

عنوان مقاله:

Evaluation of the Interior spaces of the Architecture of the Rehabilitation center for the Disabled using the Seroqual and Kano model

محل انتشار:

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خلاصه مقاله:

Unfortunately, due to the existence of children with mental disabilities and the prevalence of this disease that has increased in recent years, the need to evaluate the space for these children is very important. In this area, architects also play a role as much as doctors and medical staff. The independent variable in this research is the evaluation of the internal spaces of the mother's disabled rehabilitation center and the dependent variable is reliability, responsibility, empathy, and service guarantee, which will increase the satisfaction of the disabled. The purpose of this research is to examine the gap between perceptions and expectations of the quality of rehabilitation center services using the Serqual-Kano tool in order to evaluate the interior spaces of architecture. In this research, the needs of the disabled are evaluated and, using the combined model of Seroqual and Kano, it measures the distance between the level of expectation of the disabled from the service and the level of quality perceived by the disabled and the medical staff of this service. From this research, it can be concluded that by using architectural elements such as creating public spaces for meeting, doctor's room, etc., in such centers, we can provide the highest efficiency for the satisfaction of clients in order to create their peace and comfort.

کلمات کلیدی:

Evaluation of the interior spaces, Architecture, Seroqual and Kano model

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