

**Client Satisfaction Survey results for Atiak
HC IV**

Amuru District

September 2022

Analysis by : Walter Tobina

waltertobin56@gmail.com

Table of contents

Abstract iii

1.0 Results..... 1

1.1 Descriptive statistics 1

1.2 Expectations of the Clients towards services that should be offered at Atiak HC IV...... 2

1.3 Perceptions of the Clients towards received services at Atiak HC IV. 4

1.4 Comparison between clients’ general expectations before and perceptions after receipt of services at Atiak HC IV...... 8

Abstract

In general, about 60 clients participated in the client satisfaction survey at Atiak HC IV, and purposive sampling was used to select the survey participants. Atiak HC IV's services were rated as satisfactory by 68 percent of its clients. There are some things that the health facility management of Atiak HC IV can do to improve client satisfaction. The willingness of the health workers to handle clients' problems at all times, their ability to show sincere interest in solving patients' problems, and their ability to communicate with patients must all be checked under the reliability dimension. Furthermore, the health workers of Atiak HC IV must work on the neatness and smartness of health workers with proper name tags, as well as the provision of quality health services that are safe and accurate to the patients. In terms of tangibility, the availability of sufficient essential medicines and health supplies must be taken seriously by the health facility's management. Also, maintaining the toilets and keeping the compound clean, as well as proper record keeping, are some of the areas that required urgent attention at the health centre. Clients also stated that Atiak HC IV was not well-organized, with clear directions for a smooth flow of clients, and that the health services did not provide the necessary classification and arrangement. From the perspective of empathy, efforts must be made to change health workers' attitudes toward responding by showing interest in all medical problems of patients and being courteous to clients. Finally, for Atiak HC IV to be responsive to its clients, prompt services must be provided, and the health facility must provide services to all of its clients at all times. To achieve universal health coverage in the district, and particularly in the health sub-district, the level of client satisfaction must be increased to an optimal level to attract all types of clients to our health centre.

1.0 Results

The empirical findings from the various analyses are presented in this chapter. The estimation sample's descriptive statistics are presented first. Additionally, univariate analyses are performed to investigate the distribution of the participants' characteristics.

1.1 Descriptive statistics

Table 1 shows sample descriptive statistics for several other variables in a sample of 60 participants studied.

Table 1: Variable definitions and sample descriptive statistics, n = 60

Variable	Definition	% or Mean (SD)
	All Biodata Variables	
Sex	= 0 if female	77.97
	= 1 if Male	22.03
Highest level of Education (higheduc)	= 0 if none	1.72
	= 1 if Primary education	63.79
	= 2 if Secondary education	25.86
	= 3 if tertiary education	8.62
Source of income (incomesource)	= 1 if farming	56.14
	= 2 if Trade	5.26
	= 3 if Casual labourer	8.77
	= 4 if salaried employed	12.28
	= 5 if Artisan/vocational	14.04
	= 7 if others	3.51
Reason for facility visit (reasonvisit)	= 0 if delivery	1.67
	= 1 if attending to a patient	18.33
	= 2 if sick patient	35.00
	= 3 if HCT check-up	6.67
	= 4 if for clinic day	16.67
	= 5 if for ANC	8.33
	= 6 if for immunisation	13.33
Unit/Department of the facility visited (unitvisited)	= 0 if IPD	16.67
	= 1 if OPD	33.33
	= 2 if ART	25.00
	= 3 if MNCH Clinic	8.33
	= 4 if Maternity Ward	3.33
	= 5 if YCC	13.33
age	= Age of the participants	29.94 (10.87)

