

MEASURING PATIENT SATISFACTION REGARDING THE QUALITY OF HEALTHCARE SERVICE PROVIDED BY PHARMACISTS

ALI MAHMOUD JASIM ALSAMYDAI & AHMED BASIM MOHAMMED BAQER

Alzaytoonah University of Jordan, College of Pharmacy, Amman, Jordan

ABSTRACT

The purpose of this paper is to contribute to growing body of research on health care service, while concentrating on quality of health care services the research concentrate on the service quality factors approved by most of the researchers going throughout patients satisfaction which are: (Tangible, Reliability, Responsiveness, Assurance and Empathy) in addition to other two factors which have been added in the study design, those factors are: (Patient perception and Patient satisfaction). Therefore the study included seven factors to measure patients satisfaction from the health care services provided to ensure this research accuracy a survey form was designed composed of 20 questionnaire covered the previously mentioned study factors, 242 forms have been analyzed according to patient's answers. different statistical methods have been used such as (one sample t-test, Cronboach's al pha, Desevptive Analgsis) to obtain results and select the suitable hypotheses all the hypotheses except hypotheses no. three "which is related to patient's responsiveness" was rejected due to its mean value was 2.88 which is less than midpoint =3, hence T value is -1.35 which is less than the reference T1.96 at the same time the effect of quality factor on patient's perception is more than its effect on satisfaction by a median value (4.27) and T value (32.3) which is slightly higher than the effect of quality factor on patient's satisfaction where the median value was (4.11) and T value (23.17) i.e. there is more patients satisfaction towards the quality of the health services in addition to what have been mentioned above the study proves that patient's perception has an effect on their satisfaction level from the health services quality provided.

KEYWORDS: Patient Satisfaction, Perception, Quality Service, Health Care, Pharmacist

Original Article

Received: Nov 07, 2015; **Accepted:** Dec 08, 2015; **Published:** Dec 12, 2015; **Paper Id.:** IJMPSDEC201510