

PATIENT SATISFACTION TOWARDS HEALTH SERVICE

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THE MALDIVES NATIONAL UNIVERSITY

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PATIENT SATISFACTION TOWARDS HEALTH SERVICE PROVIDED BY IGMH
OPD

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ABSTRACT

This cross-sectional descriptive study investigates patient's satisfaction towards the service provided by outpatient department (OPD) of Indira Gandhi Memorial Hospital (IGMH). The study was conducted using a questionnaire filled by 384 participants. The data was entered and analyzed by using Microsoft Excel 2010. The age group of the participants of the study range from below 20 to above 51. The distribution of male and female who took part in the study were approximately equal with a difference of 6. Moreover, most of them finished their higher secondary education and works in government. The findings of the study showed that 35% of the respondents were satisfied with the service provided by IGMH OPD and 49% were dissatisfied.

Keywords: Patient, Satisfaction, IGMH OPD service

DECLARATION

Name: Mariyam Nadha

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I hereby declare that this project is the result of my own work, except for quotations and summaries which have been duly acknowledged.

Signature:

Date: 1st November 2015

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Table of Contents

CHAPTER 1.....	1
1. INTRODUCTION	1
1.1 Background of the Study.....	1
1.2 Problem Statement	2
1.3 Objective of the Study.....	2
1.4 Research Question	2
1.5 Significance of the Study.....	2
1.6 Scope of the Study	3
1.7 Definition of term.....	3
CHAPTER 2.....	4
2. LITERATURE REVIEW	4
2.1 conceptual framework.....	7
CHAPTER 3.....	8
3. METHODOLOGY	8
3.1 Research Design	8
3.2 Population and Sample	8
3.3 instrumentation	8
3.4 Data Collection Procedures.....	9
3.5 Framework for Data Analysis	9
CHAPTER 4.....	11
4. Data Analysis and results	11
4.1 Socio Demographic characteristics	11
CHAPTER 5.....	26
5. DISCUSSION AND CONCLUSION.....	26
5.1 summary of main finding	26
5.2 Discussion.....	27
5.3 Implication	30
5.4 Limitation of the study.....	30
5.5 Direction for Future Research.....	30
5.6 Recommendation.....	30
5.7 Conclusion.....	31
REFERENCES	32
APPENDIX –A.....	34
APPENDIX – B	40

List of Figures

Figure 4.1.1 percentage of responder's age.

Figure 4.1.2 gender of responders.

Figure 4.1.3 percentage of responders marital status.

Figure 4.1.4 educational level of the responders.

Figure 4.1.5 occupational level of the responders.

Figure 4.1.6 percentage of household income of the responders.

Figure 4.1.7 the number of participants who took appointment for OPD service.

Figure 4.1.8 percentage of participants who get the chance to consult the doctor when the appointment was canceled.

Figure 4.1.9 relevant information regarding OPD service at the time of appointment.

Figure 4.1.10 how the participants get the appointment commonly.

Figure 4.1.11 satisfaction rate towards the time taken to get the appointment.

Figure 4.1.12 percentage of waiting hours to get the appointment.

Figure 4.1.13 satisfaction rate towards the time given from doctor's schedule at the time of consultation.

Figures 4.1.14 are the OPD service affordable to you.

Figure 4.1.15 percentage of responder's satisfaction towards the service provided by IGMH OPD.

Figure 4.1.16 percentage of responders view about the chance for review consultation without any payment.

Figure 4.1.17 how the responders rated the service received from IGMH OPD.

Figure 4.1.18 responders rating received from IGMH while getting the service.

Figure 4.1.19 how OPD service of IGMH can be improved.

Abbreviation

- IGMH: Indira Gandhi Memorial Hospital.
- OPD: Outpatient Department.

CHAPTER 1

1. INTRODUCTION

1.1 Background of the Study

Each and everyday people seeking service from hospital and private clinics are increasing. However, patient satisfaction is a key principle by which the quality of health care services is evaluated. It can be defined as an individual evaluation of the service received against the individual's expectations. Patients' judgment of hospital service quality and their feedback are essential in quality of care monitoring and improvement.

Patient satisfaction is measured over a wide range of health service dimensions, including availability, accessibility and convenience of services, technical competence of the providers, interpersonal skills and the physical environment where services are delivered. However, Patient perceptions towards quality of services often influence by their interaction with the health provider. Some studies suggest that certain patient demographic and clinical characteristics, including age, health status and the severity of illness, are associated with satisfaction scores more than the technical quality of care they provide. (Peters.D, 2011)

Moreover, it has become a major concern for the health care systems to measure patient satisfaction with health care. In addition, the people who are seeking the service from the health care facilities are taking a greater role in decisions about their care and treatment. Patient satisfaction is one important indicator of health outcomes and plays a key role in improving health service quality. (Mohamed Zaid, 2013)

The main aim of this research proposal is to identify the reasons why patients are not satisfied with the services provided Indira Gandhi Memorial Hospital (IGMH) Outpatient Department (OPD).

1.2 Problem Statement

This research is conducted to find out patients satisfaction towards the health service provided by IGMH OPD. As well as, to find why some are satisfied, while others are dissatisfied.

1.3 Objective of the Study

General objective

To identify patients satisfaction towards the service provided by IGMH OPD.

1.4 Research Question

Are patients satisfied with the service provided by IGMH OPD?

Specified Question

- What is patient satisfaction?
- What are the reasons that the patients are not satisfied?

1.5 Significance of the Study

Patients' satisfaction is used as important indicator of quality care and it is frequently included in health care planning as well as evaluation process. So it is worthwhile to study patient's satisfaction towards the service provided by IGMH OPD.

1.6 Scope of the Study

This study focuses on identifying the patient's satisfaction with the service provided by the IGMH OPD. Moreover, there are many other factors which affect patient's satisfaction. However, this research is focused on patient's satisfaction towards the service provided by IGMH OPD.

1.7 Definition of term

- Patients satisfaction: "A person's feeling of pleasure or disappointment resulting from comparing a product's perceived performance or outcome, in relation to his or her expectations" (Mohamed Zaid, 2013)
- OPD (Outpatient department): A patient who is not hospitalized overnight but who visits a hospital for diagnosis or treatment. (© 2015 Merriam-Webster, Incorporated, 2015)
- Patient: A sick individual wait under the medical care and treatment. (© 2015 Merriam-Webster, Incorporated, 2015)

CHAPTER 2

2. LITERATURE REVIEW

In the year 2008, a study was conducted in IGMH to find out the patients satisfaction with the services provided by OPD. It shows that 89% of the patients were poorly satisfied with the services provided by IGMH. (Zaid, 2013)

In addition to this, the finding of a research which was done in 2013 showed that 18.4% of patients who have taken part in this survey were satisfied with the service quality of OPD and 81.6% were dissatisfied with the service quality of OPD of IGMH. It also showed the gap between the service quality of customer expectation and perception. (Zaid, 2013)

According to a research done on Patients satisfaction with care provided by dental therapists, it shows that, patients who are attending to seek the service from therapists were found to have a significantly higher level of complete satisfaction than those attending appointments with dentists.

A study based on, measuring service quality of public dental health care facilities in Kelantan, Malaysia. It showed that patients who are visiting for management of dental pain were more satisfied than those visiting with appointment. However, the most important service quality dimensions were related to responsiveness, assurance, and empathy of the care workers. (John J, 2011)

Moreover, if a hospital is large or small, the demonstration of successful performance is when it fulfills the factors of quality and service a patient expects. In addition, according to the research done by (BEDI2, 2014) the researcher has included in the research about those variables including perceived physician's competence, care and concern towards patients, cost of treatment and communication between physician and patient.

Communication

A research was done on retrospective mixed methods approach which was used to characterize the relationship between patient satisfaction and patient perception of hospital team-PCP communication. It is seen that among 1044 patients, 22.3% of primary care physicians were not aware of patient's hospitalization. (Vineet M. Arora, 2015)

Moreover, a positive impact on quality of communication is seen on a study done on clinician characteristics, communication, and patient outcome in oncology. However, different results were reported for clinician gender, age, stress, posture, and confidence or self-efficacy. (Vries, 2013)

A study done by (Mazor, 2012), it is seen that 47% described a communication problem including problems with information exchange. As well as, 24% described problems with both medical care and communication.

Time

A cross sectional study was done in the year 2012 to measure the satisfaction of OPD patients in tertiary care hospital. The findings seen from the study on patient centered cancer-care, it was seen that of those interviewed, 28% described a problem with medical care, such as a delay in diagnosis or treatment. Moreover, patients were harmed both physically and emotionally. As well as, 91% patient said that OPD timings were appropriate and 176 (39.12%) patients said that they had to wait less than 30 min before consulting doctor. (Patavegar, 2012)

Moreover, the study done on patient satisfaction with integrated HIV and antenatal care service in rural Kenya, it is seen that positive estimation is seen towards waiting time. (Vo, 2012)

A research done with 250 patients about factors affecting patient satisfaction and delaying in urgent care in patients reporting to Khyber college of dentistry, it is seen that female were more dissatisfied compare to male. Moreover, patients with age group of 16-25 years identified that delaying urgent care as the important cause of dissatisfaction among them. In addition, delayed of 80 patients treatment were due to clinical management of the patients. (Huma Hayat, 2012)

Care, concern, respect, empathy

It is seen that 44.5% of patients were unsatisfied about cleanliness of the waiting area. However, 77% patients were satisfied about explanation of treatment by pharmacist. (Mazor, 2012) Moreover, a research done on the impact of nurse practitioner service on cost quality of care, satisfaction and waiting time in the emergency department shows that emergency nurse practitioner service has a positive impact on quality of care. (Jennings, 2015)

According to a research done by Ronen Rozenblum PhD, it is seen that only 28% responders reported that consistently questioning about care is important.