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

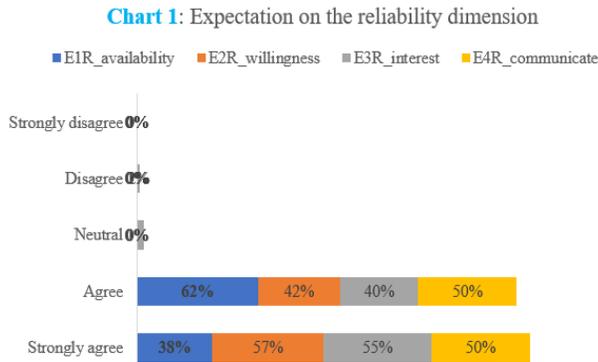
Out of the 60 participants in the survey, 77.97 percent were females; the majority of the participants had completed primary school (63.79 percent), with the lowest number of participants belonging to the lowest quintile (1.72 percent did not attain any education level). A quarter of the population (25.86 percent) had completed secondary school. In addition, Table 1 shows that the majority of clients (56.14 percent) earned their income from farming, followed by vocational skilled workers (14.04 percent), and then those who

were salaried employees (12.28 percent). The majority (35 percent) of those interviewed had visited the health facility due to ailments, followed by those who were attending to sick patients from either the in-patient or out-patient departments (18.33 percent). The outpatient department was visited by the majority of participants (33.33 percent), followed by the ART clinic (25 percent), with only a few attending the maternity ward (3.33 percent). Finally, the average age of the sample participants was 29.94 years.

1.2 Expectations of the Clients towards services

that should be offered at Atiak HC IV.

This section indicates the extent to which Atiak HC IV clients believe the health centre should exhibit qualities such as dependability, assurance, tangibility, empathy, and responsiveness. These forecasts are depicted in [Chart 1](#) below.



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

On average, clients agreed (either strongly or moderately) that they expected health workers to be available and knowledgeable enough to answer all of their questions. They also agreed (at a 99 percent level of choice) that the health workers at Atiak HC IV are willing and ready to handle clients' problems at all times. Clients expected the health workers at Atiak HC IV to show genuine interest in solving patients' problems, and they also expected the health workers to communicate with patients at a 95% level of agreement.

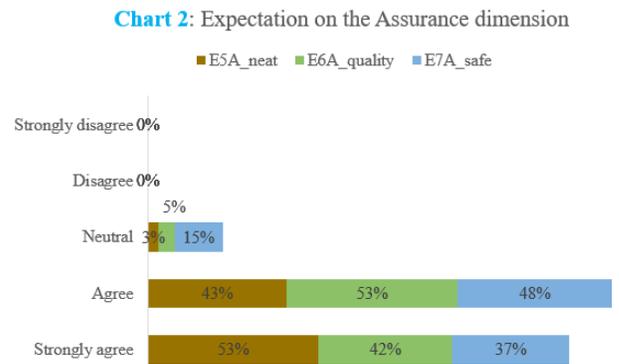
Furthermore, [Table 2](#) shows the general classification of their overall reliability expectation.

Table 2: Overall Reliability Expectation

	Reliability Expectation
Strongly agree	50%
Agree	48%
Neutral	1%
Disagree	0%
Strongly disagree	0%

Source: Atiak HC IV Client satisfaction database

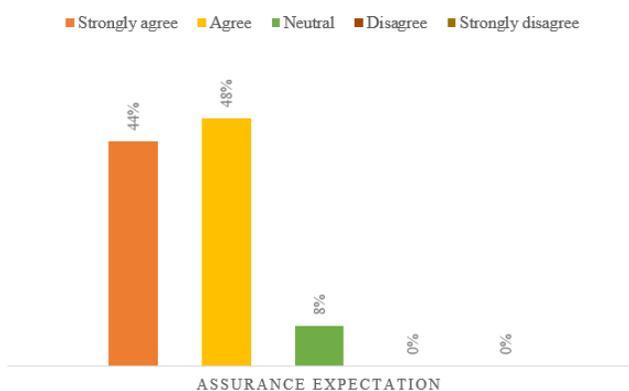
In the reliability dimension, 98 percent of clients agreed on all four expectation questions. [Chart 2](#) below explains the survey details for the Expectations on the Assurance dimension.



