

عنوان مقاله:

A survey of client satisfaction from The delivery of services in urban health centers of Yazd

محل انتشار:

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خلاصه مقاله:

Introduction- Satisfaction as a key indicator of health care quality is important for development, recognition and treatment of people in need. The aim of this study was to determine the rate of satisfaction of referral people to health center of Yazd city. Materials and methods: This was a descriptive analytic (cross- sectional) study. The participants were ۳۶۰ clients referred to ۱۳ health centers of Yazd city whom were selected by simple sampling methods. The data was collected by a standard questionnaire. After collection, the data were analyzed by SPSS ۱۸ and descriptive tables and ANOVA and T-test. Results: The mean age of participants was ۳۲.۸۱ ± ۹.۹۶ of which ۱۳۵ (۳۷.۶%) were male and ۲۲۴ (۶۲.۴%) were female .About ۳۰۳ (۶۲.۲%) were married. ۱۸۷ (۵۱.۹%) were university educated and ۱۵ (۴.۲%) were illiterate. Results showed that more than ۹۴% satisfaction of participants from the time was moderate. The satisfaction of ۴۹.۴% of participants by the behavior of employees was good . Conclusion: Results of the present study showed .that the most discontent was of equipment, which should be considered in Planning by authorities

کلمات کلیدی:

satisfaction, health center, delivery of services. Yazd :

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