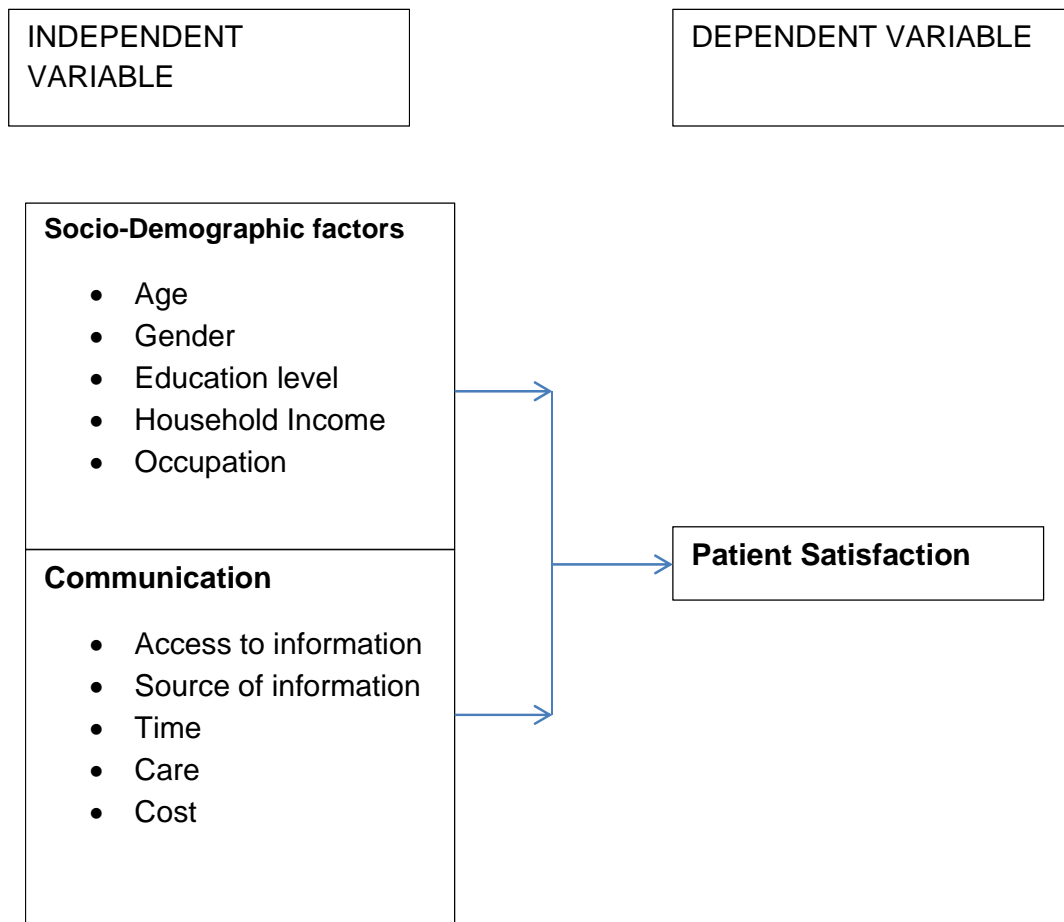
A research done on patient-reported care coordinated with patient satisfaction, among 1367 patients with diabetes. It is seen that, positive relationship between care coordination and patient satisfaction is perceived. (Wang, 2015)

A study done by Riitta Suhonen RN on patient satisfaction as an outcome of individualized nursing care, it is seen that patients were mostly satisfied with the practical features of care. As well as, a positive correlation was found between the level of personalized care and patient satisfaction. Moreover, a study on effects of the hospital gradation system on patients behavior and satisfaction, the results showed less satisfaction towards dental care service of patients with poor dental health. However, it also showed that elderly patients were less satisfied compared with younger patients with dental health. (CHANG, 2015)

Cost

Moreover, from the same study done by (Mazor, 2012) it is seen that the financial expense of the care is also very expensive. A study done on percutaneous revision of a testicular prosthesis is safe, cost-effective, and provides good patient satisfaction shows that the patient satisfaction and cost savings are the outcomes of the study. On evaluation of the patient, the patient was satisfied and the cost is less than revision surgery if any complication occurs. Moreover, it is safe, inexpensive and which results patients satisfaction. (Cone, 2015)

2.1 conceptual framework



CHAPTER 3

3. METHODOLOGY

3.1 Research Design

The study used in this survey is cross sectional study, in which no specific person is selected randomly and the survey can be carried out in a short period of time.

3.2 Population and Sample

Moreover, the population size is taken from the Maldives demographic population in the year 2014. The sample size is calculated by using the estimated population in the year 2014. In addition, it is calculated by using Sample size calculator. However, the sample size of this survey is 384 with 95% confidence level and 5 as the confidence interval. Moreover, the population used to calculate the sample size is the estimated population of 2014 which is 393,595. (Maldives Demographics Profile 2014, 2015)The confidence interval is the amount of uncertainty related with estimated sample population. Moreover, confidence level is the uncertainty associated with the interval estimate. (Berman, 2015)

3.3 instrumentation

The instrument that was used to collect the data was a survey form / questionnaire. The questionnaire was designed with close ended questions, to reduce the rejection from the participants and save the time of both participants and interviewer. These questions help to get relevant data and help to cover large area quickly. Furthermore, first part of the survey form was designed to obtain information on socio-demographic characteristics which includes ages, gender, marital status, educational status, occupational status and income level. The second part contains questions based on services provided by IGMH OPD and the questionnaire was designed with Likert scale. The aim of this part was to identify patients satisfaction towards the service of IGMH OPD. Moreover, the questions in this part of the questionnaire are focused on communication, cost, time, care, concern, respect and empathy. In addition, the questionnaire contains total of 13 close-ended questions which is divide into two parts.

Moreover, to collect primary data from the respondent's questionnaires was used. On the other hand, to gather secondary data, previous research, books and internet was used. Firstly, the questionnaire was designed in English language and later it was translated to Dhivehi language in order to make it easy for the participants to understand the questions. Moreover, a sample of English questionnaire will be attached in the APPENDIX A and Dhivehi questionnaire in APPENDIX B. Secondly, the questionnaire was initially distributed to a small sample of 5-10 people who are willing to take part in the survey before the start of main study to verify whether respondents interpreted the questions correctly and were free of comprehension problems (pilot study). The participants of the study were chosen randomly. Slight adjustments were made according to the result of pre-test, appropriate modifications were brought to the questionnaire after discussing it with the supervisor.

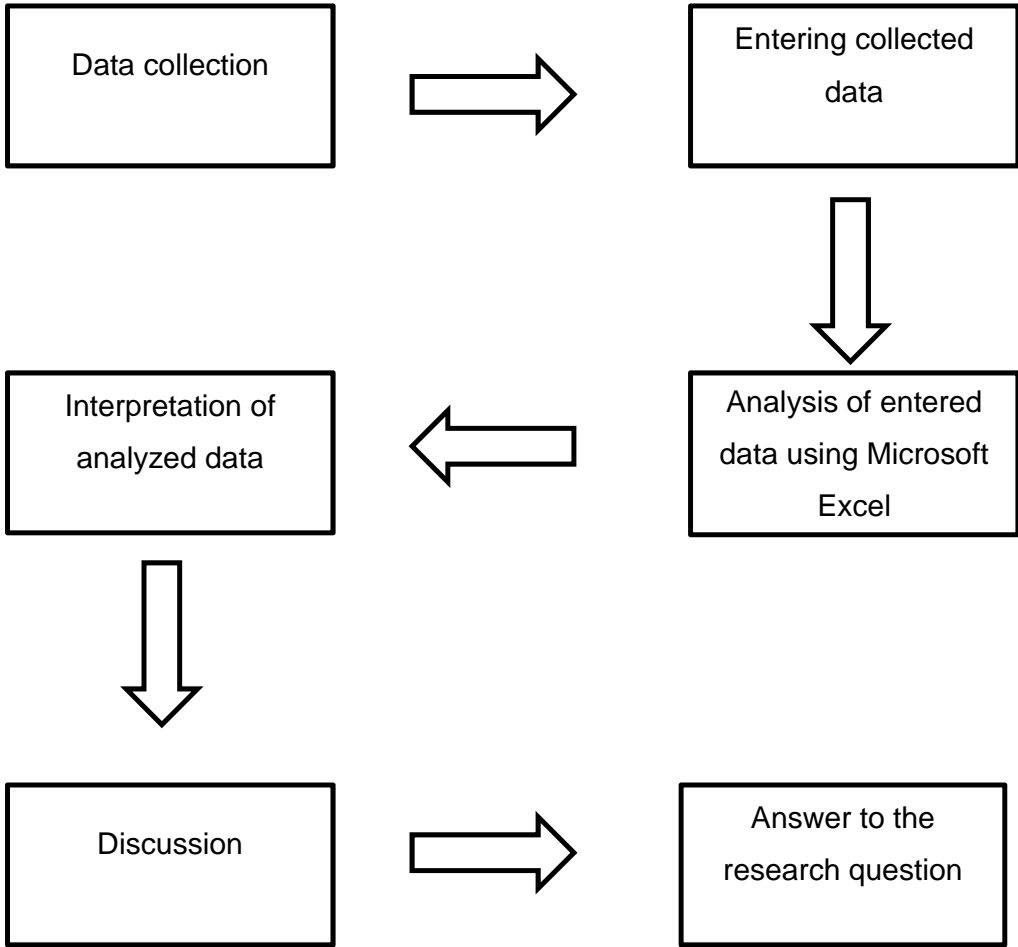
3.4 Data Collection Procedures

To conduct the survey, a questionnaire was filled among the people who were willing to take part in the survey. In addition to that majority of the participants have already got the service from IGMH. To collect the data, face-to-face interviews were conducted. Moreover, one week duration was required to collect all the data for the research. The research was carried out with the help of four trained interviewers. Before collecting data, an informed consent form was signed by respondents which were attached with each questionnaire. Moreover, the respondents were assured that the information collected will be kept confidentially.