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

In Atiak HC IV, 96 percent of clients agreed that health workers should be neatly dressed and smartly dressed in uniforms and name tags. Furthermore, 95 percent and 85 percent of clients expected and agreed that Atiak HC IV should provide quality health services to clients at all times and that the health services provided should be safe and accurate. However, some clients were undecided on the above three assurance dimension expectations (3 percent, 5 percent, and 15 percent respectively). The chart below summarizes the overall clients' assurance dimension expectations.

Chart 3: Overall, clients' assurance expectation



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Overall, 92 percent of clients agreed to the three assurance dimension questions.

Table 3 explains the clients' expectations regarding the Tangibility dimension.

Table 3: Overall, clients' Tangibility expectation

	E8T_medical equip	E9T_working space	E10T_medicines	E11T_clean pd	E12T_record keep	E13T_consultation	E14T_classify	E15T_organized	E16T_wide services	Tangibility expectation
Strongly agree	42%	38%	62%	65%	60%	35%	45%	42%	57%	49%
Agree	55%	47%	37%	30%	33%	62%	43%	48%	37%	44%
Neutral	3%	15%	2%	5%	7%	3%	12%	10%	7%	7%
Disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Strongly disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

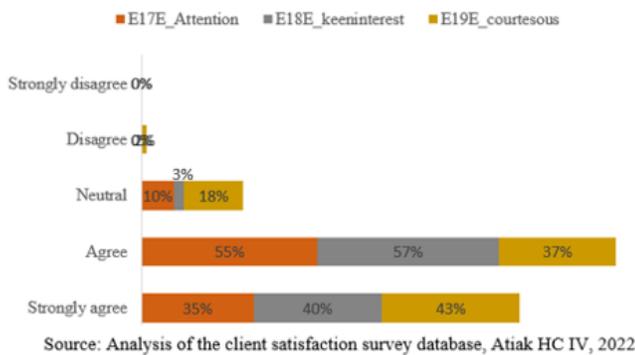
Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

The clients agreed 97 percent of the time that Atiak HC IV should have attractive and functional medical equipment. Furthermore, 85 percent, 99 percent, 95 percent, and 93 percent of clients agreed on the following expectations: Atiak HC IV should have adequate working space as well as parking space, there should be enough essential medicines and health supplies, there should be well-maintained toilets and a clean compound, and the health facility should keep proper record keeping. Furthermore, 97 percent agreed that Atiak HC IV should have consultation rooms that provide clients with privacy. There was also consensus on the following expectations in terms of tangibility: 88 percent, 90 percent, and 94 percent of clients agreed to the following expectations: Atiak HC IV should classify and organize its services, and the facility

should be well-organized with clear directions for a smooth client floor, and it should be able to provide a wide range of health services. Finally, **Table 3** shows that on average, 93 percent of clients supported all of the expectations under the Tangibility dimension.

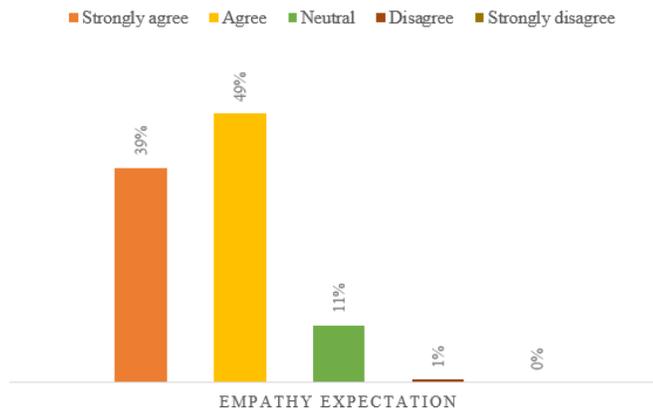
Overall, as shown in **Chart 4** below, 90 percent of clients agreed that Atiak HC IV health workers should provide individualized attention to each patient. 97 percent agreed that the facility's health workers should take an active interest in all of the patient's medical problems, and about 80 percent agreed that all Atiak HC IV health workers should be courteous to all patients.

