The purpose of this study on Client Satisfaction Towards Health Center Services in Urban Islamabad (Pakistan) is to assess the performance of these health centers from the clients’ perspective. A cross-sectional descriptive study was conducted in March, 1998 at the exit points of two health centers. Two hundred respondents were interviewed by using a structured questionnaire regarding the socioeconomic demographic characteristics, client perception towards the health center facilities, behavior of health care providers and client satisfaction towards health center services.

The result reveal that only 47.0% of respondents were satisfied. The majority had a poor perception towards health center facilities and behavior of health care providers. In the latter it was found that respondents had a better perception towards the doctor in comparison to the paramedical staff.

Chi-square was used to find an association between the level of satisfaction and the independent variables. A statistically significant association was found between the income groups, client perception towards health center facilities, behavior of health care providers, time schedule of the health center and treatment seeking time with the level of satisfaction, with the majority being less satisfied.

From the results of this study, it is recommended that urgent consideration be given to the following factors for improvement; sitting facility of the waiting room, heating and cooling arrangement of the waiting room, privacy of the examination room, cleanliness of the latrine, health information about health matters and availability of medicines. The treatment seeking time should be shortened by clearly displaying all instructions to avoid unnecessary delay due to ignorance. The health staff particularly the paramedical staff should be given training on interpersonal skills to improve their behavior towards the clients. It is also recommended that more extensive studies should be carried out on this topic to substantiate the findings of this research.