika ng Bayan (BNB) program approaches healthcare delivery proactively and adaptively, which is critical in a nation where the majority of the population still lacks access to basic universal healthcare. It demonstrates the value of inter-agency collaboration and public-private partnerships in public service administration, that provide employees with opportunities for training and capacity-building, improving their abilities and contributing to the development of their communities. The

Botika ng Bayan advanced its services by establishing a nationwide system of privately owned and operated authorized pharmacy stores that offer low-cost imported or generic medicines to compete with commercially priced medicinal products. The program reviews and analyzes its operations regularly to ensure their effectiveness and to identify areas for improvement, encouraging the development of evidence-based policymaking and performance management in public administration.

The BNB was recognized as one of the techniques to provide free access to essential medicines. The DOH advocated the revival of BNB because of its potential to improve access to medicines and health services. The program was launched in 2004 by the Department of Health (DOH) as a component of its commitment to achieving Universal Health Care (UHC). The BNB program established community drugstores in selected areas, particularly in barangays or municipalities where access to medicines is limited. The main objective of the BNB program is to ensure that Filipinos have access to safe and effective medicines, particularly those who cannot afford to purchase expensive medicines from private pharmacies.

Republic Act No. 6675, also known as the Generic Act of 1988 states that it constitutes a policy of the State to ensure a sufficient supply of medicines with generic terms at the cheapest price and also, to emphasize the evidence-based rationale for drug use to provide that healthcare professionals might become more knowledgeable and aware of the significance of these medicines.

A Report from the publication of the World Health Organization, about 66 percent of the country's population could obtain basic medicines. The approximate proportion of the population who have access to at least twenty (20) necessary medications serves as the framework for availability. The latter must always be accessible and reasonably priced at a hospital or pharmacy within a mile of the patient's home. Life-saving medications must be accessible and affordable, especially in places with high mortality and morbidity rates (World Medicines Situation, 2004). Furthermore, other factors, such as sensible drug selection and use, responsive supplier management, sustainable financing, and dependable and consistent healthcare, also have a significant impact on the availability of essential drugs and medicines (Paulino, 2008).

Valenzuela City has two BNB stores which provides cheaper and free medicines to the city's residents. The Valenzuela local government stated that the BNBs would greatly assist members of Valenzuela's marginalized communities who cannot afford to buy medicines. According to Rex Gatchalian, the former Mayor of Valenzuela City, he aims to develop more BNBs in the city, particularly in Barangay Gen. T. De Leon, Marulas, Ugong, and Punturin. The BNBs will provide antibiotics, topical ointments, anti-thrombotic, anti-inflammatory, vitamins, antacids, and additional medicines. Residents seeking free medicines should have their doctor's prescriptions when visiting a BNB nearby. The BNB at Valenzuela City Emergency Hospital-Outpatient Department will provide services for District 1 residents. In contrast, the BNB next to the Sanitation Office at the Valenzuela City Hall compound will

serve District 2 residents.

The "Botika ng Bayan" (BNB) program in Valenzuela City is essential to its residents. By providing free medicines, it helps the residents who cannot afford to buy medicines. The City can address the issue of access to affordable and quality medicine, ensure its effectiveness, identify areas for improvement, and contribute to the growth of the city in the health sector.

3. Statement of the Problem

This study sought to examine the effectiveness of the implementation of the Botika ng Bayan program and its implication to the residents living in Valenzuela City towards a comprehensive health and social services development. Specifically, it sought to answer the following questions:

1. Is there a significant relationship between the implementation of "Botika ng Bayan" and the demographic profile of the respondents?
2. What is the level of satisfaction among the residents regarding the implementation of "Botika ng Bayan"?
3. How does the local government of Valenzuela implement the revitalization and remodeling of the "Botika ng Bayan" program?
4. How do the residents of Valenzuela City benefit from the program?
5. Based on the study's findings, what framework can be developed to improve the program's implementation?

4. Hypothesis

Ha: There is a significant relationship between the implementation of "Botika ng Bayan" and the demographic profile of the respondents.

5. Theoretical Framework

This research was grounded on the New Public Management theory, which was coined by scholars Christopher Hood and Michael Jackson (1991) as a management approach to public service organizations that characterizes approaches as part of an effort to make the public sector more businesslike and productive by utilizing private sector management models to increase the efficiency and effectiveness of healthcare organizations (Juneja, n.d.). Based on this theory, it will be able to identify and evaluate the efficiency of the centrality of individuals who were beneficiaries of services or clients to the public sector, as this study focuses on the effectiveness and impact of the Botika ng Bayan program implementation to the residents of Valenzuela city.

This study used the New Public Management Theory to examine and recognize the health-related important aspects of healthcare and to establish an evaluation that encourages reflexive comprehension of public health programs involved with societal change. This continuous advancement serves to assess the development of the comprehensive line of health and social services which has substantial initiatives to enhance public health through free and low-cost medicine and the innovation that quantifies public health knowledge to recognize

health-related important aspects.

The principles of New Public Management theory are designed to enhance the effectiveness and efficiency of the public health system. Healthcare programs encourage smaller units of government to produce policies that can be more responsive to the demands of the local community through the decentralization of the formulation of decisions and responsibility. The decentralization improves managerial becoming independent, which allowed healthcare workers to be flexible and proactive whenever faced with healthcare-related problems.

Furthermore, the implementation of an analysis procedure for performance of personnel increases transparency and responsibility in healthcare programs based on New Public Management philosophy studies. Healthcare system could effectively monitor and evaluate the operation and administration through setting achievement objectives, getting relevant information, and adopting success indicators. This method enables in identifying areas for improvement and allows for evidence-based actions, which could enhance the general effectiveness of healthcare services.

In the framework of a healthcare programs, applying action research could have a beneficial approach to understand the policy implementation difficulties, especially when assessing the New Public Management (NPM) theory by Diesing (1972) as cited by Huxham (2005). Action research studies is a public administrative approach that can offer different methods for analyzing NPM with the objective of improving effectiveness, transparency, and customer-oriented. Using this action research, healthcare programs can develop a greater comprehension of how NPM principles are applied to this study as well as the underlying factors of reported results. The continuous effort of theory development promotes the significance and adaptability of acquired knowledge to real-life experience. The method enables the development of innovative ways and approaches to address problems and improve healthcare programs like Botika ng Bayan.

6. Conceptual Framework

The BNB program intended to measure the effectiveness of the program's implementation with the purpose to develop new BNBs which at first build conveniently accessible and reasonably priced local pharmacies to make sure individuals have access to needed medicines. The program's effectiveness depends on continuous evaluation, inputs, improvements, and changes that address community's evolving demands while maintaining a supply of cost-effective and accessible high-quality medicines to all people.

A comprehensive evaluation was performed using a variety of survey questionnaires and semi-structured interviews in the assessment of the effective operation of the BNB program by the City Government of Valenzuela. The assessment of this framework is to examine whether the BNB program effectively meets the demands of the residents and helps them improved their quality of life.

The impact of the BNB program on the quality of life of residents in Valenzuela City has been studied and enhanced

through survey questions and semi-structured interviews. The combination of quantitative and qualitative data provided helpful in assessing where the program succeeded and what improvements might have been made. This method obtained to improve the BNB program's goods and services while increasing healthcare services in Valenzuela City which could lead to a higher quality of life for people.

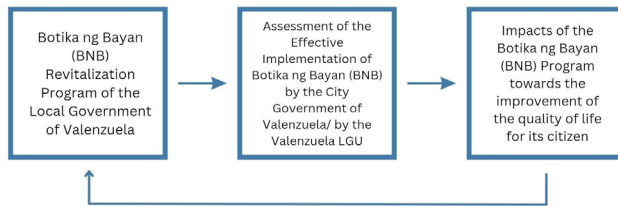


Fig. 1. The paradigm of the study

7. Scope and Limitation of the Study

The study focused on the effectiveness of the Botika ng Bayan program and its impact to the residents of Barangay Karuhatan and Dalandanan in Valenzuela City. It was based on the list of BNBs provided by the Department of Health under the Universal Health Care Thrust that the Valenzuela City has two Botika ng Bayan outlets. Each of the two branches is located at the City Hall health branch and the Valenzuela City Emergency Hospital branch. The researchers included the two BNB branches in the study to assess the effectiveness of the program to the residents and the primary objective is to provide free and accessible medicines of health services. This research study was solemnly focused on analyzing how effectively the program was administered and evaluating its effects on residents.

The respondents of this research study were residents of Barangay Karuhatan and Dalandanan in Valenzuela City. The respondents were provided similar survey questionnaires to confirm the uniformity and validity of the data collected. The survey questionnaires included questions from the Likert scale and essay type which the researchers used for gathering useful data and perspectives from a respondent. This type of study has been used to gather comprehensive data on the ideas, perspectives, and experiences of individuals in the specified parts of community.

8. Significance of the Study

This research on Botika ng Bayan: A Comprehensive Health and Social Services Development Program in Valenzuela City was beneficial and useful to the following:

1. Department of Health (DOH) – The findings of this study are intended to help the DOH by providing as a guide for local government policies, and how they can be implemented to enhance the lives of Valenzuela City residents. The study enables the DOH to identify places for improvement as they were assessing the program's cost-effectiveness and high-quality medicine contributing to improved health systems for Filipinos.

2. Local Government Units – The results of the study are intended to help the LGUs in developing more Botika ng Bayan programs in their local communities. The research serves as a guide for implementing local provisions and city ordinances, making BNB programs more active, successful, effective, and functional.
3. Residents – This study will be useful for residents of Valenzuela City due to its potential to deliver critical information and data on the factors and effects that have a significant impact on the operation, performance, and management of the Botika ng Bayan program's development within the city. The study would eventually contribute to helping the community, not just the community, but also our nature and each resident by developing an innovative and sustainable solution.
4. Future Researchers – The study will provide future researchers with knowledge about how the revitalization and implementation of the BNB program do its purpose to help the residents within the area. This will be a useful reference for future researchers who want to do any related studies following the standard underlying in the Public Administration field.
5. Academe – The findings of this study will be used in academe to support studies that will be conducted in the future. The information obtained during this study serves as a manual and overview for the students as well as a source of information for subsequent studies on Botika ng Bayan programs. Through this, the findings of this study will contribute to the advancement of understanding in this field and provide insights that can aid in the development and implementation of more effective Botika ng Bayan programs.

9. Definition of Terms

1. Botika ng Bayan (BNB) – a franchised network of private sector pharmacies that aims to give the poor and those who are marginalized in the community free access to basic medications for common illnesses. This program also provides health education for Filipinos to promote, strengthen, and improve health systems and issues for public awareness.
2. Revitalization – is the process of giving something new life and vitality to help it develop, grow, or achieve success once again. The course of improving something's activity, or strength into more active and prospects. It also refers to the process of engaging in economic intervention-boosting activities while maintaining and acquiring new strength or power to ensure its success.
3. Poverty Alleviation – is a set of initiatives generated in a humanitarian and economic approach to end poverty in a nation and improve the standard of living for those who are still living in poverty. It aims at

reducing poverty in the country by ensuring that households and families who live below the poverty level have enough access to food, financial support, and necessities.

Table 1
Research Timeline

Objectives	Feb-Mar	Apr-May	Jun-Jul	Aug-Sep	Oct-Dec	Jan-Feb
Research Design Matrix	Completed					
Research Theme	Completed					
Writing Chapter 1		Completed				
Writing Chapter 2		Completed				
Writing Chapter 3			Completed			
Literature Review (IMRAD)			Completed			
Submission of Abstract to International Conference			Completed			
International Conference Presentation				Completed		
Developing Instrument				Completed		
Approval of the Instrument					Completed	
Data Gathering					Completed	
Writing Chapter 4 & 5						Completed
IMRAD Writing						Completed
Revision						Completed

Legend:



10. Review of Related Literature

A. Understanding the Poverty Alleviation Program of the Government

Global poverty continues to be one of the world's biggest issues today, and those who are poorest tend to become malnourished, lack access to basic services, and have poorer health (Hasell et al., 2022). In the performance evaluation of the western area, the terms "poverty alleviation" and "development" appeared frequently (Ge et al., 2017). A variety of approaches and underlying medical care determinants resulted in systemic influences that can be passed down through generations in a family. As primary care and health-related management become more integrated, this common goal becomes more significant, centered, and visible (American Academy of Family Physicians, 2021). In this condition of development, poverty alleviation in achieving success implies developing outcomes through varying medical services to overcome challenges related to societal, environmental, and community determinants of health.