Chart 4: Expectation on the **Empathy** dimension



As shown in [Chart 4](#) above, some patients indicated levels of indecision from the three questions under the dimension of expected empathy (10 percent, 3 percent, and 18 percent respectively). As shown in [Chart 5](#), 88 percent of clients agreed to the queries in the dimension of empathy.

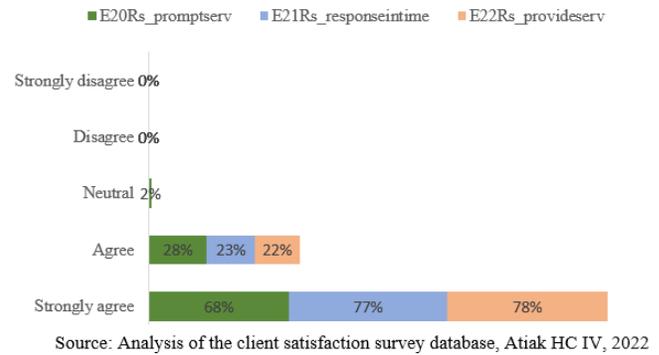
Chart 5: Overall, clients' empathy expectation



Around 11% were undecided, and 1% strongly disagreed with the expectations from the empathy dimension.

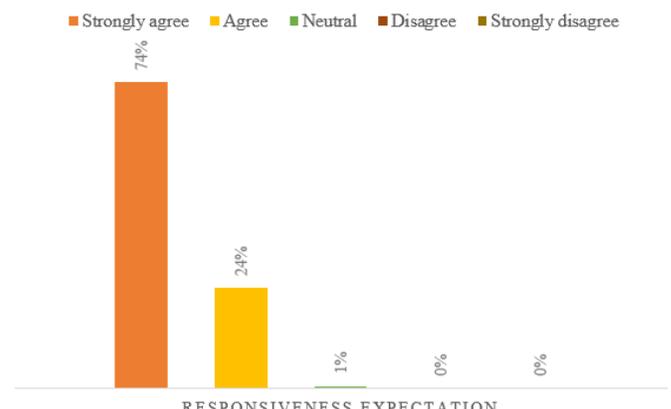
On average, 96 percent of clients agreed that all health workers at Atiak HC IV should provide prompt services to patients, based on their expectations under the responsiveness dimension ([Chart 6](#)).

Chart 6: Expectation on the Responsiveness dimension



With 100 percent unanimous agreement that all health workers in the facility should respond to patients' complaints on time and provide services at all times (24 hours). As shown in [Chart 7](#), 98 percent of the clients agreed to all of the questions from the responsiveness dimension.

Chart 7: Overall, clients' responsiveness expectation

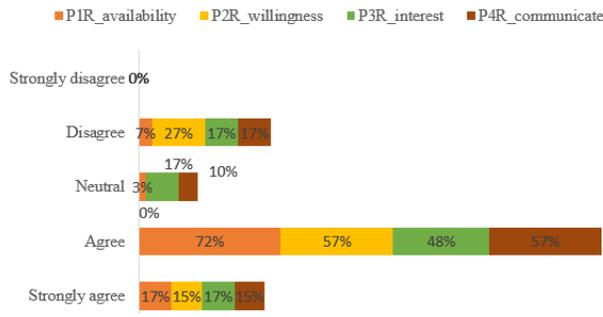


Only 1% of clients were undecided about the responsiveness dimension's expectations.