Furthermore, with the help of the interviewers, questionnaires were distributed to all the participants of the research. After completion of the questionnaire, it was collected from the participants. In addition, the information used in the questionnaire would only be used for study purpose in this research. The sample of English consent form will be attached in APPENDIX A and the Dhivehi consent form in APPENDIX B.

3.5 Framework for Data Analysis

After collecting all the data it was entered and analyzed using Microsoft Excel. To evaluate data in this research graphs and charts were used.



CHAPTER 4

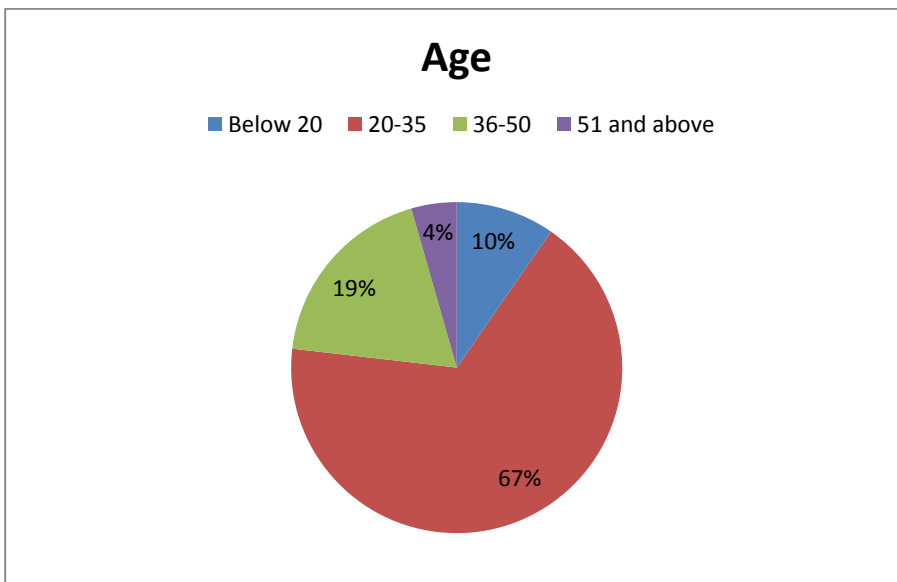
4. DATA ANALYSIS AND RESULTS

This chapter of the research contains analysis and result of the questionnaire used in this survey. The data was analyzed using Microsoft Excel. The questionnaire was designed into two parts which were socio demographic characteristics and the service provided by IGMH OPD. The total population of the survey was 384 participants. Moreover, the participants who took part in this survey are from below 21 to above 51.

4.1 Socio Demographic characteristics

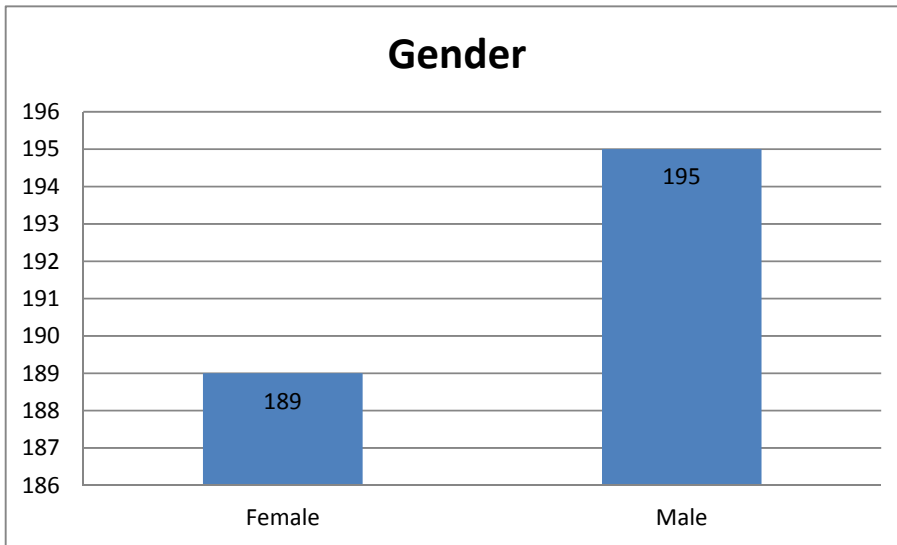
Figure 4.1.1 below shows the age group of the responders who took part in the survey. It shows that majority of the participants age were between 20 to 30 years of age which is of 67% (258) of the participants. The second highest age group is between 36 to 50 years that is 19% (72) of the participants. Moreover, 10% (37) of the participants were from the age group of below 20. The least respond was seen from the age group above 51 that is of 4% (17) of the total participants.

Figure 4.1.1



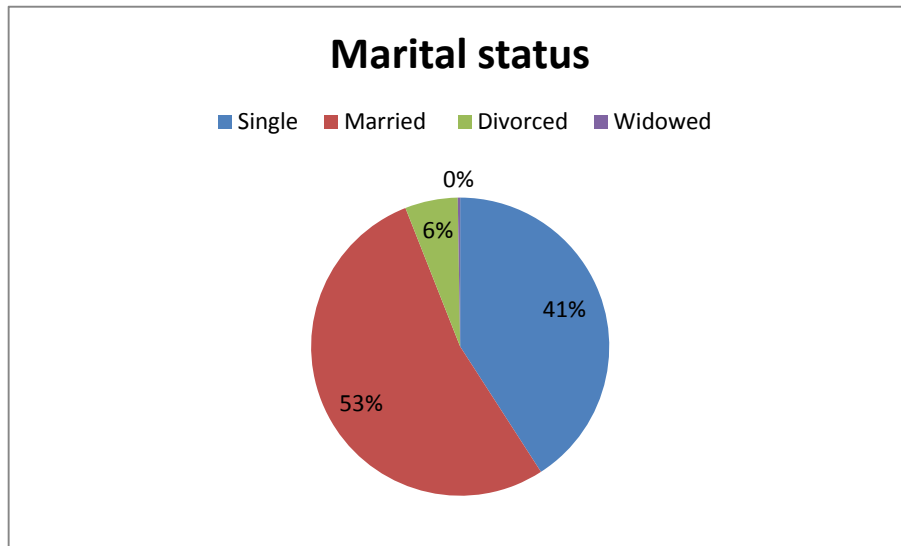
The figure 4.1.2 below shows the gender of the respondents of the study. The total respondents of the survey was 384 that is 189 female and 195 male. The survey questionnaire was filled among local people. It shows that most of the people who took part in the survey were males compare to female.

Figure 4.1.2



The figure 4.1.3 below shows the marital status of the participants of the survey. The pie chart shows that, most of the people were married that is 53% (204) from 384 people who took part in the survey. Moreover, 41% (157) people were single. Furthermore, out of 384 people who took part in the survey, 6% (22) of the people were divorced and 0% (1) of women was widowed.

Figure 4.1.3



The figure 4.1.4 shows educational level of the participants. The education level is categorized into four parts that is no schooling, primary education, secondary education and high secondary education. It shows that 213 people who took part in the survey have completed high secondary education (A level, Diploma, Degree and above). Moreover, 123 people have completed secondary education (Grade 10). Furthermore, 38 people from 384 participants have completed primary education (Grade 1-7) and 10 people were illiterate.

Figure 4.1.4

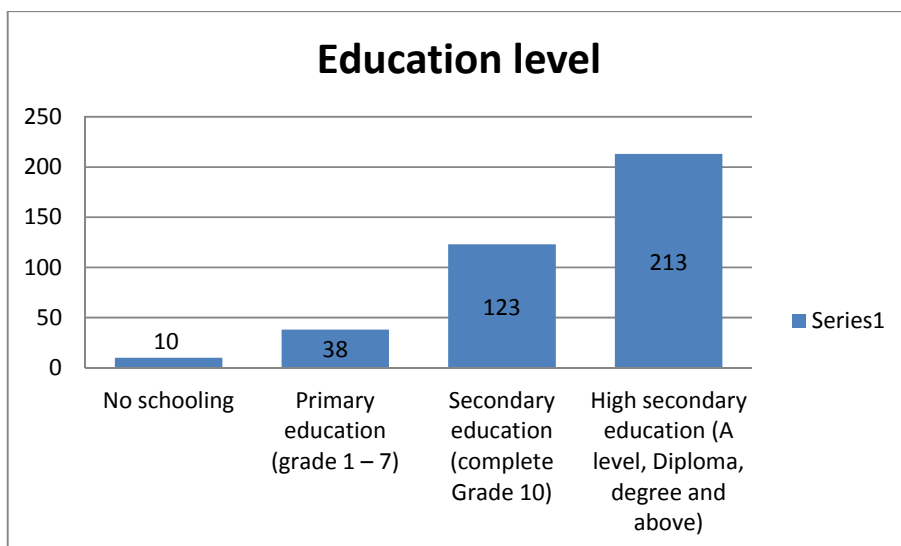
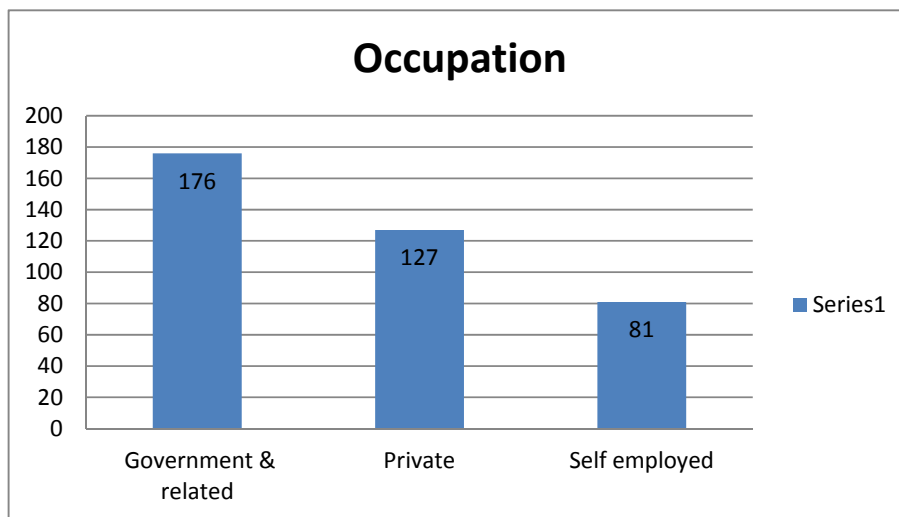