Every administration in the country has made prevailing poverty its battle cry. Some neighboring countries have achieved success in poverty alleviation, whereas the Philippines appears to be stuck in a poverty sandpit (Ambat, 2008). Regardless of the Philippine economy's above-average

performance in recent years, the most recent statistics indicate that poverty has gotten worse, with a lot more Filipinos earning less than below the poverty line. Aldaba et al. (2009) stated that multidimensional responses are necessary to reduce poverty because the underlying causes of poverty are diverse, and there should be a wide range of organizations, industries, and stakeholders involved in addressing them. The Cheaper Medicine Act and the executive order regulating the highest wholesale prices of medicines with active pharmaceutical ingredients might have produced drugs more affordable, particularly for those who are poor (Chakraborty et al., 2011).

The role of the government in anti-poverty growth focused on poverty alleviation including government-sponsored investment from the public as the core, might enhance the efficiency and equal opportunity of marginalized areas (Ravallion & Jalan, 1999) as cited by Fan et al., (2002), despite the ever-growing education, healthcare services, and societal investments from government poverty alleviation funds have improved the efficiency of government public spending in terminating the income gap between urban and rural areas (Li et al., 2007). The poverty alleviation program was centered on the Lingap Para sa Mahihirap, which aimed to identify the 100 impoverished families in each province and city and then offer these individuals a package of support through a newly constituted body, the National Anti-Poverty Commission (Balisacan, 2002).

AmBisyon Natin 2040 is an example of a poverty alleviation program aside from Botika ng Bayan (National Economic and Development Authority, 2016). The AmBisyon Natin 2040 idea was developed to refer to each Filipino's goals for themselves and the Philippines by the year 2040. Every Filipino is projected to live a thoroughly entrenched, pleasant, and secure life. Poverty will thus be eradicated and no one will be impoverished (Caingcoy et al., 2021). Addressing poverty is an imposing challenge for many nations, given its varying nature. However, while it could be achieved for the Philippines to sustain strong economic growth while eliminating poverty to attain a thriving society that is free of poverty by 2040, major reforms will be needed (Qian, 2018). The government is also in charge of providing the quality of healthcare and health-related products, as well as the safety of various additional products.

B. Poverty Alleviation Program: Issues and Challenges

Reducing poverty is one of the most significant challenges facing the world today (Hipsher, 2013). Since the mid-2000s, accessibility to better-paying employment, administrative assistance programs, and to basic services such as healthcare, safety, and data from the government have all contributed toward a decrease in inequality (Belghith, 2022). However, income inequality, unequal opportunities, a lack of opportunities for tertiary education, and an absence of skills, as well as discrimination in gender-based social standards and spatial gaps, all contribute to inequality that leads to extreme poverty. The objective of development is to reduce or eliminate poverty, which might be very different in rural and urban areas. The poverty line is a changeable figure dependent on the size, age, and composition of the household which is used to measure

poverty (Deolalikar *et al.*, 2002).

One of the major development challenges is corruption. Corruption prevents participation and involvement with government activities for projects and programs aimed at reducing poverty, particularly in the healthcare sector (Buentjen, 2016). According to a Universal Health Care study conducted in the Philippines, private providers may raise consumers' out-of-pocket expenses while raising the government's financial burden (Ahoobim *et al.*, 2012). The corruption issue remains unresolved and has been replaced by newer corruption claims (Silverio *et al.*, 2021).

In Asia, a significant amount of private healthcare costs are spent on medicines, as well as a large portion of household medical expenditures (Jafarzadeh *et al.*, 2021). The majority of individuals may face substantial financial difficulties as part of their need for these prescription drugs. Medicine shortage is also a complex global issue that raises patient care and safety concerns and procurement costs are excessively high in most local government units (Atif *et al.*, 2021). Every year, healthcare pushes almost 1.5 million Filipinos into poverty (Bredenkamp, 2016). The high cost of medications in the Philippines has an impact on the capacity of residents to purchase the medications they need. It is an issue that the destructive nature of healthcare spending has brought many households into a poverty trap and the disease burden grows despite efforts to strengthen financial health protection.

There are serious capacity issues that exist throughout the supply chain in BNB performance is still undiscovered even though their operations are expanding and encountering healthy competition from the private sector as a whole (Picazo, 2012). A major problem, which is greatly lessened the scale of government funding for medicines in comparison to the total drug sales even though it has made an important contribution to the lowering of pharmaceutical prices. Moreover, large companies that do well financially are more likely to have an idea of generating social value through the use of the resources at their disposal to alleviate poverty and advance progress to increase the welfare of society in general (Doni & Ricchiuti, 2013), and giving back to the society (Stewart, 2005) as cited by Liu *et al.*, (2023).

C. Poverty Alleviation Strategy in the Philippines

Poverty alleviation is one of the primary objectives of the government that has been acknowledged. A key objective of a country's poverty reduction strategy for reducing poverty ought to focus on developing an environment that encourages private-sector investment (Ames *et al.*, 2001). The rural poor in poverty-stricken regions might be significantly reduced by the implementation of poverty alleviation policies since the poverty rate in these countries decreased substantially compared to the rate in non-poor nations after the implementation of these policies (Xu *et al.*, 2020). The efficiency and standard of eradicating poverty were both enhanced by the government, community, and market by working together (Yan & Yu, 2008).

The Generics Act was passed by the Philippine government in 1988 to promote appropriate consumption of medicines and allow people to choose products they could afford. However,

due to poor monitoring mechanisms and a lack of enforcement of fines and suspensions, compliance decreased from 100% in 1988 to 40% in 2006. The Act's effectiveness had been hindered by other obstacles and governance problems, which had a limited positive impact on the market's accessibility to high-quality and affordable medications (Ganchero & Pavia, 2007). According to Bhagwati and Panagariya (2012), as cited by Singh and Chudasama (2020), economic growth allows administrators to spend on necessities for the poor, such as housing, healthcare, and education, while also generating the necessary funds for improving programs to reduce poverty. In addition, there are two ways to ensure that the poor are the main beneficiaries of poverty reduction enforced with poverty alleviation (Lavallee *et al.*, 2010). The first is to allocate finances to reduce poverty to the areas that will help and benefit the poor the most, like primary education and primary healthcare, especially concerning access to free medicinal products. The second solution is to recognize the poor so that they can receive all of the advantages offered by the program.

Recent initiatives to increase the affordability of medications in the nation have included negotiating pharmacy prices, advocacy campaigns for high-quality generic medicines, and the establishment of village drugstores such as the Botika ng Bayan (BNB) and Botika ng Barangay (Reyes, 2011). The Philippine Institute for Development Studies (2011) indicates that the DOH argued in favor of BNB's revitalization due to its ability to increase access to healthcare services and medical treatments that are geared toward achieving Universal Health Care. The monitoring system of national objectives for health by Dayrit (2018), stated that the comprehensiveness of the program's strategic objectives and targets, the needs of a modernizing economy such as the revitalization of the BNB program, imply that more areas in the country should be incorporated and must have established this kind of poverty alleviation program.

A social perspective on poverty should be considered in the discussion of the positive and negative aspects of poverty alleviation strategies and providing access to affordable quality healthcare (Department of Economic and Social Affairs, 2002). In a study conducted by Picazo (2012), there are three distinct administration programs developed to reduce the cost of prescription drugs in the Philippines which are Botika ng Barangay (BnB), Botika ng Bayan (BNB), and the P100 treatment pack programs, as well as the order or duties of the Philippine International Trading Corp. (PITC) in the programs. These initiatives constitute a component of the government's larger Cheaper Medicines Program (CMP), which includes a variety of policies and regulations aimed at lowering the cost of medicines and improving individual's access to them. The necessity to serve the poor through the market strength towards the objective of poverty alleviation programs to loosen restrictions on the government and compensate for its shortcomings in the healthcare area (Cammack, 2004). Government guidelines and financing are the most effective keys that can be used by the Health Resources and Services Administration (HRSA) to promote primary care and public health integration on the ground. The guidelines demonstrate

the progress being made in improving the healthcare system, and the commitment to incorporate general wellness goals into health policy for place-based programs to work (National Academy of Sciences, 2012).

The correlation between microfinance and poverty gave rise to the MFI health model for ancillary services required by the underprivileged (Ofori-Adjei, 2007). Commercial organizations and financial firms made significant corporate gains through easy lending, such as microfinance, and assisted local governments in reducing poverty on a social level (Banerjee *et al.*, 2015). Another reason is that non-profit organizations (NGOs) contribute to the eradication of poverty. To better the health of society's most vulnerable and impoverished individuals, microfinance has been used to fight poverty. Microfinance and health activities working together have improved access to and utilization of healthcare (Liboon-Aranas, 2020). Additionally, microfinance is seen to be a viable instrument to enhance the delivery of healthcare to vulnerable and marginalized populations due to its capacity to reach the poor (Geissler *et al.*, 2013).

D. Botika ng Bayan: Operation, Management, and Performances

To increase physical access to essential medications, it also looks at the extent to which DOH-initiated village drugstores have been established. The Filipino pharmaceutical industry considers that the local generic sector can provide cheaper and more effective medicines to individuals, however, the imbalance creates restricted competition, resulting in high costs for medicines. (Cruz, 2008). The Botika ng Bayan is a component of the Parallel Drug Importation Program, a privately owned authorized to sell affordable Parallel Drug Imported products or cheaper generic drugs, which has been initiated by the DOH. DOH and the Philippine International Trading Corporation (PITC) are working together to build BNBs. To help the underprivileged, BNBs offer identically effective medications for a price that is halved (Philippine Information Agency, 2007). BNB is relevant for the community because it delivers low-cost pharmaceuticals and quality-controlled inventories (Kanavos *et al.*, 2002). Furthermore, the Filipino Report Card on Pro-Poor Services (2001) found that there is a use of pharmaceutical products by the poor due to the high prices on a commercial basis cost or branded medicines on the market.

A structure of the community and municipal drug stores (BNB) program exists which might also improve and easier access to medicines. However, pharmaceutical expenses as a percentage of overall medical costs are much higher for the poor than for the wealthy (Reyes, 2011). The Botika ng Barangay stores are correspondingly operated businesses that are essentially medical sari-sari stores with erratic, unorganized, and often expensive procurements (Palompon, 2012). In addition, the lack of availability of medicines is also one of the reasons why patients resort to higher-priced private hospitals, self-medication, and extreme poverty. (Chakraborty *et al.*, 2011). It concludes that there is a lack of confidence in the quality of cheap generics on the part of doctors and many

patients.

The BNB has been used for providing vital medicines, and recent initiatives have concentrated on price negotiating, supporting high-quality generic drugs, and creating local pharmacies. A few notable measures that have recently been put into effect in the nation are the Food and Drug Administration Act of 2009 and the Cheaper Medicine Law of 2008, which both enlarged the range of medications authorized under the Maximum Drug Retail Price (Department of Health, n.d.). Through the BNB program, the basic terms and conditions of the Outlet require that pharmaceutical products be purchased exclusively directly from the Producer Price Index (PB, 2019). The Philippines' high costs for medicines contribute to making it challenging for its people to purchase the prescription drugs they need. Furthermore, the study of Kanavos *et al.* (2002) showed that high medicine prices are one of the main barriers preventing the poor from accessing pharmaceuticals and medicines. The poor's limited access to hospitals, clinics, physicians, other health experts, and employees, diagnostic centers and labs, and medical facilities are three more issues that contribute to their lack of access to medications and treatments.

E. Synthesis

Global poverty is one of the world's biggest problems, and the poor are more likely to become malnourished, lack access to essential services, and have less good health. Primary care and health-related management become more integrated, and poverty alleviation entails developing outcomes through a variety of medical services to address societal, environmental, and community determinants of health. According to studies, multifaceted responses to poverty must be provided, and the government's engagement in anti-poverty development-based initiatives to reduce poverty has increased the effectiveness and equity of impoverished areas. As previously stated, Lingap Para sa Mahihirap and AmBisyon Natin 2040 are two examples of poverty alleviation programs that strive to eradicate poverty. Given the diverse nature of poverty, addressing it is a significant obligation for many government agencies.

Reducing poverty is a significant global challenge. Access to better employment, assistance programs, and essential services has reduced inequality. However, factors such as income inequality, limited opportunities, and discrimination contribute to extreme poverty. Corruption hinders poverty reduction efforts, particularly in healthcare. High healthcare costs, including expensive medicines, push many into poverty. The limited availability and high procurement costs of essential drugs worsen the situation. Capacity issues exist in the supply chain, affecting the performance of initiatives like BNB. Government funding for medicine should be increased. In terms of finances, profitable businesses offer opportunities to alleviate poverty and increase the welfare of society.