1.3 Perceptions of the Clients towards received services at Atiak HC IV.

To begin, in terms of the perception of dependability, as shown in [Chart 8](#),

Chart 8: Perception on the Reliability dimension

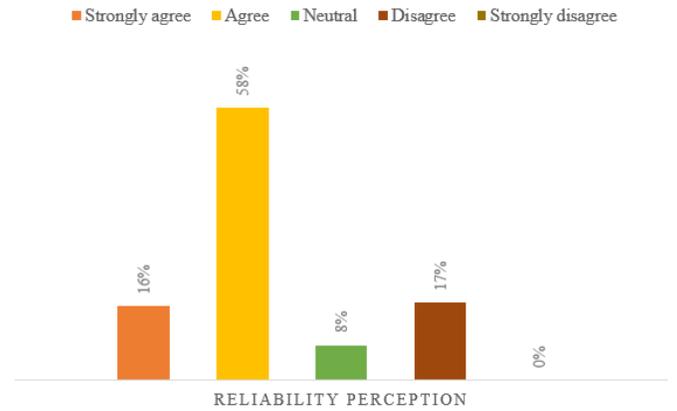


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

After receiving services, 89 percent of clients agreed that Atiak's health workers were available and knowledgeable enough to answer their questions. In addition, 72 percent agreed that health workers were always willing and ready to handle clients' problems. Despite a significant drop in the level of the agreement after receiving services regarding the health workers' ability to demonstrate a genuine interest in solving the patients' problems (65 percent) and their ability to communicate with the patients in a clear manner (72 percent). The above percentages in [Chart 8](#) show an increase in the number of undecided clients and those who disagreed with the services provided by the health workers of Atiak HC IV from the reliability dimension.

In addition, [Chart 9](#) shows the general classification of their overall reliability perception.

Chart 9: Overall, clients' perception on reliability

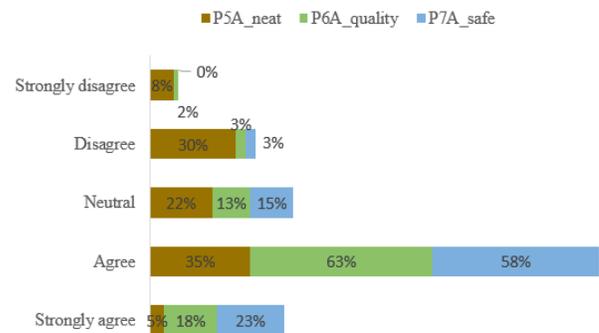


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

After receiving services from Atiak HC IV, 74% of clients agreed to all four perception questions in the reliability dimension. This represents a 24 percent decrease from the original 98 percent expectation, as shown in [Table 2](#).

In terms of the perceptions on the Assurance dimension, [Chart 10](#) below explains the details of the survey.

Chart 10: Perception on the Assurance dimension

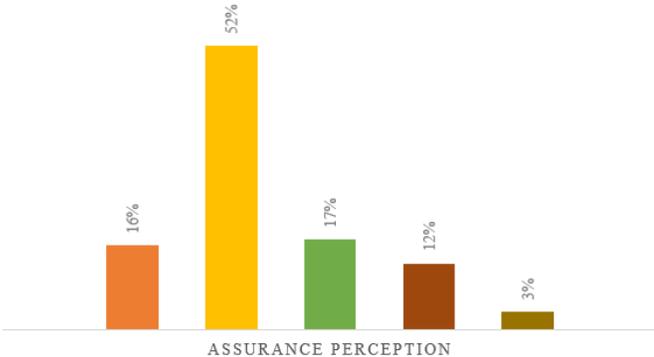


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

In Atiak HC IV, only 40% of clients agreed that health workers appeared neat and smartly dressed in uniforms and name tags, a 56 percent decrease from the original view, as shown in [Chart 2](#). Furthermore, 81 percent and 81 percent of clients agreed that Atiak HC IV provided quality health services to the clients at all times and that the health services provided were safe and accurate. This represents a 14 percent and a 4 percent decrease in

perception, respectively. However, approximately 22% were undecided, and 30% disagreed that the health workers appeared neat and well-dressed. The following chart summarizes the overall client perceptions of the assurance dimension.