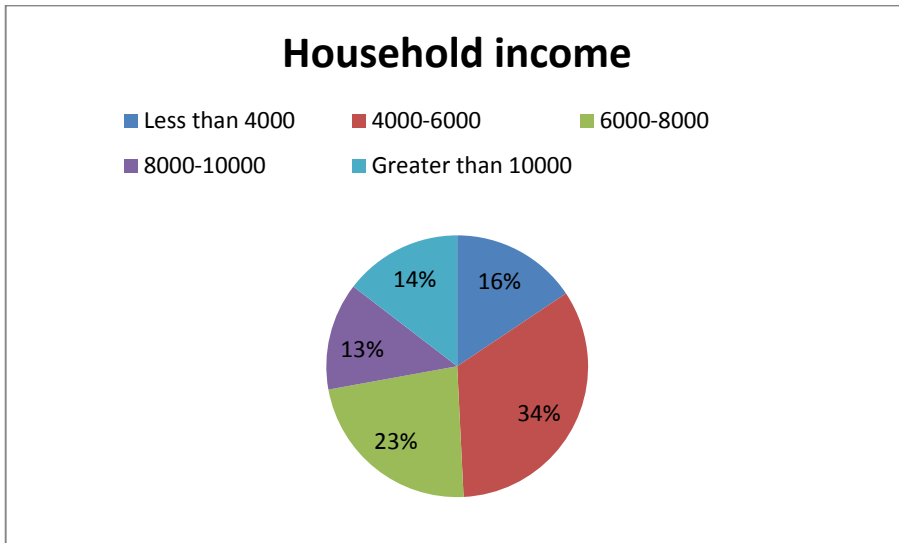
Figure 4.1.5 below shows occupation level of the responders of the survey. It shows that, the occupation level is categorized into 3 parts. The categorization is divided as government related, private and self-employed. It shows the number of people who are employed as government related sectors, private and self – employees. By looking at the graph, it shows that 176 participants work under government jobs. Moreover, 127 participants work under private sectors and 81 participants were self-employed.

Figure 4.1.5



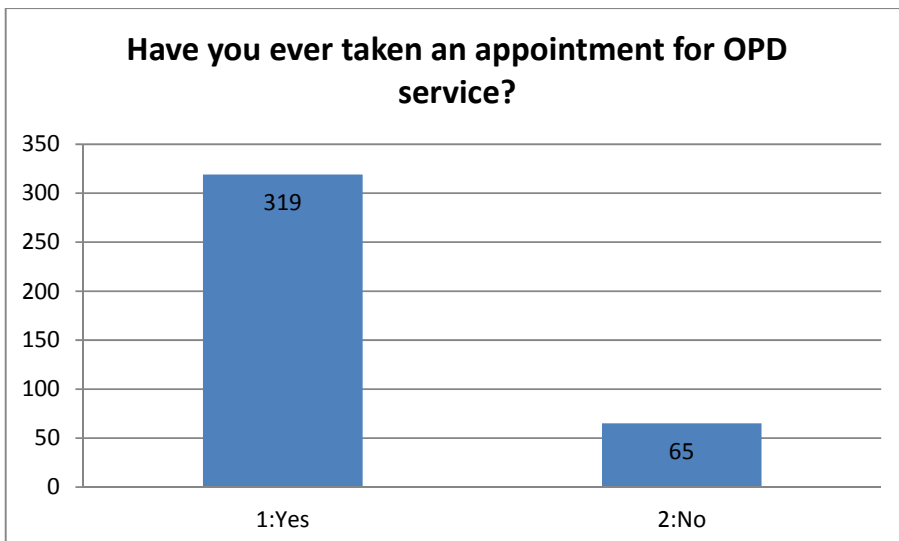
The figure 4.1.6 below shows the household income of the people who took part in the survey. The pie chart below shows that majority of the participant that is 34% earn 4000 to 6000 rufiyaa in every month. Moreover, 23% of participants earn 6000 to 8000 rufiyaa and 16% of participants earn less than 4000 rufiyaa per month. In addition, 14% of the participants said that they earn more than 10000 per month while 13% of the participants said they earn 8000 to 10000 rufiyaa per month.

Figure 4.1.6



The figure 4.1.7 below shows the number of participants who took appointment for OPD service of IGMH. It shows that 319 participants said that they have taken an appointment for OPD service. However, 65 participants said that they have not taken an appointment for OPD service from IGMH.

Figure 4.1.7



The figure 4.1.8 below shows the percentage of the participants who get the chance to consult the doctor when the appointment was canceled. It shows that 45% of the participants said that they got the chance to consult the doctor when the appointment was canceled. Moreover, 43% of the participants did not attend the question. Furthermore, 12% of the participants said that they did not get the chance to consult the doctor.

Figure 4.1.8

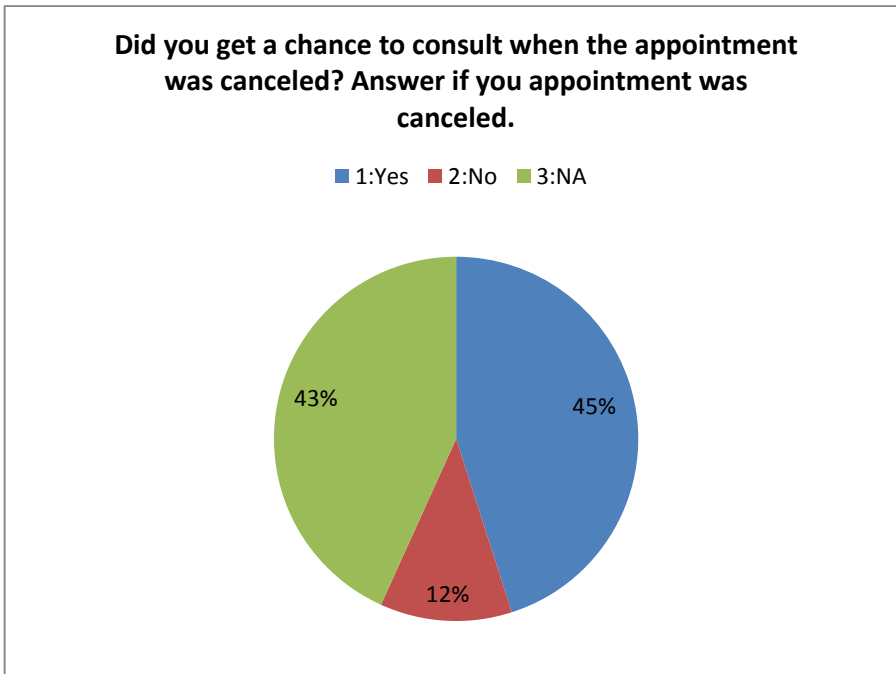


Figure 4.1.9 below shows the information that the participants get regarding the OPD service of IGMH at the time of appointment. In this question, respondents were offered a choice of five pre-coded responses with the neutral point being neither agree nor disagree. Moreover, Likert Scale is used to allow the individual to express how much they agree or disagree with a particular statement. The total number of 384 participant's 26 participants rate the starting time of OPD as awful. However, 92 people rate it as bad and 96 people rate it as okay. Furthermore, 98 people said that the starting time of OPD is good and 10 people said that it is great. However, 62 people out of 384 did not attend the question.

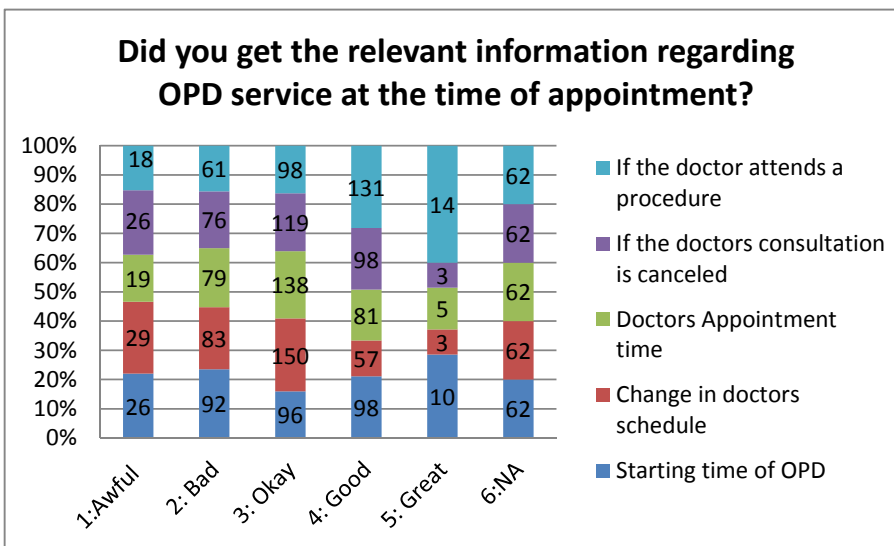
The next part of the question says that 29 people said that it's awful to change the doctor's schedule, while 83 people said that it is bad to change the schedule. However, 150 people said that it is okay and 57 people said that it is good if there is any change in the doctor's schedule. Moreover, 3 people said that it is great and 62 people did not attend the question.