Governments demand to reduce poverty and investment from the private sector plays an essential role for accomplishing this goal. Government agencies, community, and market forces must need to work together to increase the efficiency and effectiveness of poverty-reduction policies. In order to cope

with this problem, the government must strengthen its surveillance and enforcement methods, by doing so, they can guarantee the availability of high-quality and affordable medicines to improve the overall condition of individuals and to support the initiatives to alleviate poverty. In the Philippines, the Generics Act was enacted to promote appropriate and affordable drug use. Its effectiveness is prevented by insufficient enforcement and monitoring which has caused limited access to high-quality and affordable medicines.

The BNB program has previously been utilized for distributing essential medicines, and recent attempts are focused on price negotiations, promoting high-quality generic medicines, and establishing local pharmacies. The country's high healthcare expenses make it difficult for its citizens to acquire the prescription medicines they need. It shows that high costs for medicine are one of the most major challenges to the poor's ability to purchase medicines and treatments. Individuals from families with low incomes frequently have difficulty spending a substantial amount of their income on medicines and they could be forced to stop or limit their prescription usage that would endanger their health and wellbeing. Furthermore, the poor have limited accessibility to hospitals, clinics, physicians, other health specialists, staff, diagnostic facilities, labs and medical facilities, these are the issues that contribute to the lack of access to medications and treatments.

11. Research Methodology

A. Methods of Data Gathering and Analysis

In a mixed-method type of research, both qualitative and quantitative data are gathered and analyzed together. The process of the collection of data is either concurrent or systematic. The data are analyzed concurrently at one or more stages of the study process (Tashakkori & Teddlie, 2003, as cited by Hall, 2013). A closed-ended type of quantitative questionnaire survey was conducted to increase the resident's awareness of the Botika ng Bayan program and to analyze the administration and performance of the program as per the resident's review at their families.

The customer satisfaction level for product services, the health-related outcomes, low cost-effectiveness was analyzed. Also, a semi-structured qualitative interview using an open-ended questionnaire survey was conducted to analyze the program's efficiency from different stakeholders. The research approach of descriptive analysis characterizes a subject by further examining the characterizing a persons, event or situations studying them under the natural state. In this study, a descriptive method used for evaluating the Botika ng Bayan program and its implementation effectiveness and consequence on Valenzuela City people.

Designing a research matrix to analyze the performance of Botika ng Bayan program among the residents of Valenzuela City comprised several important elements, which included the study questions, objectives of the study, expected outcomes, source of data, techniques of data collection, tools of analysis. The primary purpose of this research was to critically assess the performance or effectiveness of Botika ng Bayan program in

Valenzuela City. The combination of both qualitative and quantitative methods, along with a proper analysis of the target population and following ethical considerations have led to some very informative results. This can easily be implemented to improve the program and guarantee top-quality medical care service for the residents.

Table 2
Methodology matrix of the research

Research Questions	Objectives	Expected Outcomes	Data Sources	Tools/Data Collection Method	Analytical Tool
Is there a significant relationship between the implementation of "Botika ng Bayan" and the demographic profile of the respondents?	To determine the nature of a significant relationship between the implementation of BNB and the demographic profile of the respondents	Awareness of the significant relationship between the implementation of BNB and the demographic profile of the respondents	Residents	Survey	Quantitative Analysis
What is the level of satisfaction among the residents regarding the implementation of "Botika ng Bayan"?	To measure the satisfaction level among the residents	Assessment of how well the community is informed about the program	Residents	Survey	Descriptive Analysis
			Residents	Survey	Quantitative Analysis
How does the local government of Valenzuela implement the revitalization and remodeling of the "Botika ng Bayan" program?	To identify the effectiveness of the implementation of the program.	Assessment of the efficiency of the program implementation	LGU (Policy Implementers)	Semi-Structured Interview	Content Analysis
			Government Data/ Documents/ Records (Local Ordinance 533, RA 6675)	Data/Document review	Document Analysis
			Secondary data (Existing literature/ studies)	Literature review	Document Analysis
How do the residents of Valenzuela City benefit from the program?	To determine the impact of the program on the residents.	Awareness of the effectiveness of the program to the residents	Residents	Survey	Descriptive Analysis
Based on the study's findings, what framework can be developed to improve the program's implementation?	To develop a framework for the improvement of the program.	Presenting a framework for enhancing the program	Consultants/ Experts	Semi-Structured Interview	Content Analysis
			Secondary data (Existing literature/ studies)	Literature review	Document Analysis

B. The Case Study Site

Botika ng Bayan program in Valenzuela City being located in Metro Manila, Philippines was selected as the Case Study site as part of this research to see the program's implementation and effectiveness and the situation impact of the same. Botika ng Bayan program has been running in Metro Manila, Philippines primarily to ensure that the residents of the areas can have easy access to medicine at any given point in time. This will be particularly helpful when people suffer from sudden health problems. The Various Botika have been located at different strategic locations in the areas where there is a minimum number or no healthcare services provided, and

people have a problem buying a particular pharmacy of their choice, as the Ruthless competition has often led to illegitimate ways provided to them at Valenzuela City.

from the respondents. Since the Botika ng Bayan customers are the main key information of the study, choosing these two places will then cater to the demand of the data regarding the people who are the clients of the Botika ng Bayan program.



Fig. 2. Metro manila map

Source: <https://images.app.goo.gl/tBhdhoCjJHfB5KZ5A>



Fig. 3. Valenzuela map

Source: <https://images.app.goo.gl/2zuqnXzoNDZftYFd8>

Valenzuela city has always been supportive of the Botika ng Bayan program. Two Botika outlets have been set in Valenzuela city, Barangay Karuhatan, and Barangay Dalandanan. A study took place in two places at the Botika ng Bayan branches in Barangay Dalandanan and Barangay Karuhatan, Valenzuela City. The goal was to gather data and information from the respondents who were informed in the place of their choice. The respondents were interviewed to their comfort in collecting information. The study used both survey questionnaires and semi-structured interviews to gather data

Table 3
Number of target beneficiaries in the two barangays

	Total Household	Household Population	Number of Household	Target Respondents
Barangay Dalandanan	23,840	23,568	8,104	50
Barangay Karuhatan	41,275	41,275	11,905	50
Total	64,915	64,843	18,070	100

1) Profile of the Study Site



Fig. 4. Dalandanan and Karuhatan location map

Source: https://valenzuela.gov.ph/the_city/location_and_geography

The researchers select two (2) Barangays which to get the location of the two Botika ng Bayan branch and the two Botika ng Bayan branches is only Dalandanan and Karuhatan. The respondents would be chosen by the ability to meet survey questionnaires, and interview criteria. The respondents have to live in the area at least for two or more years and have undertaken Botika ng Bayan services.

Dalandanan is a well-developed barangay in Valenzuela, Philippines. It was named after the spectacular line of Dalandan trees that marked the location. The new Valenzuela City Astrodome, Valenzuela Emergency Hospital and Dialysis Center, and Valenzuela City Science High School are all in Dalandanan. Valenzuela City Emergency Hospital in Barangay Dalandanan houses a dental clinic, a women's wellness clinic, OB-GYN, pediatrics, specialty clinic, Persons with Disability (PWD) clinic, social hygiene room, and an ECG room.

Karuhatan is a component barangay in the Philippine city of Valenzuela. Karuhatan is derived from the term "kaduhatan" which means "duhat" a fruit tree or black plum. Karuhatan is a barangay in the city of Valenzuela. Its population, as determined by the 2020 Census, was 41,275. This represented 5.77% of the total population of Valenzuela. Valenzuela Medical Center, formerly the Valenzuela General Hospital, is a government healthcare center and hospital in Karuhatan, Valenzuela, Metro Manila, Philippines. The National Government administers the hospital through the Department of Health. It is also known as the City's Central Business District because it houses most of its businesses and is where

the City Proper is. SM City Valenzuela, the City Government Center Complex, Telecom Training Institute, Karuhatan Jeepney Market, South Supermarket, Valenzuela Public Cemetery, and the Valenzuela City General Hospital are some of the city's best-known landmarks.

2) Profile of the Respondents

In this study, the researchers conducted surveys of the residents of Barangays Dalandanan and Karuhatan. The intended participants were 50 residents from each of the two barangays, for a total of 100 residents who answered the provided questionnaires. To track and verify the responses provided in each sheet, the physical survey questionnaires distributed to participants have been labeled with reference numbers as serial code numbers. The researchers conducted the surveys through house-to-house visits in their respective areas.

Table 4
Surveys: Socio-demographic profiles of the respondents

	Target Respondents	Reference Number	Data Surveyed
Barangay Karuhatan	50	001 - 025 056 - 065 081 - 090 096 - 100	October 8, 2023 October 14, 2023 October 30, 2023
Barangay Dalandanan	50	026 - 055 066 - 080 091 - 095	October 12, 2023 October 15, 2023 October 21, 2023 October 30, 2023

Table 4 shows an adequate understanding of the socio-demographic profiles of respondents in two barangays, Dalandanan and Karuhatan. The surveyed data ranged from R#001 to R#100, with accurate ranges assigned to each barangay. A survey conducted appeared to have a record of specific days when data was collected in two barangays regarding the implementation of Botika ng Bayan. The dates mentioned above indicated when the surveys took place in each barangay. The use of surveys as the primary data collection method improves the reliability and comprehensiveness of the information acquired.

Table 5
Survey criteria for identifying target respondents

Criteria	Remarks
Residents of Valenzuela City	The residents were identified as the target respondents, signifying that the resources and services of the program were accessible to the local community.
Beneficiaries of the Program	The beneficiaries of the program, who already had access to prescribed medicines from Botika ng Bayan were considered as one of the indicators. In this specific group is more likely benefited from the services provided by the Botika ng Bayan program.
Awareness and Engagement	The level of the amount of satisfaction and participation of potential respondents is considered here. Those individuals who actively seek healthcare services, participates in the community events that has a willingness to engage with the BNB program's efforts were be considered.
Health Needs	Particular community health needs, such as chronic illnesses, maternity and child mental health, physical health, infectious illnesses, etc., were identified during the assessment.

3) Profile of the Key Informants

The study conducted the research variety of tools such as a face-to-face semi-structured interview with the policy implementer in his friend as an employment municipality in the office in Valenzuela City External Services Office (VCESO). The table below indicates the policy implementer's background information to know his expertise and proficiency in answering

the questions related to the Botika ng Bayan Program.

Table 6
Interviews: Backgrounds of the key informant

Key Informant	Place	Position	Years in the Position	Function	Education	Date Interviewed
Policy Implementer	Lingunan 3s Health Center	Medical Officer III (MO3)	2 Years	Action Officer, ENPGP Medical Coordinator, FWBD-PCP Asst. Medical Coordinator, Health Research Ethics Asst. Medical Coordinator, LIPH	Master in Public Administration, PLV, 2022 to present Post-Graduate Diploma in Medical Microbiology, PRIDA, 2023 Diploma in International Environmental Law and Governance, UN, 2021 Doctor of Medicine, MCU, 2015 to 2019 B.S. Pharmacy, MCU, 2010 to 2014	November 08, 2023

Interviews with key informant were used in this study to acquire significant information. A Medical Officer (MO3) at Dalandanan, is an important informant with responsibilities such as Asst. Medical Coordinator for Health Research of Valenzuela City Health Department. He was considered a policy implementer who brought to the study a wide range of expertise. The perspectives obtained from policy implementers based on the medical field are innovative. He was a qualified physician with a degree from Manila Central University (MCU) and pharmaceutical expertise and contributed important knowledge and experiences which were conducted on November 8, 2023.

C. Data Collection

This study used multiple sources consisting of semi-structured interviews, literature reviews, document reviews, and survey questionnaires. The researchers used mixed methods to determine the effectiveness of BNB outlets in Barangay Karuhatan and Dalandanan. The researchers started by gathering and evaluating qualitative data from the Valenzuela City Health Office through semi-structured interviews. The researchers then used the qualitative findings to formulate survey questionnaires that were used to collect quantitative data to examine the perspectives of every respondent in each barangay. The researchers acquired a more profound understanding of these health-related social services using mixed methods studies. These different ways of collecting information complemented one another, increasing the reliability and validity of data that indicates the effectiveness of the BNB program in residents.