Chart 11: Overall, clients' perception on assurance
 ■ Strongly agree ■ Agree ■ Neutral ■ Disagree ■ Strongly disagree



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Table 4: Overall, clients' perception on Tangibility

	P8T_medical equip	P9T_working space	P10T_medicine	P11T_desp	P12T_record keep	P13T_consultation	P14T_classify	P15T_organized	P16T_wid services	Tangibility expectation
Strongly agree	25%	23%	22%	8%	17%	12%	18%	10%	17%	17%
Agree	67%	65%	47%	25%	37%	72%	50%	37%	70%	52%
Neutral	7%	8%	5%	17%	42%	10%	22%	13%	13%	15%
Disagree	2%	3%	20%	27%	2%	7%	8%	30%	0%	11%
Strongly disagree	0%	0%	7%	23%	0%	0%	2%	8%	0%	4%

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Atiak HC IV had good-looking and functional medical equipment, according to 92 percent of clients. Furthermore, 88 percent said the Atiak HC IV had enough working and parking space (which was an increase of 3 percent from their expectations in Table 3). However, 69 percent agreed with the fact that Atiak HC IV had enough essential medicines and health supplies, compared to the original 99 percent. On the contrary, only 33% said Atiak HC IV had well-maintained toilets and a clean compound, a 62 percent decrease from their initial expectations. The clients were also unable to

Overall, their level of perception decreased by 14%, with only about 78 percent of clients agreeing to the three questions under the assurance dimension, compared to 92 percent in Chart 3 above. In addition, 17 percent were undecided and 15 percent strongly disagreed with all questions about assurance after receiving services in Atiak HC IV.

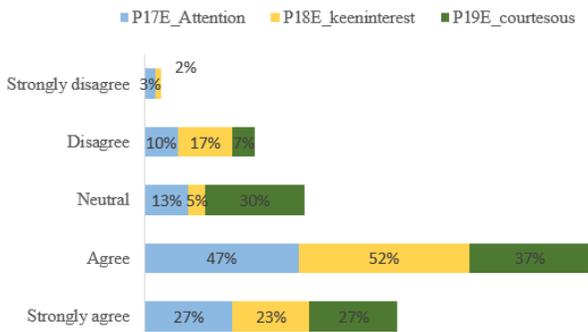
Table 4 below explains the clients' perceptions of the Tangibility dimension.

assist the health facility with proper record keeping; only 52 percent agreed, compared to the original 93 percent. Furthermore, 84 percent stated that Atiak HC IV had consultation rooms that provided clients with privacy (a decline of about 13 percent from the original expectation). Under the dimension of tangibility, there was also agreement on the following perceptions: 68 percent, 47 percent, and 87 percent of clients stated that Atiak HC IV classified health services and arranged them accordingly, was well organized with clear directions for smooth client flow, and provided a

wide range of health services to the patients, respectively (However, the above questions indicated a decline in their expectation by 20 percent, 43 percent, and 7 percent respectively). Finally, [Table 4](#) shows that on average, 69 percent of clients supported all of the expectations under the Tangibility dimension, a 23 percent decrease from the original 93 percent view in [Table 3](#). After receiving services at Atiak HC IV, 15% were undecided and the same percentage disagreed on the tangibility dimension.

Overall, 74 percent of clients agreed that Atiak HC IV health workers provided individual attention to each patient, as shown in [Chart 12](#) below (a decline in the level of expectation by 16 percent as compared to [Chart 4](#) above). In comparison to the original 97 percent, 75 percent of clients believed that Atiak HC IV health workers showed interest in all patients' medical problems, and 64 percent agreed that all Atiak HC IV health workers were courteous to all patients.