In the following part, 19 people said that doctor's appointment time is awful. Moreover, 79 people said that it is bad and 138 people said it is okay. Likewise, 81 people agreed that it is good and only 5 people from the total population size agreed that it is great. However, 62 people did not attend this question.

From the sample size of 384, 26 people agreed that it is very bad if the doctor's consultation is canceled. However, 76 people said that it is bad and 119 people agreed that it is okay. Furthermore, 98 people agreed that it is good and 3 people agreed that it is great if the doctors consultation is canceled. For this part of the question, 62 people did not attend.

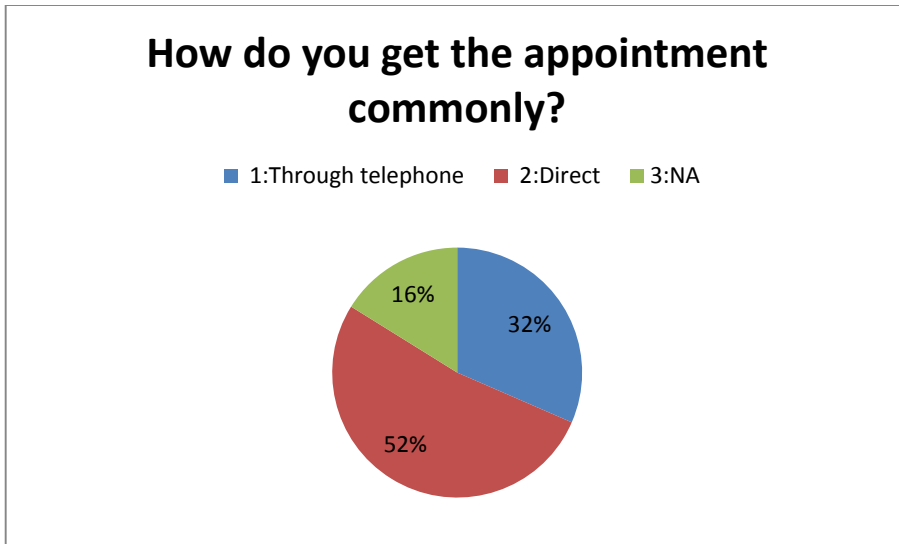
Majority of the responders (131) of the survey agreed that it is good if the doctor attends a procedure. However, 98 people agreed that it is okay while 61 and 18 responders agreed that it is bad and awful. Furthermore, 14 people agreed that it is great whereas 62 people did not attend the question.

Figure 4.1.9



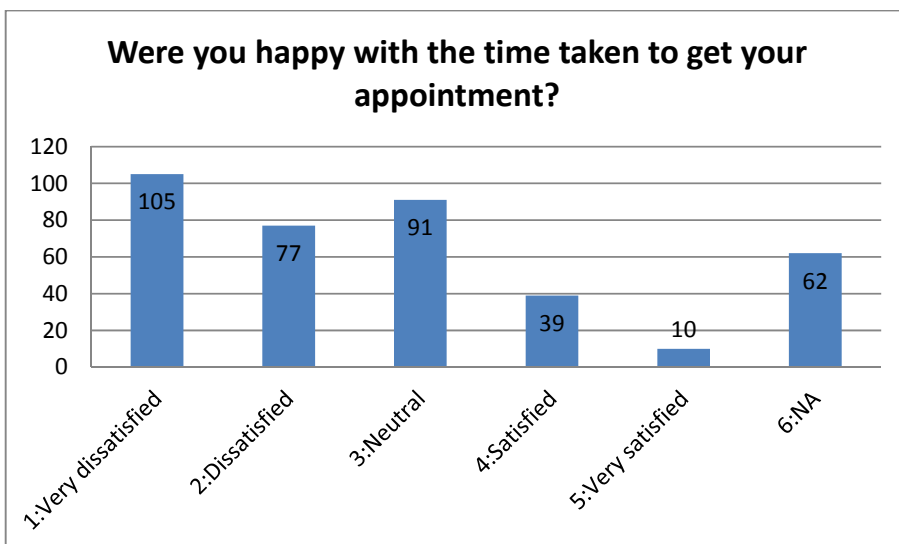
The figure 4.1.10 shows how the responders got their appointment commonly for the doctor's consultation. Majority of the responders (52%) said that they have to go to IGMH to get the appointment. However, 32% responders get their appointment through telephone while 16% of the responders did not attend the question.

Figure 4.1.10



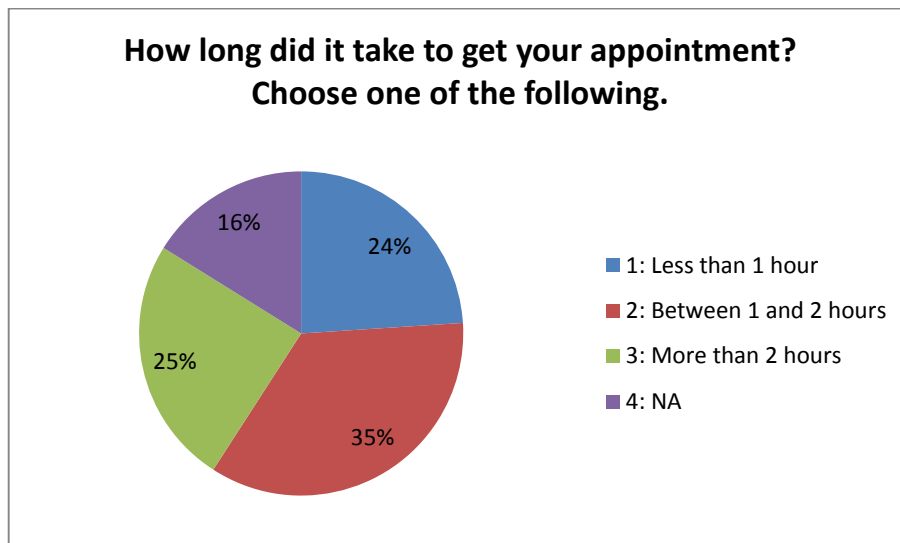
The figure 4.1.11 shows how the responders rated their satisfaction towards the time taken to get the appointment. Most of the responders (105) were very dissatisfied about the time while 91 responders were neutral. However, 77 responders were dissatisfied while 39 were satisfied. Moreover, only 10 responders said they were very satisfied with the time taken to get the appointment whereas 62 responders did not attend the question.

Figure 4.1.11



The figure 4.1.12 below shows the duration the responders took to get the appointment. This pie chart shows three different options that they could have waited to get the appointment. From these three options, the participants have to choose one of the following. The options includes, less than 1 hour, between 1 and 2 hours and more than 2 hours. It shows that maximum number of responders (35%) said that they have to wait between 1 and 2 hours to get the appointment. However, 25% said that they have to wait more than 2 hours and 24% responders said that they have to wait less than 1 hour whereas, 16% of the responders did not attend the question.

Figure 4.1.12



The figure 4.1.13 shows how the responders have rated their satisfaction towards the time given from the doctor's schedule at the time of consultation and have the doctor spend enough time with the patient. The graph shows majority of the responders (126) were satisfied with the time given from the doctor's schedule at the time of consultation. However, 98 responders were neutral about it 53 were dissatisfied and 11 responders were very dissatisfied. Furthermore, 34 responders were very satisfied about the time given from doctor's schedule while 62 responders did not attend the question.

By looking at the satisfaction rate of the time doctor spend with the patient, it is seen that majority of the responders (123) were neutral about it. However, 120 were satisfied with the time doctor

spend with them. Moreover, 39 responders were dissatisfied and 6 responders from the total of 384 responders were very dissatisfied with it. On the other hand, 34 responders were very satisfied while 62 responders did not attend the question.

Figure 4.1.13

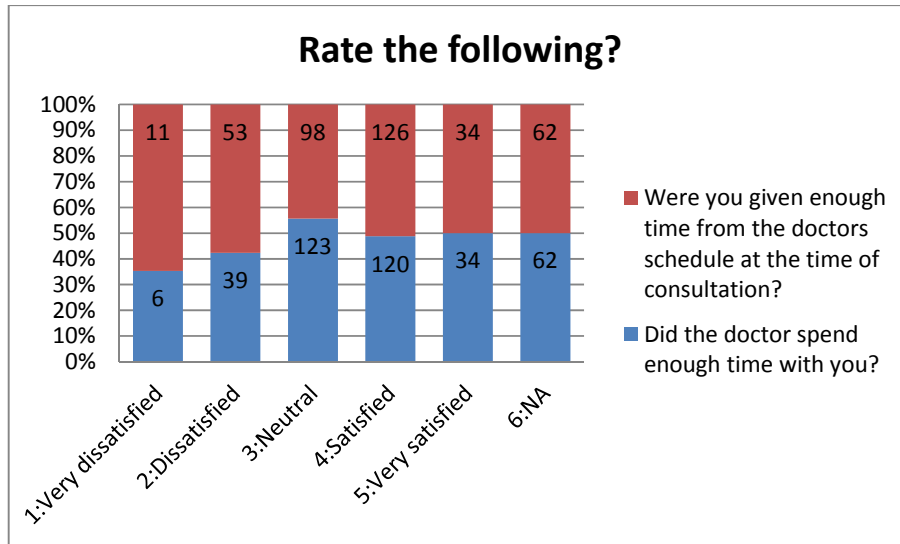
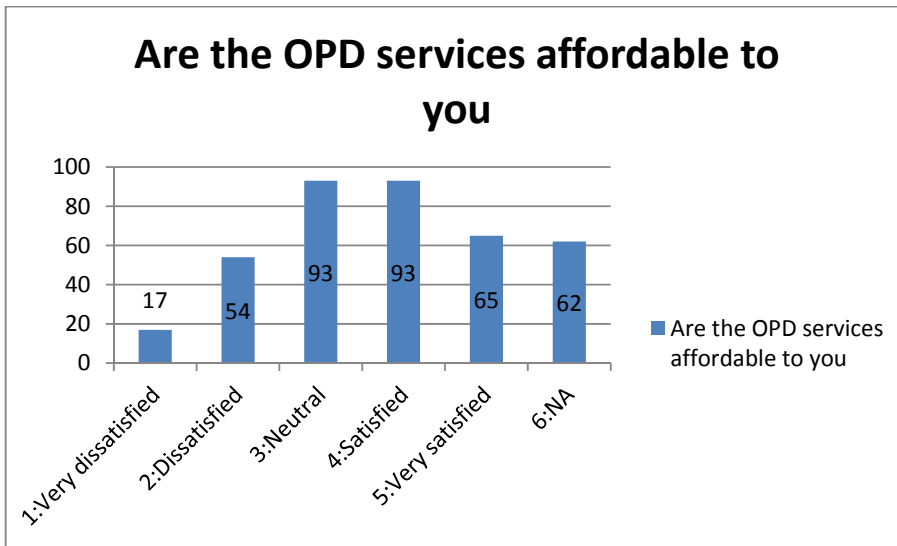