1) Secondary Data Sources

Secondary data sources are information that has been obtained by other people and has previously been statistically analyzed (Simplilearn, 2023). This data is either documents that the researchers confided to others or information that was searched on the internet. The problem with secondary data

secondary data refers to the data originally collected by someone other than the user. The secondary data raises questions about their accuracy and validity. The specific conclusion level of topics is, usually looking for manual research journals, manuals, archives, government records and data. The researchers were studying the resolution of health issues in Valenzuela City after reviewing other methodology to create large databases that will help the city of Valenzuela by building more BNB. Besides integrating in a high-quality health database that can adequately analyze different health issues in the City of Valenzuela, literature/study review and data/document review which implies more reliable and accurate information in the research study.

1. Data/Document review – is an essential step in the study process in which the researcher evaluates the pre-existing data or documents that are relevant to their research systematically. A document review is the process of gathering and analyzing the relevant papers to the research objectives. (Rice & Thornton, 2019). This can include various documents, reports, surveys, or any other form of pre-collected data that is relevant to the problems studied. The aim of this review is to get information to recognize patterns, or extract significant data which will provide a better understanding of the study topic as a whole. The researcher can use quantitative data to find data patterns or qualitative data for the theme analysis. This method can review a variety of papers based on different format, type, purpose, initial preparation. It will determine the terms of document review and its usage. Some of the findings of the study are based on the data from the government, which can authenticate the study itself.
 - Republic Act No. 6675, known as Republic Act No. 6675, known as the Generics Act of 1988, is a Philippine law that encourages the use of generic drugs to save money on branded medicines. This act helps to make the generic medicines that are quality, safe, and effective available for the people and to regulate the manufacturing, distribution, and marketing of the same. RA 6675 has advanced the social justice provisions which emphasize the equal and fair allocation of healthcare. People of all classes can get the best quality of the medical product without any compromise with productivity and safety.
 - Valenzuela City Local Ordinance No. 533, Series of 2028 is an essential part of the legislations that has been made to provide a better life and living to the people of Valenzuela City. The purpose of this is to build Botika ng Bayan in which the residents of the city can have easy and equal access to the health and pharmaceutical products and services. This Local Ordinance has initiated to make the city healthy and productive, providing a better and sustainable future the residents.
2. Literature Review – is a kind of survey and analysis of the literature in the particular field of research study.

It is a summary of what has been examined, discussed, and established regarding a certain issue, and it is usually ordered chronologically or topically (The Patrick Power of Library, n.d.). It was a thorough evaluation of existing scholarly works and publications on a particular research topic. It entailed carefully examining and synthesizing academic sources such as books, journal articles, and conference papers. This assisted researchers in situating their work within the larger academic discourse, ensuring that their research added meaningfully to the existing body of knowledge. A well-executed literature review not only informed the research's theoretical framework but also served as a foundation for creating hypotheses and research questions.

2) Survey

This research used survey questionnaires to collect the data needed to assess the effectiveness of the BNB development program for the residents of Valenzuela City. The researchers deliberately designed a survey form with a set of questions to gather information and responses from participants. The survey questionnaire used in this study for Barangay Karuhatan and Dalandan residents is divided into three parts: socio-demographics, Likert scale as a quantitative approach, and essay form as a qualitative approach.

The socio-demographic section intends to gather information about the resident's age, gender, current residence, position in the family, number of incomes, source of family income, where they learned information about the program, what benefits they knew about the program, and what medical services they received or experienced in the Botika ng Bayan program, providing a comprehensive overview of the community. The Likert scale was used to utilize a quantitative approach that allowed respondents to express their opinions on various aspects using a structured numerical scale, facilitating the quantitative analysis of the gathered data. The researchers had prepared a four (4) points Likert scale to assess the effectiveness of the BNB development program in the two (2) barangays. In contrast, the essay form serves as a qualitative approach, enabling residents to provide detailed narratives and subjective insights, contributing to a richer understanding of their experiences and perspectives in availing of BNB.

Structured survey forms used to effectively organize data for at once statistical analysis. In this, a Likert scale was used to classify data, serves as a rating system for evaluating and analyzing the quality of products and services in the BNB. The Respondents indicated their level of agreement with statements by a Likert scale questionnaire. Pilot testing, reliability tests, quantitative perspectives and analysis, and mathematical methods were all monitored by an expert statistician.

3) Semi-Structured Interview

The study aims to provide affordable and accessible generic medicines to the public. The researchers included an interview that was conducted to evaluate the effectiveness of the implementation of Botika ng Bayan program in benefiting the residents of Valenzuela City. The interview aimed to gather insights and opinions from various stakeholders, including

program beneficiaries and local authorities. The responses enabled us to evaluate the program's impact and identify areas for improvement. Interviews provided an opportunity for researchers to ask questions of their key informants and appropriately acquire data/inputs regarding the implementation of the BNB program. Local knowledge and standard methods of analysis in the Botika ng Bayan program served as essentials for establishing management strategies for comprehensive data that includes social and health implications in program development.

1. Policy Implementer – the researchers conducted interviews with the health officer to gather information on how the program can be enhanced to better meet the needs of the community, particularly the Botika ng Bayan. They asked questions regarding the challenges experienced in providing program services. Healthcare officials had important knowledge of how well the Botika ng Barangay program in Karuhatan and Dalandanan was working. The policy implementer interviewed by the researchers was the Asst. Medical Coordinator of Health Research from the city of Valenzuela in the Health Department who played an important role in this research study.

The in-person interview conducted at the Valenzuela City External Services Office provided a direct and comprehensive understanding of his perspective. Through his extensive interviews, he indicated that his works primarily focused on ensuring the accessibility and affordability of medical treatments and medications for the residents. His adherence to the well-being of the community has significantly contributed to the overall improvement of public health in Valenzuela City. He has established a commitment to making healthcare more accessible to those in need by providing treatments and medicines at no cost. Residents are more likely to stick to prescribed treatments when they have access to affordable pharmaceuticals, leading to better management of chronic illnesses and overall health improvement. It increased the availability of low-cost generic drugs in Botika ng Bayan, leading to better public health results.

Botika ng Bayan policy implementers helped improve access to cheap medicines, promoted healthcare equity, and improved public health outcomes. The Asst. Medical Coordinator Health Research participation in the interview benefited not just the individuals and communities they served but also the general strength and resilience of the healthcare system. The researchers ensured a holistic approach by not only relying on individual expertise but also collecting data from the City Health Department, reinforcing the credibility and thoroughness of their study. The inclusion of information from the Botika ng Bayan program further enriched the research, incorporating diverse sources to support their findings. This multi-faceted methodology emphasizes the researchers' commitment to an important and well-rounded investigation. To achieve this goal, the researchers gathered and assessed data from the City Health Department.

D. Data Analysis

This research used a mixed-method approach to understand the effectiveness of the implementation of the Botika ng Bayan program and its implications for the residents living in Valenzuela City. Semi-structured interviews, survey questionnaires, and secondary sources gathered information from the community and experts to collect primary data, which was then analyzed using methods of analysis. Document analysis was helpful on secondary data sources, such as existing literature or studies, the residents, consultants, or experts. A quantitative research method allowed the researchers to systematically examine large amounts of data in the document analysis of secondary data.

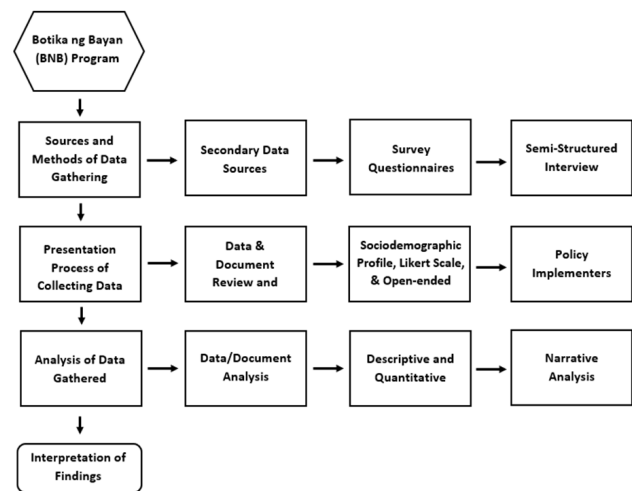


Fig. 5. Research design flowchart

1) Data/Document Analysis

In the field of communications, the Document analysis is used because it allows the researchers to gain ideas and evidences that support the claims. The document analysis' technique can bring in different forms to emphasize in a specific approach in many fields just like content analysis, semiotics, interactional analysis, and rhetorical critique (Smith, 2017). Researchers used document analysis as an approach for researching to look at messages in which they emerge toward a variety of media. Data created for document analysis might come from several sources, including books, movies, newspapers, artwork, websites, and literature and data reviews. These types of data were utilized to analyze the interpretations, values, and messages comprised in the "texts" under analysis.

Document analysis is a transdisciplinary method used in a variety of social sciences and humanities disciplines, which includes sociology, psychology, political science, health, history, and media studies, to mention a few. This approach elucidated the sequential steps essential for data acquisition and the subsequent actual analysis. Its implementation not only enhanced the credibility of communication policy research but also significantly influenced policy formulation and academic discourse. Its comprehension was expounded upon by political science and public policy analysis.

Through the examination of many data sources, document analysis helped to establish hypotheses or theories for more

research by providing a thorough grasp of the development of ideas, theories, and views within a discipline. Researchers also could gather relevant data, spot trends, evaluate the validity of sources, and compile the body of knowledge already known about a certain topic or field of study.

2) *Descriptive Analysis*

Descriptive analysis involves an in-depth analysis of human behavior and environmental occurrences in actual settings. Descriptive analysis research focused on a different topic, it includes the descriptions of naturalistic data of behavior and environmental events, the integration of describing and functional evaluations, connections of the conclusions drawn from these assessments, and quantitative studies of behavior and environmental occurrences (Sloman, 2010). The researchers collected data for descriptive analysis, which could come from survey questionnaire results and findings using a Likert scale.

The researchers collected the data for the descriptive analysis, while the survey questionnaire's outcomes and findings come. Both descriptive analysis and Likert scale are used in the given problem. The researchers use the descriptive analysis with Likert scale, then they come forward with the collection and demonstration of the spread and involved features of the response of surveys obtained from the respondents. This can assist the choices of the participants for any statements or queries that arise in the events, and this makes it possible to understand the leading opinion of the surveyed inhabitants. The ability of the responses can be shown in the descriptive analysis of the Likert scale data, making it simple to analyze and debate the ideas studied by the researchers.

3) *Content Analysis*

Content analysis is a process that is used to analyze contents be it information, pictures, written text, sounds, social media, writings, journals, books, internet, etc., to bring together various sorts of statistics including both verbal and illustrated data mostly, in order to class phenomena or events to understand and explain then better (Harwood et al., 2003). The main purpose or aim of the content analysis is to set up and draw out the data and put an end to the data and draw references from it. The researchers used the method of content analysis to calculate, investigate and examine the semi-structured interview, to the highest complete.

The process of content analysis was merged within the interview process in the researchers' work, thereby evaluating a detailed examination of qualitative data that were collected from interviews. This strategy was employed by the researchers to discover reoccurring themes, patterns and meanings within the participants' responses to get a useful description from the collected data. The method of content analyses, on the other hand, helps to bring a form in the qualitative information by arranging and classifying the interview transcripts for relating and reaching conclusions that are under the research aim. Therefore, interviewing the participants thoroughly provides the proper examination of their views, experiences, and opinions.

4) *Quantitative Analysis*

Quantitative analysis is a collection of numerical data, which

will be processed to find patterns, standards, and predictions. It helps in communicating in a more specified manner to show the relationship between dependent and independent variables. This analysis can be generalized to a larger population. When the respondent had started their respective data collections, the researcher will narrow their collection then process the rest of data refining the responses of the respondents. Likert Scale helps in data collection from the respondents. It is a type of rating scale which calculates the respondent's perspectives, attitudes or, behavior. It consists of a statement or a question, followed by several response statements. The respondent needs to announce the choice, which they believe best reflects their opinion around the subject matter or the statement.

As there are a number of responses that the respondents can answer, in Likert Scale, thus, it is a good form of conveying the range of opinion or in other words broad idea of the respondent in the context. However, it has response bias which indicates the respondents agree or disagree to all the statements whether true or false due to fatigue, social desirability or., extreme response tendency or other demand characteristics (Bhandari, P. & Nikolopoulou, K., 2020). The inferential statistics which the researchers used to calculate the data obtained for this study are Pearson's Chi-Square Test/Spearman Rho Correlation. Descriptive statistics is used to summarize and interpret the obtained data which can be used for making comparisons and inferences about the target population being surveyed.