Chart 12: Perception on the Empathy dimension

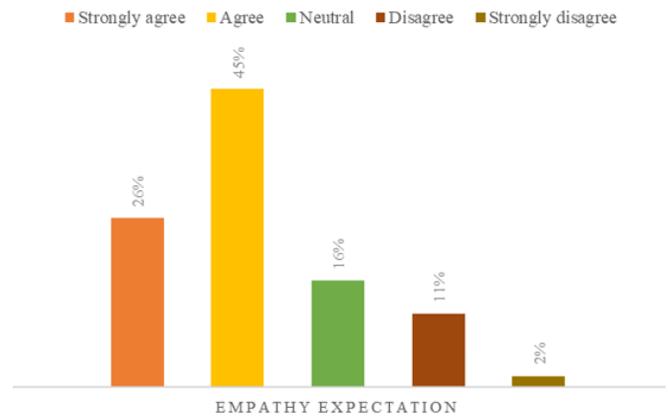


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

As shown in [Chart 12](#), quite a few clients indicated levels of indecision from the three questions under the dimension of perceived empathy (13 percent, 5 percent, and 30 percent respectively). In general, 71

percent of clients agreed to the queries in the dimension of empathy, compared to the original 88 percent, as shown in [Chart 13](#) below.

Chart 13: Overall, clients' perception on empathy

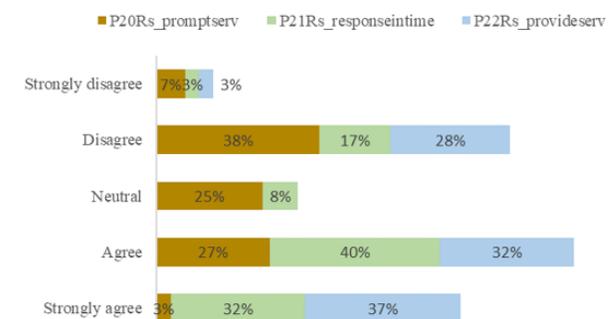


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

As shown in [Chart 13](#), 16 percent of clients were undecided and 13 percent disagreed with the empathy dimension questions.

Only 30% of the clients, compared to the original 100%, agreed that the health workers at Atiak HC IV provided prompt services to them. In addition, only 72 percent of the clients, as opposed to the original 100 percent, stated that the health workers at Atiak HC IV responded to their complaints on time, as shown in [Chart 14](#) below.

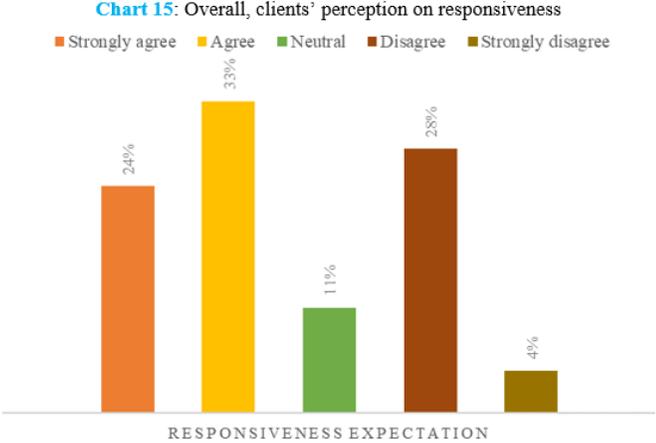
Chart 14: Perception on the Responsiveness dimension



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Only about 69 percent of the clients agreed that the health workers at Atiak HC IV provided services at all times, compared to the original 100 percent

expectation (24 hours). Overall, 57 percent of clients agreed to all questions from the responsiveness dimension, compared to the expected 98 percent, as shown in [Chart 15](#) below.



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Around 11% were undecided, while 32% strongly disagreed with the expectations from the responsiveness dimension.

1.4 Comparison between clients' general expectations before and perceptions after receipt of services at Atiak HC IV.

In general, the client's perception of reliability decreased by 24 percent (from 98 percent to 74 percent), as shown in [Table 5](#) below.

Table 5: Comparison between clients' expectation and perception on reliability

	Reliability Expectation	Reliability Perception	Change	Trend
Strongly agree	50%	16%	-34%	↘
Agree	48%	58%	10%	↗
Neutral	1%	8%	7%	↗
Disagree	0%	17%	16%	↗
Strongly disagree	0%	0%	0%	↔

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

With 7 percent undecided and 16 percent disagreeing with all of the dimension's questions. In

addition, the client's perception of assurance decreased by 24%, as shown in [Table 6](#) below.