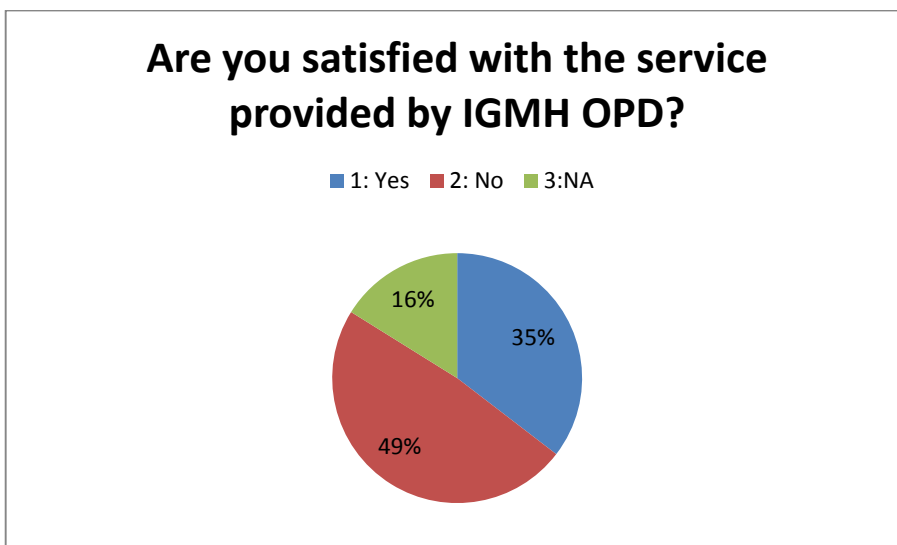
Figure 4.1.14 shows the satisfaction rating towards the affordability of OPD service. It shows that 93 responders were satisfied while 93 responders were neutral. However, 65 responders were very satisfied while 54 were dissatisfied and 17 responders were very dissatisfied. Furthermore, 62 responders did not attend the question.

Figure 4.1.14



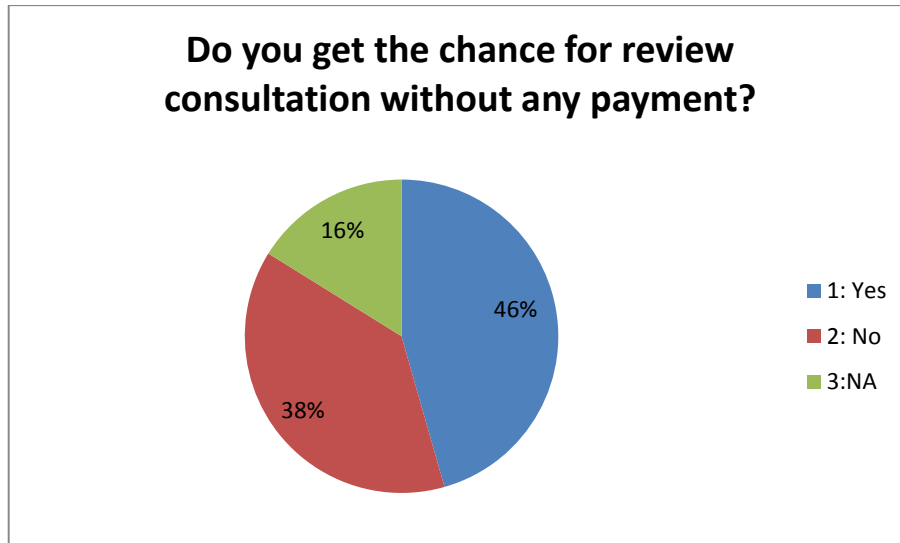
The figure 4.1.15 below shows responders satisfaction towards the service provided by IGMH OPD. It shows that majority of the responders (49%) were not satisfied with the OPD service while 35% responders were satisfied with the service provided by IGMH OPD. Furthermore, 16% of the respondents did not attend the question.

Figure 4.1.15



The figure 4.1.16 below shows the percentage of responders view about the chance for review consultation without any payment. It shows that maximum number of responders (46%) said that they got the chance to consult the doctor for review without any payment. Whereas, 38% responders said that they did not get the chance for review consultation without any payment. Furthermore, 16% of the responders did not attend the question.

Figure 4.1.16



The figure 4.1.17 below shows how the responders rated the service received from IGMH OPD. It shows that the graph includes five service provided by the OPD service of the hospital. It is seen that majority of the responders (107) were neutral about the communication of the staff, 92 responders were satisfied, and 70 of the responders were dissatisfied. Likewise, 30 respondents were very satisfied while 23 respondents were very dissatisfied. Moreover, 62 participants did not attend the question.

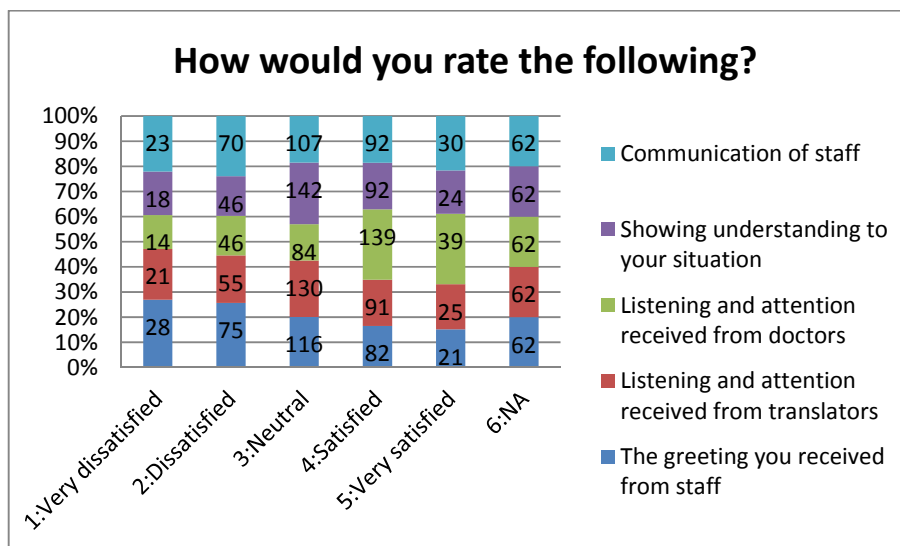
By looking at the rating scale of showing understanding to the situation, it is seen that 142 respondents were neutral, 92 respondents were satisfied whereas 46 of the respondents were dissatisfied. Moreover, 24 of the respondents were very satisfied and 18 of them were very dissatisfied. However, 62 of them did not attend the question.

The satisfaction rating for listening and attention received from doctor shows that 139 responders were satisfied while 84 of the responders were neutral. However, 46 of them were dissatisfied and 14 were very dissatisfied. On the other hand, it is seen that only 39 responders from the total of 384 participants were very satisfied and 62 participants did not attend the question. Likewise, by

looking at the listening and attention received from translator, most of the responders were neutral, 91 of them were satisfied while 55 responders were dissatisfied and 21 of them were very dissatisfied. Furthermore, from the total sample size of 384, only 39 of them were very satisfied about this and 62 of them did not attend the question.

The next part is the greetings received from the staffs, from the graph it is seen that 116 responders were neutral and 82 of them were satisfied while 75of them were dissatisfied and 28 responders were very dissatisfied. Besides, minority of responders (21) were very satisfied about the greetings received from the staffs and 62 of the responders did not attend the question.

Figure 4.1.17



The figure 4.1.18 below shows responders rating received from IGMH while getting the service. The graph below shows ratings scale given for four services provided by IGMH. It is seen that to get the appointment 99 of the responders were very dissatisfied while 91 of them were satisfied. However, 78 of them were neutral, whereas 46 of them were dissatisfied and 8 of them were very satisfied. Moreover, from 384 participants, 62 did not attend the question.

