ABSTRACT

The purpose of the study is to assess consumer satisfaction with health care from the point of view of consumers. A descriptive study was conducted in the month of January, 2002, at the exit point of two health centers of Salaya sub-district. Two-hundred and five respondents were interviewed by using pre-tested structured questionnaires to collect data regarding general characteristics of the consumers, their accessibility to health care services, their perception of the health service system and satisfaction.

The results showed that 88.6% of respondents were highly satisfied. Percentage of high satisfaction in case of coordination among staff and between various processes in OPD was less. More than three quarters of the consumers responded that accessibility to health care services was high except for medical information received from the staff about examinations, service expenses and prevention. Results showed that there was a high level of perception of health service system except in the case of medical equipment of which there was not enough and was of poor quality.

Relational studies showed that general characteristics of respondents had no significant statistical relationship with satisfaction, but there was a significant statistical relationship between accessibility and perception. In the case of accessibility, distance had no statistical significant relationship with satisfaction.

From the study it is recommended that coordination between all sections of OPD should be increased, the internal environment of the health center should be made convenient to the patients (specially the registration room), paramedical staff be trained to behave with courtesy with the patients, the quality of medicine and equipment should be improved, consumers should be provided thorough information about the diseases and other affairs of the center, waiting time in the registration room be decreased by increasing staff during rush hours and the number of chairs in the waiting room should be increased. It is also recommended that extensive analytical studies should be performed to substantiate the findings of this result.