Table 6: Comparison between clients' expectation and perception on assurance

	Assurance Expectation	Assurance Perception	Change	Trend
Strongly agree	44%	16%	-28%	↘
Agree	48%	52%	4%	↗
Neutral	8%	17%	9%	↗
Disagree	0%	12%	12%	↗
Strongly disagree	0%	3%	3%	↗

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

In comparison to the original 92 percent, 68 percent of clients agreed. In the assurance dimension, approximately 15% of clients were undecided, while 9 percent were undecided. According to [Table 7](#), there was a 24 percent decrease in the client's perception after initially, 92 percent agreed to the expectations, but only 69 percent agreed after receiving services at Atiak HC IV.

Table 7: Comparison between clients' expectation and perception on tangibility

	Tangibility expectation	Tangibility Perception	Change	Trend
Strongly agree	49%	17%	-33%	↘
Agree	44%	52%	9%	↗
Neutral	7%	15%	8%	↗
Disagree	0%	11%	11%	↗
Strongly disagree	0%	4%	4%	↗

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

The number of disagreements in the services provided increased by 15%, and approximately 8% remained undecided about the services provided under the tangibility dimension. According to [Table 8](#), there was a general decrease in the level of appreciation for services under the empathy dimension from 88 percent to 71 percent.

Table 8: Comparison between clients' expectation and perception on empathy

	Empathy Expectation	Empathy Perception	Change	Trend
Strongly agree	39%	26%	-14%	
Agree	49%	45%	-4%	
Neutral	11%	16%	6%	
Disagree	1%	11%	11%	
Strongly disagree	0%	2%	2%	

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

This is explained by Table 8's 13 percent level of disagreement and 6 percent level of undecidedness. Finally, from the previously perceived dimension of responsiveness, there was a 43 percent decrease in the level of appreciation of services offered at Atiak HC IV, as shown in Table 9 below.

Table 9: Comparison between clients' expectation and perception on responsiveness

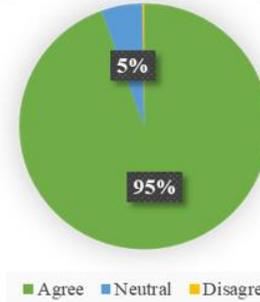
	Responsiveness expectation	Responsiveness Perception	Change	Trend
Strongly agree	74%	24%	-51%	
Agree	24%	33%	8%	
Neutral	1%	11%	11%	
Disagree	0%	28%	28%	
Strongly disagree	0%	4%	4%	

Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Only about 57 percent of the original 98 percent of clients were pleased with the responsiveness dimension's services. From the responsiveness dimension, 32% disagreed with the services offered, and 11% were undecided about what was offered.

As shown in Chart 16, before receiving services, approximately 95 percent of clients expected and believed in the services provided by Atiak HC IV.

Chart 16: General expectation before receipt of services

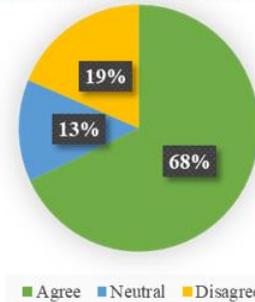


Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

Only 5% of clients did not expect great services from Atiak HC IV before being attended to by Atiak HC IV health workers.

In contrast, as shown in Chart 17, 13 percent of those clients remained undecided about the services provided by Atiak HC IV after receiving them.

Chart 17: General perception after receipt of services



Source: Analysis of the client satisfaction survey database, Atiak HC IV, 2022

19 percent of those clients generally disagreed with the services provided by Atiak HC IV, resulting in a significant drop in the number of clients who were satisfied with the services provided by Atiak HC IV to 68 percent.