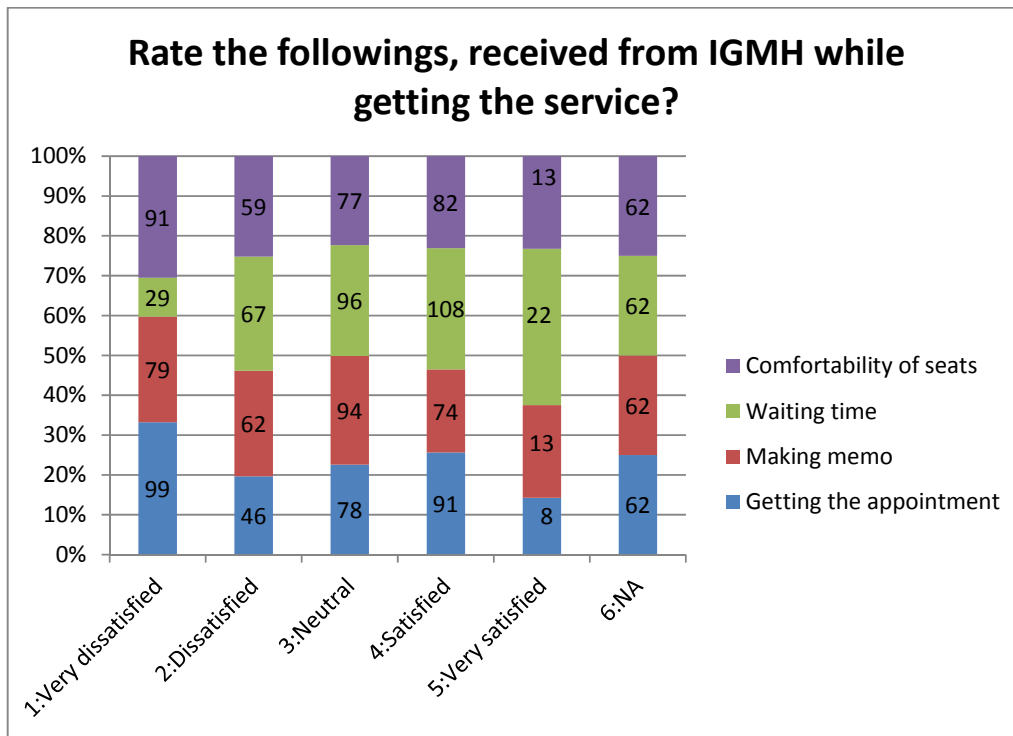
By looking at the rating scale of making memo, it is seen that 94 of the responders were neutral and 79 of them were very dissatisfied. However, 74 of the participants said that they were satisfied

and 62 said that they were dissatisfied of making memo. Likewise, only 13 responders were very satisfied in making memo.

The next part is the waiting time the responders have rated. From the graph it is seen that, majority of the responders (108) were satisfied about the waiting time and 96 of them were neutral. However, 67 of the responders were dissatisfied with waiting time while 29 of them were very dissatisfied. Furthermore, only 22 responders were very satisfied and 62 responders did not attend the question.

Most of the people will have problems with the comfortability of the seats while they have to wait for longer hours. Likewise, the graph below shows how the participants of the survey have rated their comfortability of the seats in IGMH. It is seen that majority of the responders were very dissatisfied while 82 of them were satisfied. However, 77 responders were neutral, 59 of them were dissatisfied. In addition, 13 responders were very satisfied and 62 of the participants did not attend the question.

Figure 4.1.18

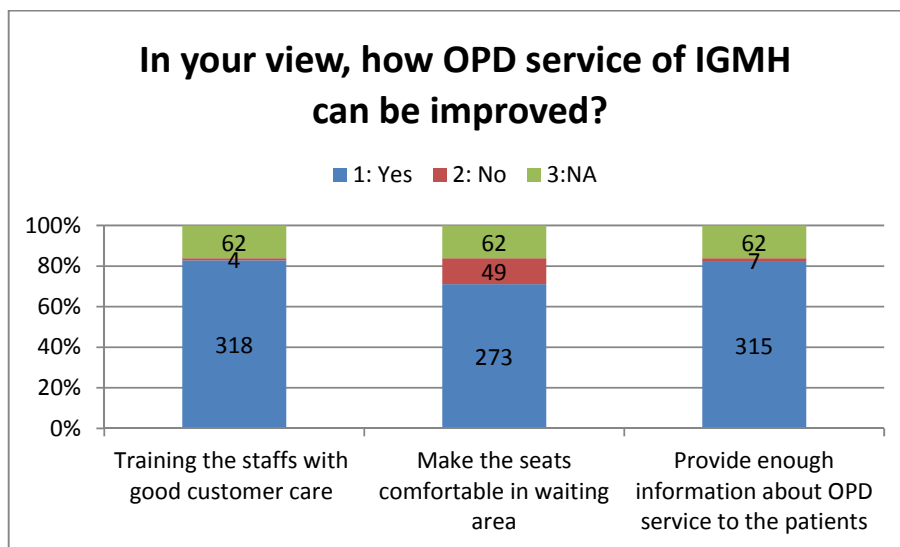


The figure 4.1.19 below shows how the OPD service of IGMH can be improved. In this graph, participants have rated three questions according to their view. The graph shows that 318 participants said “yes” for training the staff with good customer care while 4 of the participants said “no” and 62 of them did not attend the question.

By looking at the opinion of the participants towards the comfortability of the seats in waiting area, it is seen that majority of participants (273) agreed that the seats have to be comfortable enough to sit for longer hours. Moreover, 49 of them said no need to make seats comfortable, while 62 participants did not attend the question.

The last question toward the improvement of the OPD service was about providing enough information about OPD service to the patients. It is seen that majority of the responders (315) said “yes” to this question as they think that to improve the service, it is very important to provide enough information about the service to the people who get the service. On the other hand, 7 of them said “no” to this while 62 did not attend the question.

Figure 4.1.19



CHAPTER 5

5. DISCUSSION AND CONCLUSION

This chapter is about the discussion of the main finding of the study. This study is about patient satisfaction towards OPD service of IGMH. Moreover, the study was done with a sample size of 384 local people only. The findings showed that majority of the patients were dissatisfied about the service provided by IGMH OPD. As well as, it showed that some are satisfied with some of the service provided by IGMH OPD.

5.1 summary of main finding

The study was done with a population size of 384, but from this only 322 participants' answered all the questions in the questionnaire. It is because the questionnaire was design in Part B 1st question, if the participant did not take an appointment for OPD visit then it is the end of the questionnaire. The participant does not need to complete the rest of the questions in the questionnaire.

The total of 189 female and 195 male participated in the survey. The age group of participants was below 20 years to above 51 years of age. The questionnaire have two parts that is part A and part B. In part A, the questions are based on socio demographic factors. However, the questions in part B are based on the information's and the service provided by IGMH OPD.

Most of the participants (53%) who took part in the research were married, while 47% of them were single and 6% of them were divorced. However, from the study it is seen that the participants of the study were highly educated with a percentage of 55. Moreover, only 3% of the participants were illiterate and 10% of them have completed up to grade 7. Due the high educational level, people are more technological to the services in making the appointments and memo. Furthermore, the employment rate is also very high. It is seen from the participants that most of them were employees of government sectors with 46% and 33% of the participants are working in private sectors while 21% of them were self-employed.

As all the participants were employed, they will earn some amount of income each month. Likewise, most of the participants (34%) earn between 4000 to 6000 rufiyaa per month. Moreover, 63% earn 6000 to 8000 rufiyaa while, 16% of them earn less than 4000. However, 14% earn more than 10000 rufiyaa while 13% of the participants earn 8000 to 10000 rufiyaa. Income is also very important while getting a service from any hospital or any other place. To get the service from IGMH OPD, each and every individual have to pay to get the service. If the local individual bring their national identity card that are not expired with them, they do not have to pay any OPD service. If the national identity card is expired and if the individual did not bring the identity card with them, then they have to pay for the service they got from IGMH.

5.2 Discussion

To get the OPD service from IGMH, each and every person has to take an appointment. To do this study, a questionnaire was designed. The first question of part B says, if they have taken an appointment for OPD visit. By looking at the results of the study, it is seen that 83% of the participants agreed that they have to take an appointment for OPD visit while 17% of the participants said they did not have taken an appointment. The second question of part B says, did they get the chance to consult the doctor if the appointment was canceled. In addition, it says that answer that question if appointment was canceled. Majority of the participants (45%) agreed that they got the chance to consult the doctor if their appointment was canceled. However, 43% of the participants did not attend this question because their appointment was not canceled. Moreover, 12% of the participants said that they did not get the chance to consult if the appointment was canceled.

By looking at the rating scale that the participants rated towards the information provides by IGMH OPD service, the result shows that 98 participants said that the starting time of OPD is good and 10 people said that it is great.

The next part of the question says that 29 people said that it's awful to change the doctor's schedule, while 83 people said that it is bad to change the schedule. However, 150 people said that it is okay and 57 people said that it is good if there is any change in the doctor's schedule. Moreover, 3 people said that it is great.

In the following part, 19 people said that doctor's appointment time is awful. Moreover, 79 people said that it is bad and 138 people said it is okay. Likewise, 81 people agreed that it is good and only 5 people from the total population size agreed that it is great. However, from the sample size

of 384, 26 people agreed that it is very bad if the doctor's consultation is canceled. However, 76 people said that it is bad and 119 people agreed that it is okay. Furthermore, 98 people agreed that it is good and 3 people agreed that it is great if the doctors consultation is canceled.

Majority of the responders (131) of the survey agreed that it is good if the doctor attends a procedure. However, 98 people agreed that it is okay while 61 and 18 responders agreed that it is bad and awful. Furthermore, 14 people agreed that it is great whereas out of 384 participants, 62 people did not attend the question. From these results, it is seen that providing these information to the patients are essential for the satisfaction of the patients towards the service provided by IGMH OPD.

To get the appointment also, most of the people (52%) go to the hospital directly. However, 32% of people get through telephone while 16% of the participants did not attend the question. This could be one of the reasons why some of the patients are not satisfied with the OPD service of IGMH.

Most of the responders (105) were very dissatisfied about the time taken to get the appointment while 91 responders were neutral. However, 77 responders were dissatisfied even though 39 were satisfied. Moreover, only 10 responders said they were very satisfied with the time taken to get the appointment. Furthermore, it shows that maximum number of respondents (35%) said that they have to wait between 1 and 2 hours to get the appointment. However, 25% said that they have to wait more than 2 hours and 24% responders said that they have to wait less than 1 hour.