5) *Narrative Analysis*

Narrative analysis is a technique of qualitative research that includes the interpretation and analysis of people's stories or narratives to gather information about the significance, experiences, and viewpoints that reinforce these narratives. A narrative analysis can be conducted in several types of communication, such as words, assessments orally, and media visual (Hassan, 2023).

The researchers used this method to recognize the repeated theme, patterns, and variations within their narratives assault the events being analyzed through semi-structured interviews. The flexibility that is present in narrative research gives the ability to document the range of life experiences in lots of contexts, change to various sources of knowledge. This is a method that aids in interpreting the complexity involved in the narrative of each person.

6) *Framework of Analysis*

The data were collected through the survey questionnaires, semi-structured interviews, and some secondary sources. Data help in obtaining some insight about the effectiveness of the Botika ng Bayan program in Valenzuela City. The framework of the analysis was based on the availability and accessibility of the medicines on the Botika ng Bayan outlets. Responses of the survey questionnaire and some information from the semi-structured interviews were summarized to make an analysis of the results obtained.

The satisfaction level of the residents, feedback on the quality of the services provided and the overall experience of the residents was studied. The barriers or challenges of the residents in accessing the Botika ng Bayan program were obtained, and possible proposals for problems in obtaining a

prescription were studied.

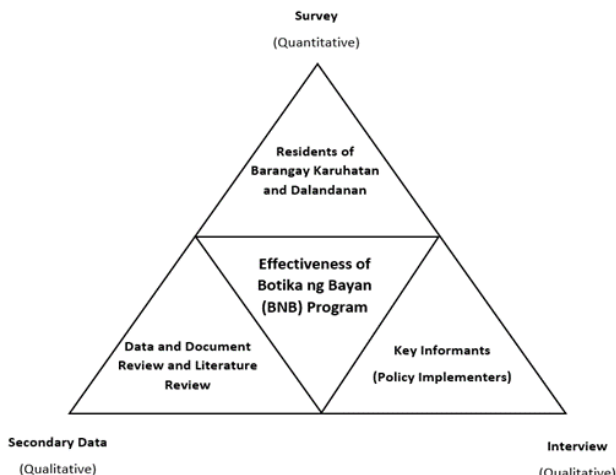


Fig. 6. Framework of analysis used in the study

E. Ethical Consideration Statement

In conducting this research, ethical considerations have been taken into account to ensure that the rights and welfare of all participants are protected. The research has been approved by the academic institutional research review board, and all participants have given informed consent before participating in the study. Any personal information collected during the study will be kept confidential and will only be used for the purpose of this research. The data collected will be analyzed and reported in a way that does not reveal the participants' identities. Furthermore, the research will adhere to all relevant ethical guidelines and standards, including those related to data privacy, informed consent, and fair treatment of participants.

12. Presentation, Analysis, and Interpretation of Data

In this section of the study, the researchers presented the collected data, interpretation, and analysis of the respondent's information gathered from the survey questionnaire and interview. Tables and figures were used to accurately interpret the collected data in alignment with the study's objectives. The researchers had a total of 100 respondents from Valenzuela City who participated in answering the survey questionnaire regarding the Botika ng Bayan program. The primary objective is to determine how the policy of the program is understood and implemented in Valenzuela City using data gathered from citizens and key informants. Furthermore, the researchers provide the perspective of policy implementers from the Health Department to provide insight into how they perceive the implementation of policies.

The statistical analysis of survey questionnaires in this study involved employing various techniques such as Frequency and Percentage, Mean, and Pearson's Chi-Square Test / Spearman Rho Correlation to extract insights from the collected data. Descriptive and inferential statistics served as tools to summarize and interpret data, facilitate comparisons, and draw conclusions about the target population based on the survey sample. The selection of statistical tests depended on the nature of the data and research objectives, ultimately supporting

evidence-based decision-making.

A. Analyzing the Correlation between Botika ng Bayan Implementation and Demographic Profiles of Respondents

The relationship between the implementation of the BNB program and the demographic profile of the respondents shows the correlation and behavior in which the residents availed of the services in the program. The identified significant relationship indicated the characteristics and a tendency of respondent's engagement that provides relevant information about the relation that enables target changes or improvements to better adapt to the community's various needs.

Additionally, such an evaluation promotes a more informed and personalized approach to healthcare interventions, ensuring that they efficiently correspond with the population's diverse demographic characteristics. Analyzing this significant relationship provided valuable insight into the BNB program's effectiveness within various socio-demographic factors.

The demographic profile of respondents provided an in-depth analysis of the characteristics inherent in the study's participants. This part of the survey questionnaire collects information such as age, gender, current residence, position in the family, numbers of income, source of family income, where they learned information about the program, what benefits they knew about the program, and what medical services they received or experienced in the Botika ng Bayan program. The comprehension of the demographic profile recognizes a significant difference in the explanation and contextualization of the collected data from respondents within the implementation of Botika ng Bayan program.

Table 7
Distribution of the respondents in terms of age group

Age Group	Frequency	Percent
18 - 29 years old	36	36%
30 - 39 years old	20	20%
40 years old and above	44	44%
Total	100	100%

Table 7 shows the distribution of the respondents in terms of age group. With a total count of 100 respondents, 44% of the respondents are 40 years old and above (with a total count of 44 respondents), 36% of respondents are 18 - 29 years old (with a total count of 36 respondents), and 20% of the respondents are 30 - 39 years old (with a total count of 20 respondents).

Table 8
Distribution of the respondents in terms of gender

Gender	Frequency	Percent
Male	30	30%
Female	61	61%
LGBTQIA+	7	7%
Prefer not to say	2	2%
Total	100	100%

Table 8 shows the distribution of the respondents in terms of gender. With a total count of 100 respondents, 61% of the responses are female (with a total count of 61 respondents), 30% of the responses are male (with a total count of 30 respondents), 7% of the responses are LGBTQIA+ (with a total count of 7 respondents), and 2% of the responses prefers not to say (with a total count of 2 respondents).

Table 9
Distribution of the respondents in terms of residency

Residency	Frequency	Percent
Brgy. Karuhatan	50	50%
Brgy. Dalandanan	50	50%
Total	100	100%

Table 9 shows the distribution of the respondents in terms of residency. With a total count of 100 respondents, 50% of the responses are from Brgy. Karuhatan (with a total count of 50 respondents) and 50% of the responses are from Brgy. Dalandanan (with a total count of 50 respondents)

Table 10
Distribution of the respondents in terms of duration of stay

Duration Of Stay	Frequency	Percent
1 - 20 years	53	53%
21 - 40 years	34	34%
41 years and above	13	13%
Total	100	100%

Table 10 shows the distribution of the respondents in terms of duration of stay. With a total count of 100 respondents, 53% of the responses are staying for about 1 - 20 years (with a total count of 53 respondents), 34% of the responses are staying for about 21 - 40 years (with a total count of 34 respondents), and 13% of the responses are staying for about 41 years and above (with a total count of 13 respondents).

Table 11
Distribution of the respondents in terms of position in the family

Position in the Family	Frequency	Percent
Father	23	23%
Mother	47	47%
Child	29	29%
Others	1	1%
Total	100	100%

Table 11 shows the distribution of the respondents in terms of position in the family. With a total count of 100 respondents, 47% of the responses are mothers (with a total count of 47 respondents), 29% of the responses are children (with a total count of 29 respondents), 23% of the responses are fathers (with a total count of 23 respondents), 1% of the responses are others (with a total count of 1 respondent).

Table 12
Distribution of the respondents in terms of monthly income

Monthly Income	Frequency	Percent
Below Php 5,000	33	33%
Php 5,001 - 10,000	28	28%
Php 10,001 - 15,000	24	24%
Php 15,001 - 20,000	11	11%
Php 20,001 - 25,000	2	2%
Above Php 25,001	2	2%
Total	100	100%

Table 12 shows the distribution of the respondents in terms of monthly income. With a total count of 100 respondents, 33% of the respondents have a monthly income of Below Php 5,000 (with a total count of 33 respondents), 28% of the respondents have a monthly income of Php 5,001 - 10,000 (with a total count of 28 respondents), 24% of the responses have a monthly income of Php 10,001 - 15,000 (with a total count of 24 respondents), 11% of the responses have a monthly income of Php 15,001 - 20,000 (with a total count of 11 respondents), 2% of the responses have a monthly income of Php 20,001 - 25,000 (with a total count of 2 respondents), and 2% of the responses

have a monthly income of Above Php 25,001 (with a total count of 2 respondents).

Table 13
Distribution of the respondents in terms of source of income

Source Of Income	Frequency	Percent
Business	22	22%
Employment	52	52%
Allowance	19	19%
Government Subsidies	5	5%
Others	2	2%
Total	100	100%

Table 13 shows the distribution of the respondents in terms of source of income. With a total count of 100 respondents, 52% of the respondents say that their monthly income comes from employment (with a total count of 52 respondents), 22% of the respondents say that their monthly income comes from business (with a total count of 22 respondents), 19% of the responses say that their monthly income comes from allowance (with a total count of 19 respondents), 5% of the responses say that their monthly income comes from government subsidies (with a total count of 5 respondents), and 2% of the responses says that their monthly income comes from others (with a total count of 2 respondents).

Table 14
Distribution of the respondents in terms of information about the Botika ng Bayan program

Information About the Botika Ng Bayan Program	Frequency	Percent
Social media	8	8%
Acquaintances	52	52%
Posted Information	23	23%
Doctor's recommendation	17	17%
Total	100	100%

Table 14 shows the distribution of the respondents in terms of information about the Botika ng Bayan program. With a total count of 100 respondents, 52% of the respondents said that they knew the program from acquaintances (with a total count of 52 respondents), 23% of the respondents said that they knew the program from posted information (with a total count of 23 respondents), 17% of the responses say that they knew the program from doctor's recommendation (with a total count of 17 respondents), and 8% of the responses say that they knew the program from social media (with a total count of 8 respondents).

Table 15
Distribution of the respondents in terms of benefits of the Botika ng Bayan program

Benefits Of Botika Ng Bayan Program	Frequency	Percent
Easy access	23	23%
Affordable or free medicines	47	47%
Quick service access	10	10%
Medical services	20	20%
Total	100	100%

Table 15 shows the distribution of the respondents in terms of the benefits of the Botika ng Bayan program. With a total count of 100 respondents, 47% of the respondents say that the program is affordable/free medicines (with a total count of 47 respondents), 23% of responses say that the program is easy access (with a total count of 23 respondents), 20% of the responses says that the program offers medical services (with a total count of 20 respondents), and 10% of the responses says

that the program offers quick service access (with a total count of 10 respondents).

Table 16
Distribution of the respondents in terms of medical services received or experienced in the Botika ng Bayan program

Medical Services Received	Frequency	Percent
Medical consultation	26	26%
Medication services	66	66%
Patient examination and consultation	7	7%
Others	1	1%
Total	100	100%

Table 16 shows the distribution of the respondents in terms of medical services received. With a total count of 100 respondents, 66% of the respondents say that they received medication services (with a total count of 66 respondents), 26% of the respondents say that they received medical consultation (with a total count of 26 respondents), 7% of the responses say that they received patient examination and consultation (with a total count of 7 respondents), and 1% of the responses says that they other medical services (with a total count of 1 respondent).

Moreover, the data presented below are the significant relationship between the implementation of "Botika ng Bayan" and the demographic profile of the respondents in Valenzuela City. This study intended to convey a deeper comprehension of how these demographic factors may influence or be influenced by the existence and accessibility of "Botika ng Bayan." The researchers studied the data, identifying similarities and differences that provided an understanding of the potential impact of community pharmacy stores on different populations within the city.

