Determinants of Patient Satisfaction – An Empirical study with reference to Outpatient Department in the Public Hospital, Ethiopia

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Abstract
Patient satisfaction surveys are essential in obtaining a comprehensive understanding of the patients’ need and their opinion of the services received. It is a vital tool in evaluating the quality of healthcare delivery service of a hospital. The current study is a cross-sectional quantitative research about determinants of patient satisfaction in Outpatient Department of Assosa Hospital, Benishangul-Gumuz Regional State, Ethiopia. This study aimed to find the levels of patients’ satisfaction and the determinant variables. Systemic random sampling technique was employed and final 167 respondents were statistically calculated. Only respondents aged from 18 years old were included in this study. The research tool was a pre-structured questionnaire and data collection was conducted in 2015. Descriptive statistics, factor analysis with principal axis factoring and ordinary least squares model were used to present and analyze the data. The components of satisfaction study were the socio-economic characteristics (age, sex, education level and income), the hospital’s quality of care, availability and convenience, physical environment, courtesy and patient satisfaction. Regarding level of satisfaction, it was found that the mean satisfaction is 2.54 with standard deviation of 1.067. Related to socio-economic characteristics, education and monthly income were found to have significant relationship with patient satisfaction level. Furthermore, courtesy, physical environment, convenience and availability, and quality of care have a significant relationship with patient satisfaction. Therefore, if health policies have to be patient centered, managers and public officers need to monitor patient experience and consider the results obtained to plan services and to evaluate performance.

Keywords: Patient satisfaction, outpatient department, convenience, physical environment, courtesy, availability