Moreover, (126) responders were satisfied with the time given from the doctor's schedule at the time of consultation. However, 98 responders were neutral about it 53 were dissatisfied and 11 responders were very dissatisfied. Furthermore, 34 responders were very satisfied about the time given from doctor's schedule. In addition, by looking at the satisfaction rate of the time doctor spend with the patient, it is seen that majority of the responders (123) were neutral about it. However, 120 were satisfied with the time doctor spend with them. Moreover, 39 responders were dissatisfied and 6 responders from the total of 384 responders were very dissatisfied with it. On the other hand, 34 responders were very satisfied. It shows that 93 responders were satisfied while 93 responders were neutral. However, 65 responders were very satisfied while 54 were dissatisfied and 17 responders were very dissatisfied about the affordability of the OPD service of IGMH.

Majority of the responders (49%) were not satisfied with the OPD service while 35% responders were satisfied with the service provided by IGMH OPD. In addition, maximum number of

responders (46%) said that they got the chance to consult the doctor for review without any payment. Whereas, 38% responders said that they did not get the chance for review consultation without any payment.

It is seen that majority of the responders (107) were neutral about the communication of the staff, 92 responders were satisfied, and 70 of the responders were dissatisfied. Likewise, 30 respondents were very satisfied while 23 respondents were very dissatisfied. Furthermore, by looking at the rating scale of showing understanding to the situation, it is seen that 142 respondents were neutral, 92 respondents were satisfied whereas 46 of the respondents were dissatisfied. Moreover, 24 of the respondents were very satisfied and 18 of them were very dissatisfied.

The satisfaction rating for listening and attention received from doctor shows that 139 responders were satisfied while 84 of the responders were neutral. However, 46 of them were dissatisfied and 14 were very dissatisfied. On the other hand, it is seen that only 39 responders from the total of 384 participants were very satisfied and 62 participants did not attend the question. Likewise, by looking at the listening and attention received from translator, most of the responders were neutral, 91 of them were satisfied while 55 responders were dissatisfied and 21 of them were very dissatisfied. Furthermore, 39 of them were very satisfied about it.

The greetings received from the staffs, shows that 116 responders were neutral and 82 of them were satisfied while 75 of them were dissatisfied and 28 responders were very dissatisfied. Besides, minority of responders (21) were very satisfied about the greetings received from the staffs.

Over 384 participants, 99 of the responders were very dissatisfied while 91 of them were satisfied. However, 78 of them were neutral, whereas 46 of them were dissatisfied and 8 of them were very satisfied.

Moreover, 94 of the responders were neutral and 79 of them were very dissatisfied. However, 74 of the participants said that they were satisfied and 62 said that they were dissatisfied of making memo. Likewise, only 13 responders were very satisfied in making memo.

The responses of waiting time indicate that the majority of the responders (108) were satisfied about the waiting time and 96 of them were neutral. However, 67 of the responders were dissatisfied with waiting time while 29 of them were very dissatisfied. Furthermore, only 22 responders were very satisfied.

Most of the people will have problems with the comfortability of the seats while they have to wait for longer hours. Likewise it is seen that majority of the responders were very dissatisfied while 82 of them were satisfied. However, 77 responders were neutral, 59 of them were dissatisfied. In addition, 13 responders were very satisfied.

At last, to improve the services of IGMH OPD, the opinion of 318 participants said “yes” for training the staff with good customer care while 4 of the participants said “no”. In addition, the opinion of the participants towards the comfortability of the seats in waiting area shows the majority of participants (273) agreed that the seats have to be comfortable enough to sit for longer hours. Moreover, 49 of them said no need to make seats comfortable.

5.3 Implication

The findings in this research have suggestions toward the service providers of each and every hospital while providing the services. It is very important to deliver the health care service in a way that the patients are satisfied. As well as, train the staffs with good customer care and delivering the correct information at the right time.

5.4 Limitation of the study

Since this is a quantitative study, the questionnaire did not provide for gaining in-depth views of participants regarding their satisfaction or dissatisfaction of service provided by IGMH OPD. Therefore, it might not accurately represent how they feel about the service provided by the health care facility.

5.5 Direction for Future Research

Further studies should be conducted concerning patients’ satisfaction with the service provided by IGMH OPD. Moreover, more studies can be done based on identifying ways to improve the satisfaction rate of patients towards the service provided by the facility.

5.6 Recommendation

Therefore it is recommended to plan and implement training programs in the workplace to improve their knowledge and skills of communication for the patients. This should be applicable for all the staff of the facility.

5.7 Conclusion

To conclude, this study shows that satisfaction rate of the patients towards the OPD service of IGMH. It shows that most of the patients were not satisfied with the service provided by IGMH OPD while some of the patients were satisfied with some services. Overall, it is seen that the services needs to be improved to satisfy the patients who seek the service from IGMH OPD.

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APPENDIX -A

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

Consent Form

My name is Mariyam Nadha, currently studying Bachelor of Primary Health Care at Faculty of Health Sciences (FHS), which is a branch of Maldives National University. This Questionnaire is a part of the research project which needs to be completed on my last semester of the course.

This research is based on patients satisfaction towards the health service provided by Indira Gandhi Memorial Hospital. The information collected through this questionnaire will be kept confidential and will be used only for this research.

I consent to participate in this research the details of which have been explained to me.

Name

Signature

Questionnaire

PART A

Socio-Demographic factors

1. Age Gender: Male Female

2. Marital Status

1. Single 2. Married 3. Divorced 4. Widowed

3. Education level

1. No schooling

2. Primary education (grade 1 – 7)

3. Secondary education (complete Grade 10)

4. High secondary education (A level, Diploma, degree and above)

4. Occupation

1. Government & related

2. Private

3. Self employed

5. Household Income

1. Less than 4000

2. 4000-6000

3. 6000-8000

4- 8000-10000

5- Greater than 10000

PART B

1. Have you ever taken an appointment for OPD service?

1) Yes

2) No (end of questionnaire)

Communication

2. Did you get a chance to consult when the appointment was canceled? Answer if you appointment was canceled.

1) Yes

2) No

3. Did you get the relevant information regarding OPD service at the time of appointment?

	1:Awful	2: Bad	3: Okay	4: Good	5: Great
1) Starting time of OPD					
2) Change in doctors schedule					
3) Doctors Appointment time					
4) If the doctors consultation is canceled					
5) If the doctor attends a procedure					

4. How do you get the appointment commonly?

1) Through telephone

2) Direct

Time

5. How long did it take to get your appointment? Choose one of the following.

1) Less than 1 hour	
2) Between 1 and 2 hours	
3) More than 2 hours	

6. Rate the following?

1: Very dissatisfied 2: Dissatisfied 3: Neutral 4: Satisfied 5: Very satisfied

	1	2	3	4	5
4) Were you happy with the time taken to get your appointment?					

7. Rate the following

1: Very dissatisfied 2: Dissatisfied 3: Neutral 4: Satisfied 5: Very satisfied

	1	2	3	4	5
1) Did the doctor spend enough time with you?					
2) Were you given enough time from the doctors schedule at the time of consultation?					

Cost

1. Rate the following?

1: Very dissatisfied 2: Dissatisfied 3: Neutral 4: Satisfied 5: Very satisfied

	1	2	3	4	5
1) Are the OPD services affordable to you					

2. Are you satisfied with the service provided by IGMH OPD?

1) Yes

2) No

3. Do you get the chance for review consultation without any payment?

1) Yes

2) No

Care, concern, respect and empathy

4. How would you rate the following?

1: Very dissatisfied 2: Dissatisfied 3: Neutral 4: Satisfied 5: Very satisfied

	1	2	3	4	5
1) The greeting you received from staff					
2) Listening and attention received from translators					
3) Listening and attention received from doctors					
4) Showing understanding to your situation					
5) Communication of staff					

5. Rate the followings, received from IGMH while getting the service?

1: Very dissatisfied 2: Dissatisfied 3: Neutral 4: Satisfied 5: Very satisfied

	1	2	3	4	5
1) Getting the appointment					
2) Making memo					
3) Waiting time					
4) Comfortability of seats					

6. In your view, how OPD service of IGMH can be improved?

	Yes	No
1) Training the staffs with good customer care		
2) Make the seats comfortable in waiting area		
3) Provide enough information about OPD service to the patients		

سؤالات نامزدی

قرمچى قىلىق: بۇ سۇالغا جاۋاب بېرىڭىز

بۇ سۇالغا جاۋاب بېرىڭىز (✓) بىر سۇال

1. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

2. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

بىر سۇالغا جاۋاب بېرىڭىز بىر سۇالغا جاۋاب بېرىڭىز بىر سۇالغا جاۋاب بېرىڭىز

3. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز (بىر سۇالغا 1 نىڭ 7 نىڭ)

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز (10 سۇالغا)

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز (بىر سۇالغا 1 نىڭ 7 نىڭ)

4. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

5. ئۆزىڭىز بىر سۇالغا جاۋاب بېرىڭىز

س. 4000 نىڭ 4000 نىڭ

س. 6000 - 4000

س. 8000 - 6000

س. 10000 8000

س. 10000 نىڭ 4000 نىڭ

سۇالغا جاۋاب بېرىڭىز

1. بۇ سۇالغا جاۋاب بېرىڭىز: بۇ سۇالغا جاۋاب بېرىڭىز؟

بۇ سۇالغا جاۋاب بېرىڭىز (بۇ سۇالغا جاۋاب بېرىڭىز بىر سۇالغا جاۋاب بېرىڭىز)

2. بۇ سۇالغا جاۋاب بېرىڭىز: بۇ سۇالغا جاۋاب بېرىڭىز؟

بۇ سۇالغا جاۋاب بېرىڭىز: بۇ سۇالغا جاۋاب بېرىڭىز.

بۇ سۇالغا جاۋاب بېرىڭىز