Table 17
A significant relationship between the implementation of "Botika ng Bayan" and the demographic profile of the respondents

Variable Tested	χ^2 value	Cramer's V	Strength of Association	p-value	Interpretation
Level of Satisfaction * Age Group	13.615	0.261	Moderate	0.191	There is no significant relationship
Level of Satisfaction * Gender	13.278	0.210	Moderate	0.581	There is no significant relationship
Level of Satisfaction * Location	7.657	0.277	Moderate	0.176	There is no significant relationship
Level of Satisfaction * Duration of stay	12.750	0.252	Moderate	0.238	There is no significant relationship
Level of Satisfaction * Monthly Income	38.649	0.278	Moderate	0.040	There is a significant relationship
Level of Satisfaction * Source of Income	66.707	0.408	Relatively Strong	0.000	There is a significant relationship

Table 17 shows the significant relationship between the implementation of Botika ng Bayan and the demographic profile of the respondents. Based on the result using Pearson's Chi-Square Test, the obtained p-value for the parameters is "Level of Satisfaction * Age Group, $p = 0.191$ ", "Level of Satisfaction * Gender, $p = 0.581$ ", "Level of Satisfaction * Location, $p = 0.176$ ", and "Level of Satisfaction * Duration of stay, $p = 0.238$ ". Since the obtained p-value is greater than 0.05, then we fail to reject the null hypothesis. Additionally, the Cramer's V value for the parameters is (0.261), (0.210), (0.277), and (0.252) respectively, with a verbal interpretation (Moderate) correlation. Therefore, there is no significant relationship between the implementation of "Botika ng Bayan"

and the demographic profile, specifically, the age group, gender, location, and duration of stay of the respondents.

However, the obtained p-value for the parameters is "Level of Satisfaction * Monthly Income, $p = 0.040$ " and "Level of Satisfaction * Source of Income, $p = 0.000$ ". Since the obtained p-value is less than 0.05, then we reject the null hypothesis. Additionally, the Cramer's V value for the parameter is (0.278) and (0.408) respectively, with a verbal interpretation of (Moderate – Relatively Strong) correlation. Therefore, there is a significant relationship between the implementation of "Botika ng Bayan" and the demographic profile, specifically, monthly income and source of income of the respondents.

The result indicated there has no significant relationship between the level of understanding of the "Botika ng Bayan" implementation and some of the demographic profile factors. This means that factors such as age, gender, location, and the duration of stay do not have a major impact on program satisfaction. However, the data highlights the importance of economic factors in determining the performance of the Botika ng Bayan's program. Monthly income and source of income is acknowledged as an important characteristic, and people with monthly incomes or a particular source of income may report higher satisfaction. This emphasizes the importance of considering economic factors when determining strategies to implement the Botika ng Bayan program successfully.

B. Assessing Residents' Satisfaction Regarding the Implementation of the Program

However, the data highlights the importance of economic factors in determining the performance of the Botika ng Bayan's program. Monthly income and source of income is acknowledged as an important characteristic, and people with monthly incomes or a particular source of income may report higher satisfaction. This highlights the importance of considering economic factors when determining strategies to implement the Botika ng Bayan program successfully. The satisfaction level of the residents becomes an important factor in determining the success and outcome of the implementation of the program. An insight into the knowledge and satisfaction of the community may help to identify potential challenges or areas of improvement for the Botika ng Bayan program to be efficiently included and accepted in the community.

Table 18 shows the level of satisfaction among the residents regarding the implementation of "Botika ng Bayan". Based on the result, the implementation of the Botika ng Bayan program in providing free and affordable medicine in our barangay is satisfactory and exhibits the highest weighted mean of 3.43 with a verbal interpretation of extremely satisfied. This shows a high level of satisfaction with the way the program can deliver accessible and affordable medicine to the barangay. The result indicates that the program is successful at accomplishing its objectives and addresses the community's healthcare needs. Also, residents indicate satisfaction with the level of services that are provided for their family's medical needs with a weighted mean of 3.25. This comprehensive perspective implies a level of satisfaction with the existing level of service delivery. Utilizing this feedback, healthcare professionals can

work to meet increasing patient expectations while providing a more diverse and satisfying healthcare experience for residents and their families.

However, the opening and closing hours of the Botika ng Bayan show the lowest weighted mean of 3.05 with a verbal interpretation of satisfied. This shows that some of the residents in the two barangays are not satisfied with the operating hours of the program. It is recommended that BNB operating hours should have to be extended to 24 hours a day to ensure that people can get medicines at any time. A 24-hour operation will considerably help the residents acquire medicines at odd hours due to their hectic schedules and unpredictable ways of life. Therefore, having a pharmacy available round-the-clock would provide needed convenience and peace of mind, providing that residents can easily acquire essential medicines whenever they are needed. Enhancing Botika ng Bayan's operating hours could also address emergencies that may arise at night. The program through working 24 hours a day can serve as an important resource for the local population who cannot afford to wait for regular opening hours to respond to urgent healthcare needs.

Table 18
Level of satisfaction among the residents regarding the implementation of Botika ng Bayan

Statement	Weighted Mean	S. D	Verbal Interpretation
The implementation of the Botika ng Bayan program in providing free and affordable medicine in our barangay is satisfactory.	3.43	0.683	Extremely Satisfied
I have received sufficient service for the necessary medical needs of my family.	3.25	0.716	Satisfied
The opening and closing hours of the Botika ng Bayan in our barangay are favorable for me.	3.05	0.833	Satisfied
The Botika ng Bayan provides a wide range of medicines suitable for my health needs and situation.	3.19	0.861	Satisfied
The implementation of the Botika ng Bayan has improved my family's quality of life due to its excellent and fast service.	3.20	0.816	Satisfied
The process of becoming a beneficiary of the Botika ng Bayan program was smooth and fast.	3.22	0.773	Satisfied
The Botika ng Bayan program contributes positively to the health condition of my family.	3.29	0.902	Extremely Satisfied
My family's expenses have decreased because of the free and affordable medicine provided near our area.	3.41	0.753	Extremely Satisfied
The medicines given by the Botika ng Bayan are helpful to my family as they alleviate their worries when they get sick.	3.34	.0781	Extremely Satisfied
I am satisfied with the overall service provided by the Botika ng Bayan program to my family.	3.35	0.730	Extremely Satisfied
Grand Total	3.31	0.605	Extremely Satisfied

Residents have rated the Botika ng Bayan program's provision of various types of drugs positively, with a weighted mean satisfaction rating of 3.19. This study demonstrates how efficiently the program meets the different medical needs of people it serves. Positive feedback on Botika ng Bayan's pharmaceutical availability demonstrates the program's effectiveness in delivering accessible complete healthcare services that benefit the community's overall health and well-being. The initiative increased inhabitants' quality of life, with a satisfaction weighted mean score of 3.20. It demonstrates that the program's effective and timely service has improved residents' overall well-being. This emphasizes the significance

of programs that prioritize effectively reliable service delivery in improving people's quality of life and the ongoing efforts to maintain and widen the program's beneficial impact on the community. Residents expressed a simple and fast process while registering in the Botika ng Bayan program with a weighted mean of 3.22. This implies a positive engaging registration experience which contributes to being satisfied with the program. The established convenience and rapidity of registration are anticipated to lead to greater reliance and engagement among locals and create a good environment for the program's goals. This positive response not only shows the program's success in delivering its intended services but also recommends areas that need advancement or development to improve its impact on community health and well-being.

Residents indicated that the Botika ng Bayan program improves their family's health condition with a weighted mean of 3.29 and verbal interpretation of extremely satisfied. This shows the program's acknowledged benefit in increasing community health and well-being and a belief in the program's capacity to improve health outcomes for families. The positive evaluations from people indicate the program's effectiveness in fulfilling the community's healthcare needs to the larger goals of improving public health and enhancing the quality of life in the area. Resident families' expenses are lowered due to the availability of free and affordable medicine in their area, resulting in satisfaction with a weighted mean of 3.41 out of extremely satisfied.

This finding demonstrates the program's success in mitigating the financial issues that are frequently connected with healthcare spending. This reduction in expenses demonstrates not only the physical benefits gained by families, but also the program's broader societal impact by reducing financial limitations and creating a more sustainable healthcare system. Furthermore, locals are quite delighted with Botika ng Bayan's medicines, which help to alleviate their fears when family members become unwell (weighted mean of 3.34). This satisfaction demonstrates that neighborhood people have a high level of confidence and trust in the program's pharmaceutical distribution. The residents' level of satisfaction with the study led the researchers to the results of the BNB program execution. The researchers assessed people' satisfaction with the Botika ng Bayan program.

C. Implementation of the Revitalization and Remodeling of the Botika ng Bayan Program

In response to the fourth level research question of this study on how the local government of Valenzuela implements the revitalization and remodeling of the Botika ng Bayan program, the researchers interviewed policy implementers to obtain comprehensive information on the initiatives, policies, and collaborative efforts that developed to implement the revitalization of Botika ng Bayan by the City Ordinance No. 533, enacted in 2018. This ordinance serves as the foundation for establishing the Botika ng Bayan in Valenzuela City. The effort mandates the establishment of two initial branches, one at the City Health Branch and one at the Valenzuela City Emergency Hospital Branch. This indicates the city's

commitment to providing people with accessible healthcare and pharmaceutical services. According to Reyes (2011), medicine affordability is an important concern in lowering poverty rates. Recent initiatives to increase medicine affordability in the Philippines have included price negotiation, advocating campaigns for quality generic drugs, and the institution of community drugstores such as the Botika ng Bayan and Botika ng Barangay.

The research study also aligns with the relevant provisions of Republic Act 6675, which pertains to the Generic Act of 1988 and regulates the pharmaceutical industry in the Philippines. The policy promotes and ensures a sufficient number of medicines with generic variations at the most affordable price, with a vision of making them available for free, as well as emphasizing the evidence-based rationale for drug use so that medical practitioners are more mindful and informed of the effectiveness of these medicines. The Cheaper Medicines Program (CMP), together with a variety of government initiatives that started in the late 1980s and included the Generics Act of 1988, gave rise to the program. Barber (2016) stated that the national government or NGOs manage Botika ng Bayan (BNB), while local management regulates BNBs. Nonetheless, the BNB was being the most affordable and convenient place for the residents to buy medicine. The researchers conducted an interview with the person responsible for implementing the policy to determine how efficient the Botika ng Bayan program was in the Family Place, Valenzuela City. The person the interview was conducted was the Assistant Medical Coordinator for the Local Investment Plan on Health and Health Research Ethics. During the interview, the policy implementer was asked about the health and social services provided under the Botika ng Bayan program. He added that the Botika ng Bayan program's main aim was to supply the local residents, especially the residents of Valenzuela City, with the essential generic drugs. Furthermore, the program offers various health services, such as routine health check-ups, written consultation for prescriptions, provide essential generic drugs and perform all the required tests for detection. These services are being provided to cure the regular diseases that the residents come across. Also, this ensures that the residents have cheap access to the drugs required. This program also offers social services. The Botika ng Bayan program encourages social activities that educate about health and awareness campaigns. It also provides health services in a manner that considers the people's well-being rather than the emergency treatment they require. This process follows a proactive measure of community well-being. Besides, they also outreach the community through independent programs, and these are under the partnership with the Family Welfare Organization. Thus, the health and social foundation of the city are being greatly improved due to the united work of the Botika ng Bayan. In response to a follow-up query concerning other local government health-care initiatives available besides the Botika ng Bayan program. He categorized these programs into four clusters provided by the city government, the Manchan FP programs (covering maternal, newborn, child health, nutrition, and family planning), non-communicable diseases cluster,

infectious diseases cluster, and special programs, encompassing various health initiatives such as family planning, adolescent health, and disease-specific interventions. His comprehensive response to the government health programs shows an innovative approach to public health services. The city government's concern is evident through the several clusters addressing maternity and child health, nutrition, family planning, non-communicable illnesses, infectious diseases, and special projects.

The potential expansion of the Botika ng Bayan program's products and services has been highlighted, the interview conveyed an intention to make essential medicines more available at the barangay level. While no particular products were specified, the emphasis was on bringing services closer to the people, to have a Botika ng Bayan in each barangay. In the last decade, the BNB program significantly expanded its distribution network, adding to an increase in market competition that encouraged the private sector to move into the market demand and eventually outpricing some of the BNBs. However, while the BNBs program has increased significantly, not all of them were granted adequate financial and management support to ensure their long-term viability (Picazo, 2012). The findings emphasize the significance of strengthening, sustaining, and establishing more BNBs in isolated barangays around the city with local government support. It underlined the significance of addressing the population's individual health needs, focusing on prevention rather than simply increasing the supply of essential medicines.

However, one of the program's challenges in providing low-cost healthcare services is related to the supply of essential medicines. As a response, a decentralized transition plan, which transfers responsibility from national agencies to local government units (LGUs) is being proposed. Local governments are expected to obtain and distribute needed medicines, but effective enforcement and budget allocation are critical. The Assistant Medical Coordinator for Health Research Ethics also emphasizes the need for prevention in reducing demand for healthcare services, which aligns with the Universal Health Care system's objective.

In the question of what actions the local government has taken to increase the dissemination of program information, the City government of Valenzuela has established a reliable unit known as the Health, Education, and Promotion Unit which operates under the City Health Department. According to the Assistant Medical Coordinator of Valenzuela City Health, this unit has an important role in health promotion and education, benefiting not only health professionals but also expanding its outreach to patients, families, and communities within Valenzuela. Moreover, encouraging small retail outlets to participate in the program and ensuring its profitability entails creating enough demand for the pharmaceuticals sold in these locations. It should be pursued to disseminate more information about the presence of a Botika ng Bayan and the comparative drug prices between Botika ng Bayan stores and other outlets. (Kraft, 2006). To the objective of Universal Health Care, the priority is on primary care, with preventive measures and protection providing primacy over secondary and tertiary levels

of medical care. This involves health teaching to educate individuals on appropriate dietary choices, suggested intake, and lifestyle changes to prevent illness development, with a focus on preventive rather than curative and rehabilitative measures.

Focusing on prevention in the context of Botika ng Bayan can involve community education programs, promoting healthy lifestyles, and raising awareness about preventive measures. Healthy lifestyle practices are essential in health promotion because they can reduce illness factors (Tamanal and Kim, 2020). This approach complemented the availability of essential medicines by reducing the incidence of illnesses, ultimately contributing to the overall well-being of the community.

Regarding the plans to improve the Botika ng Bayan program, the data gathered from the policy implementer implies its objective to continue good practices and improve where needed. The idea is to make Botikas more responsive to community demands, possibly by clustering Botikas initially for reasons of convenience. The local government strives to provide what is needed rather than merely what the Department of Health assists with, in preparation for a possible rise in the LGU's role in obtaining specific products. There were numerous strategies for effective health promotion in communities that foster engagement and build awareness of various aspects of health issues. Health promotion is the process of training individuals to have greater influence over their well-being and its associated factors from health literacy programs with multi-sectorial activities that promote healthy lifestyles (World Health Organization, n.d.). This approach comprises initiatives for both the general community and populations at a higher risk of negative impacts on their health. Public health authorities can have a significant effect on public health and awareness by implementing efficient programs for health education.

D. Effectiveness of the Botika ng Bayan Program to the Residents

The data presented in this part of the study was gathered from residents of the 2 target areas in Valenzuela, the Barangay Karuhatan and Dalandanan. These were based on the third section of the survey questionnaire results, which was an essay type. Residents in these places have openly acknowledged their experience in availing of the Botika ng Bayan program. Their responses were structurally evaluated and categorized to provide a broader comprehension of the effectiveness of the program.

The analysis of Botika ng Bayan residents' experiences using open-ended questions aimed to provide a deeper knowledge of their perceptions, satisfaction, and challenges. The researchers delved into the more subjective aspects of their interactions through qualitative analysis, applying into perspective unique ideas and insights that quantitative measures might have ignored. This approach allowed for a thorough examination of residents' opinions, providing useful insights for enhancing services and addressing community needs.

In the survey conducted, 100 respondents took part in the

study. The majority of them answered question number one on the second part, type B of the survey questionnaire which is an open-ended question on how the Botika ng Bayan program of the Valenzuela City government addresses the medical needs of residents as a social service. Some of the respondents answered multiple reasons why they consider Botika ng Bayan beneficial to their family. The survey results from respondents in Barangay Dalandanan and Karuhatan.

The 51 respondents from Barangay Karuhatan and Dalandanan listed cost savings, which enable them to utilize their savings in more valuable needs. A frequent development became apparent that cost-saving is an essential factor when it comes to acquiring medicines. The need to find cost-effective solutions for their healthcare requirements was emphasized by the respondents. The Department of Health Resolution 2009-01, which calls for voluntary price reductions on established therapies and prescriptions, is a significant step toward increasing the general public's access to cost-effective pharmaceuticals. This endeavor aims to create a more sustainable healthcare system that benefits all inhabitants and ensures better health outcomes throughout the community by encouraging pharmaceutical companies to actively contribute to the cost reduction of critical medicines (Reyes et al., 2011). This reflects the respondents' knowledge and comprehension, as they recognize the financial challenges associated with acquiring drugs and are actively looking for ways to minimize prices. These responders clearly understand the healthcare system and make well-informed decisions that satisfy their medical needs while staying within their financial means.

A total of 35 respondents agreed with the healthcare information provided and the availability of free medicine at Botika ng Bayan. Respondents are satisfied with the information on the prescription which instills mutual trust and confidence in the healthcare system that helps them to adhere to the treatment plan prescribed with greater commitment and providing a better understanding of their health. Satisfaction with medication information and adherence to free medicines were considerably higher in a subgroup that reported receiving an advanced pharmacy service such as a medicine use review (MUR). These programs, known as medicine use review (MUR) and new medicines service (NMS), involve crucial features like information providing and adherence assessment, and they direct practitioners to ask patients if they have any problems or concerns about taking their medications (Twigg et al., 2016).

The Botika ng Bayan services are beneficial in overall services provided which was answered by 20 respondents that indicates the strength based on implementing the city health program. The program's benefits to the respondents are numerous. It enables the respondents to have easy access to essential medicines, this convenience ensures that individuals can promptly manage their health conditions and receive the necessary treatment. Respondents emphasized the program's function in nurturing a sense of social wellness. The program emphasizes a preventive approach to healthcare by promoting rapid health management that allows individuals to take ownership of their health through availing medicines. The

perception of influence spreads across the community resulting in a beneficial feedback cycle that raises general health awareness in the two barangays.

However, a relatively low number of 13 respondents listed proximity as a factor. When acquiring medicines, proximity plays an important role in the decision-making process. Time always remains as the essence and having easy access to the necessary prescription medicines is important. A local pharmacy ensures that drugs may be obtained quickly and reduces disturbances to one's daily routine. Furthermore, proximity allows for easier interaction with pharmacists, who can provide important advice and help with accurate prescription administration. Having Botika ng Bayan outlets close to your home not only saves time but also offers instant access to expert guidance which makes it an important aspect of the availing process.

A total of 7 respondents acknowledged BNB's effectiveness which indicates its success through the efficiency of its operating system. Residents emphasized a community pharmacy like "Botika ng Bayan" operates efficiently and encourages community involvement, supporting health awareness events, and facilitating local engagement in healthcare initiatives. This establishes an equitable connection between the pharmacy and the residents, which leads to enhanced health outcomes and an understanding of community responsibility. The scientific basis for effective public health programs is strengthened by utilizing established methodologies and reviewing improvements from various locations (Frieden, 2014). Botika ng Bayan in making medicine more accessible and affordable in Valenzuela City indicates that it has a considerable impact on reducing healthcare gaps and enhancing general well-being which makes the system more functional and organized. The commitment by the government to providing access to vital pharmaceuticals, particularly for people with limited means, indicates an arrangement to improve public health and have a beneficial community impact.

Health-related concerns that their health condition had improved are indicated by a total of 3 respondents. According to the Food and Drug Administration (2018), the positive effects of medicines are the useful benefits they produce when used, such as decreasing heart rate, treating infection, or reducing pain. Taking medicines has substantially influenced overall health improvement. These medications have changed the medical care of several disorders, resulting in better results for patients. The development and research of pharmaceutical advances have led to the production of effective medicines that not only treat symptoms but also address the underlying causes of diseases. Medications have lowered the number of deaths, raised survival rates, and enhanced overall quality of life. It has surely played an important part in helping to maintain good health, which has made them an essential aspect of Barangay Dalandanan and Barangay Karuhatan's current medical operations and healthcare practices of Barangay Dalandanan and Barangay Karuhatan.

These findings indicated a positive perception of the services provided by BNB, with significant emphasis on cost-saving

benefits and the provision of the availability of free medicine and assistance provided by the services. The data represent the number of respondents who identified certain aspects of availing services in BNB. Initiatives like the Philippine International Trading Corporation (PITC), Botika ng Bayan program provides an alternate distribution network as well as a mechanism to tap the private sector. The Botika ng Bayan initiative aims to accredit privately run retail drug stores across the country to provide a full spectrum of branded and generic, over-the-counter, or prescription pharmaceuticals supplied by the PITC, including those that are parallel imported.

E. Framework Development

The key finding of the study is that there is an important need for improved public awareness of the medications and services available at Botika ng Bayan outlets. This involves the use of a range of communication channels, especially social media to broaden the reach and utility of Botika ng Bayan resources. Residents, particularly in barangays, have claimed that they are unaware of the program's existence in their region, highlighting the need for increased public relations efforts to close this knowledge gap. Changing the pharmacy's hours of operation is critical to ensuring access and convenience for all residents. The wide range of medicines available in modern conditions.

1) Problem Identification

The study conducted at Valenzuela local, where the local administration adopted the Botika ng Bayan, underlines the crucial importance of raising public awareness about the numerous medicines and services available at these shops. To improve the visibility and accessibility of Botika ng Bayan resources, information must be spread across several channels, including social media. This policy framework sheds light on a significant issue concerning the supply of pharmaceuticals and services through the Botika ng Bayan Program operations. The poll demonstrates a lack of public awareness about the medicines and services available at Botika ng Bayan locations across the city. According to residents of the two named barangays, the majority were unaware of the Botika ng Bayan effort in their community. Furthermore, the pharmacy's hours do not accommodate all residents. The limited assortment of pharmaceuticals available at the pharmacy, as well as the absence of Botika ng Bayan branches in all of the city's barangays, remain difficulties. Residents of the chosen barangays reported a lack of knowledge about the Botika ng Bayan program in their community.

Improving public relations initiatives is thus crucial for closing this knowledge gap. Furthermore, the pharmacy's operating hours must be adjusted to accommodate all residents and ensure that its services are available. Even though the pharmacy already sells a wide selection of drugs, it is strongly recommended that Botika ng Bayan branches be expanded to serve all of the city's barangays. This would increase the program's effectiveness and accessibility to a broader audience.

Addressing this issue would necessitate public awareness campaigns, educational activities, and community engagement to maintain this service operational for city residents. By addressing these identified challenges, the Botika ng Bayan

Program can significantly improve access to critical medicines and services in the City of Valenzuela.

2) *Implementation of the Proposed Policy Enhancement*

Botika ng Bayan is one of the pet programs of the government that is an essential part of the health system being implemented here in the Philippines. Even though it is so essential, the Botika ng Bayan program can undergo a series of corrections to make the program more serviceable to the people. A proposed policy framework will be implemented to respond to those needs. The framework will resolve another potential improvement in the Botika ng Bayan program by increasing the number of Botika ng Bayan outlets and increasing the supply and availability of essential medicines. For the proposed policy framework, different areas have been identified within the country, which does not have many outlets. These areas must be subjected to extensive assessments to find a mainstream location. The proposed policy will prioritize these locations for the establishment of new branches.

The local offices of the relevant government agency must also consider collaborating with the local community. The aforementioned policy must be adopted by the government to improve Botika ng Bayan service quality to the people for being benefitted by them. The procurement process for critical medicines for Botika ng Bayan must be increased, and a competent procurement process must be followed. Moreover, intermittent contacts with pharmaceutical companies and ensuring a regular and prolonged supply of daily life medications in Botika ng Bayan that are of good quality and available at an affordable price will make people's lives better. More and more drugs and other commodities that are frequently used should also be made available in the Botika ng Bayan. The City of Valenzuela acknowledges Botika ng Bayan's significance in the two communities located in Barangay Karuhatan and Dalandanan that faces the challenges. Furthermore, the City of Valenzuela seeks to expand the Botika ng Bayan program to meet the people's specific requirements. According to the policy framework proposed, the City of Valenzuela will improve Health Services of the city as per the vision of the City and in accordance with the DOH (Department of Health) Objective to increase efficiency and effectiveness.

The purpose is to provide a concise and thorough review of the study findings in order to improve and extend Botika ng Bayan services to better meet the community's healthcare requirements, with a particular emphasis on resolving developing issues in the healthcare context. Based on a thorough evaluation of existing legislation and its limitations, this framework reflects an evolution in response to Valenzuela City's unique challenges in the structure, policy development, and implementation of an innovative Botika ng Bayan program. The framework exhibits a dedication to proactive and adaptive health governance by providing focused recommendations and a systematic approach to monitoring and assessment.

3) *Stakeholders/Offices Involved in the Implementation*

The study strongly advocates for the program's services to be extended and expanded to better serve the most vulnerable areas. This expansion addresses disparities in healthcare delivery while also expanding access to healthcare. The

government must provide the program with more assistance to guarantee its long-term viability. The program's sustainability would be strengthened by this support, allowing it to successfully serve the community over the long term. Consequently, the program's expansion and long-term effects depend on sustained government support.

The designation for the implementation of the proposed policy by the Local Government Unit of Valenzuela City involves the health offices and department along with the local and national levels. At the Local Government Unit (LGU) of Valenzuela City, the city health department is held accountable for this specific implementation. It ensures the capacity of the city to disseminate medicines to the constituents of the city. The revitalized Botika ng Bayan (BNB) targets the Health Centers and Rural Health Units for the upgraded pharmacy service and to give primary care level services. The dispensing of medicines is guided by the Department of Health (DOH) program and the Food and Drug Administration (FDA). With these partnerships between LGU and DOH, it will be sustainable for the BNB program.

The revival of the Botika ng Bayan (BNB) is recognized by DOH for its potential to improve to fulfill Universal Health Care (UHC). The collaboration of the national and local levels will also fulfill the initiatives offered by the government. It gives importance to the cities involved in more comprehensive and innovative strategies and solutions for enhancing the right health system for the country.

4) *Monitoring and Evaluation*

There are recommendations on strategies that can be implemented to further enhance the effectiveness of this proposed policy framework.

1. Increasing Botika ng Bayan outlets will provide affordable medicine to enhance health outcomes, particularly in remote and underserved areas. Initiatives should be developed to create awareness and educate residents on the benefits of participation in the Botika ng Bayan program. This can be accomplished by establishing public education campaigns, engaging with local community organizations, and sharing program information digitally.
2. Collaboration among government, pharmaceutical corporations, and healthcare professionals: Negotiate lower prices for important drugs to make them affordable for the target population. Collaborations with healthcare experts, such as doctors and pharmacists, can provide patients with reliable medical information and guidance.
3. Invest in digital technology and automation: Electronic health records and inventory control systems can help track medicine availability, expiration dates, and refilling needs. Not only would this save waste, but it will also improve the accuracy and availability of pharmaceutical products in these stores. This would enable users to consult with medical specialists remotely, ensuring that healthcare services are accessible to everybody, particularly in

- rural areas where healthcare facilities are limited.
4. Encourage community engagement and feedback by inviting residents to share their needs, experiences, and suggestions for change. Hold town hall meetings, focus groups, and surveys on a regular basis to gather valuable feedback from the local community. Examine this information to ensure that services are consistently enhanced and that specific community needs are satisfied. This will serve to instill pride in the community and encourage active engagement in healthcare programs.
 5. Facilitate community engagement and feedback by inviting residents to share their needs, experiences, and suggestions for change. Hold town hall meetings, focus groups, and surveys on a regular basis to gather valuable feedback from the local community. Examine this information to ensure that services are consistently enhanced and that specific community needs are satisfied. This will serve to instill pride in the community and encourage active engagement in healthcare programs.
 6. Increase the Acquisition Supply of the Medicines Available: Allocate the budget for the supplies by the Local Government Unit (LGU). The adequacy of stocks must be ensured through inventory since some expiring medicines will go to waste if it is not dispensed properly. Easy access to the program and responsive to the needs will satisfy the evaluation of the users to recommend. The management factors of the operators of the program must have an awareness of the vulnerable groups to patronize and satisfy the primary services offered by the Botika ng Bayan.

13. Summary, Conclusions, and Recommendations

This chapter presents the summary, conclusions drawn from the findings, and recommendations made regarding the study entitled “Botika ng Bayan: A Comprehensive Health and Social Services Development Program of Valenzuela City.

A. Summary of the Findings

This section of the study focuses on the presentation, analysis, and interpretation of data summaries related to the Botika ng Bayan Program. It initiates by analyzing resident's satisfaction with the program and concludes with an examination of the relationship between program implementation and respondent demographics. The study proceeds further into the demographic profile itself and the examination of important correlations between program implementation and respondent demographics. The study also addresses the program's revitalization and remodeling, analyzes its effectiveness among residents, and completes the development of a proposed policy framework.

The Pearson's Chi-Square Test results for the first set of analyses, involving parameters such as age group, gender, location, and duration of stay, show p-values greater than 0.05, implying that there is no significant relationship between the implementation of Botika ng Bayan and these demographic

factors. Cramer's V values range from 0.210 to 0.277, which shows that the correlation is moderate at best which supports the lack of a significant relationship. In contrast, the obtained p-values for parameters affecting monthly income and source of income are less than 0.05, which involves the rejection of the null hypothesis. This implies a significant relationship between Botika ng Bayan implementation and respondents' monthly income and source of income. Cramer's V values for these characteristics range from 0.278 to 0.408, which indicates a moderate to relatively strong connection that highlights the importance of these factors in affecting the satisfaction levels of the Botika ng Bayan program.

The analysis found no significant relationship between the level of satisfaction of the Botika ng Bayan implementation and some demographic profile factors. This indicates that age, gender, location, and the duration of stay do not have a significant impact on program satisfaction in terms of availing products and services of the residents. However, a study highlights the importance of economic factors in the effectiveness of Botika ng Bayan program's implementation. Monthly income and source of income have been recognized as influential variables and people having monthly incomes or specific sources of income might indicate a higher level of satisfaction. This shows the significance of considering economic factors while evaluating approaches for the effective implementation of the Botika ng Bayan program.

The implementation of the program satisfied community-wide healthcare needs having a satisfaction level of 3.43 as well as residents were similarly satisfied with the level of services offered to their families with a weighted mean of 3.25. The feedback received can help healthcare employees improve the delivery of services to manage growing expectations from patients and offer a more diverse and fulfilling healthcare experience to residents and their families.

The Botika ng Bayan program's opening and closing hours had the lowest mean of 3.05 which indicates dissatisfaction among some of the residents. It is proposed that the program's hours of operation should be extended to 24 hours a day in order to guarantee easy access to medicines. This would benefit people deal with their busy days and unpredictable situations. This would ensure that people had easy access to necessary medicines at any time. The Botika ng Bayan program received positive feedback from residents having a level of satisfaction of 3.19 through the program's effectiveness in fulfilling their medical needs and providing comprehensive healthcare services.

The program's medicine accessibility has improved residents' well-being and quality of life as shown by a 3.20 satisfaction rating. This highlights the significance of continuous delivery of services in enhancing people's quality of life and also current efforts to maintain and improve the program's positive influence on the community. Residents considered the Botika ng Bayan program to be efficient and fast which leads in a nice and productive registration experience with a satisfaction rating of 3.22. This range is necessary to encourage local reliance and engagement, achieving an appropriate setting for the goals of the program. The good feedback shows the program's

effectiveness in providing services and offers opportunities for development.

The Botika ng Bayan program was given great reviews from residents for its positive influence on their family's health having a weighted mean of 3.29 and a verbal interpretation of extremely satisfied. The program's effectiveness in providing community healthcare requirements and improving one's quality of life is evident. The availability of cheap and affordable medicine has reduced resident families' expenses and has a satisfaction score of 3.41 which indicates that the program has greater societal benefit in reducing financial constraints and establishing a healthcare system that is sustainable.

Residents of the Botika ng Bayan program are very satisfied with the medicines that they receive with a mean rating of 3.34 which implies a high level of satisfaction along with trust in the program's administration. The program not just operates sudden health conditions but it further builds a sense of reliability and security in pharmaceutical services. The program's capability to efficiently fulfill families' healthcare needs is acknowledged which emphasizes the need of continuous support and investment in strategies that improve the health of the community. The satisfaction level of 3.35 shows that the program has been beneficial in addressing a variety of healthcare needs.

The data show that the residents are well aware and satisfied with the implementation of the Botika ng Bayan program. The majority of respondents were extremely satisfied, particularly with the way the program was able to provide free and affordable medicines. According to the survey results, the Botika ng Bayan program successfully meets healthcare needs that contribute to an enhanced quality of life for barangay residents. The positive assessment applies to a wide range of aspects, indicating that it has a significant positive impact on the community's well-being and overall health.

The Botika ng Bayan program in Valenzuela City has been founded through a type of local government-led projects. This program which was outlined in City Ordinance No. 533 in 2018 is focused on making medicines and healthcare services more accessible. The City Health Branch and the Valenzuela City Emergency Hospital Branch established their first branches in accordance with the aforementioned law that shows the city's continuous commitment to healthcare accessibility. In addition to the Botika ng Bayan program, the administration manages a number of health services organized into clusters. These services serve a wide variety of healthcare specifications that includes infectious diseases, special health initiatives, and maternity, and child health.

The local government developed the Health, Education, and Promotion Unit within the City Health Department to make certain that information circulates productively. Through expanding its scope to include patients, families, healthcare professionals, and communities across Valenzuela, this unit serves an important part in promoting healthcare. In the future, the government intends on establishing Botika ng Bayan branches in every barangay to increase access to vital medicines. This approach to development promotes healthy

lifestyles, public awareness actions, and community education programs as a means of encouraging better health prevention. The City of Valenzuela prioritizes prevention more than addressing symptoms. In accordance with the wider goal of promoting primary care and preventative measures within the Universal Health Care framework, activities are being targeted on educating individuals about healthy lifestyle choices, dietary habits, and preventive healthcare methods. The government utilizes a number of strategies to promote health consisting of involvement in the community, multi-sectoral projects, health literacy programs, and satisfaction assessments. These initiatives perform a to help communities to take control of their overall health and well-being.

The Botika ng Bayan program delivers various advantages to Valenzuela City residents based on the survey results from the residents of Barangay Dalandanan and Karuhatan. Twenty (20) of the respondents identified the overall positive aspects of the services provided. Furthermore, a significant amount of the 51 people who participated said that the program led to cost savings or reduced expenses. The other 35 respondents acknowledged that Botika ng Bayan's supply of free medication and the dissemination of healthcare information has been significant. However, a smaller number of 13 respondents identified proximity as an important aspect and verified the program's impact on their community.

In terms of associated with health improvements, three (3) respondents indicated that implementing BNB's services helped solve the problems they were experiencing. Seven (7) respondents commended the BNB system's capability to provide healthcare services immediately. The survey findings indicate the locals are mostly satisfied with Botika ng Bayan's services and program's products and services stand out given their prioritized cost-saving benefits, the accessibility of free medicines, and assistance. These findings show the perspectives of respondents who used the Botika ng Bayan program in Valenzuela City and experienced certain advantages.

B. Conclusion

In Conclusion, the Botika ng Bayan program in Valenzuela City is a significant initiative that addresses the residents' lack of access to free and affordable high-quality medicines. The study focuses at the program's past events, objectives, and implementation, and also its role in the more general objective of developing universal health care (UHC). The study gives a distinctive perspective on the beneficial influence of the BNB program on health and social service development through analyzing satisfaction levels, demographic correlations, government policies, and resident benefits. The value of satisfaction in the community associated with the BNB program having a positive impact on how effectively individuals have knowledge about it. This satisfaction evaluation is an essential measurement to assess the program's accessibility and its effectiveness.

Furthermore, the study examines demographic relationships, identifying correlations and patterns among different groups within the population. Researchers identified the particular

demographic characteristics that contribute to variations in the efficiency of the BNB program by analyzing demographic data associated with program outcomes. The data result indicates a strong awareness and satisfaction with the Botika ng Bayan program, particularly in providing free and affordable medicines. The positive impact develops various aspects, contributing significantly to community well-being. Demographic factors like age, gender, and location do not significantly affect the implementation of the program, but economic factors such as monthly income and income source play an important function in program effectiveness. Considering these findings, addressing economic variables is key to enhancing the success of the Botika ng Bayan program.

C. Recommendation

Based on the findings of the study where the local government implemented a Botika ng Bayan in Valenzuela City, the researchers recommend announcing more in public about the medicines and services available at the Botika ng Bayan through social media. The residents in the two barangays mentioned that most of them were unaware of the existence of the Botika ng Bayan program in their area. Additionally, adjusting the opening and closing hours of the pharmacy should be convenient for all the residents. There is a wide variety of medicines available at the pharmacy, and expanding the branches of the Botika ng Bayan to all barangays in the city is recommended.

Furthermore, when asked the policy implementer about strategies for addressing community health challenges and needs, he emphasizes the use of target indicators by the city government to detect and respond to problems. Active screenings and a priority on community and family welfare conditions on health are recommended as part of a determination to preventative primary care to decrease the general demand for healthcare products and services. The study recommends that the program should continue to expand its services through adding more outlets of the program and reaching more underserved communities. The government should also provide additional support to the program to ensure its sustainability and long-term success.

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