

SERVICE QUALITY OF LEVEL OF PUBLIC HOSPITALS IN SULAIMANI: CASE OF EMERGENCY HOSPITAL

ABDURRAHMAN MOHAMMED¹, AKAR HEMIN², HOZAK WRIYA³, RASTY
AHMED⁴, BAWAR AZAD⁵, BRYAR MOHMMED⁶.

¹²³⁴⁵⁶ **Department of Business and Management, Faculty of Administrative Sciences
and Economics, Ishik University, Sulaimani**

Introduction

We are going to talk about the importance about a hospital in the society, and what we needed to achieve in this project

The reason why hospitals are important for our society is because a hospital is a center for health care and providing patient treatment by staff and equipment's. These days a healthy nation means wealthy nation. Health care is very important to the society because they need it, people get diagnosed, ill and get in accidents. Hospitals are the only place that you're able to go to. In the hospital the management is one important thing that hospital need without administration need no one can control this institution , at the hospitals the managers should be one of the doctors if it will be problem because at the hospitals there are equipment devices not any manger can organize this system , if we are going to talk about satisfaction of the patient so if the patient do not feel good in this hospital he will not stay second thing employees must be so friendly to attract the people to them just like any business...our aimed from this project are all of us have to know health is something very important and always we have to thank the God for this wonderful given of our perfect body and mind. And we learned how to organize our time and how to enter the data into the computer also how we can depend on our self...

At the end we mentioned about importance and management of the hospitals.

Frequency Table

age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-25	34	47.2	47.2	47.2
	26-35	6	8.3	8.3	55.6
	36-45	15	20.8	20.8	76.4
	46-55	8	11.1	11.1	87.5
	55+	9	12.5	12.5	100.0
	Total	72	100.0	100.0	

Age

According to the age between 18-25 the valid present is 47.2

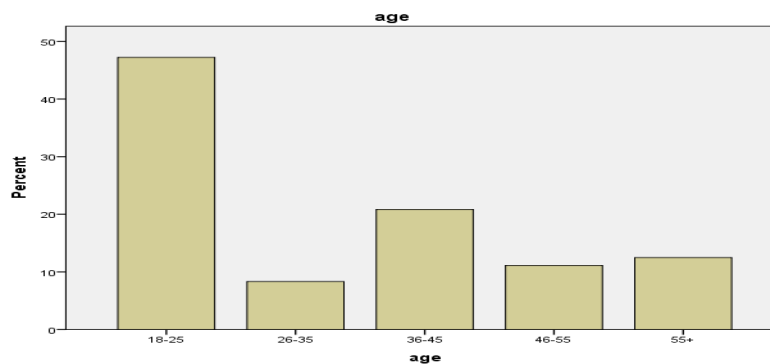
According to the age between 26-35 the valid present is 8.3

According to the age between 36-45 the valid present is 20.8

According the age between 46-55 the valid present is 11.1

According to the age 55+ the valid present is 12.5

The total is 100.0

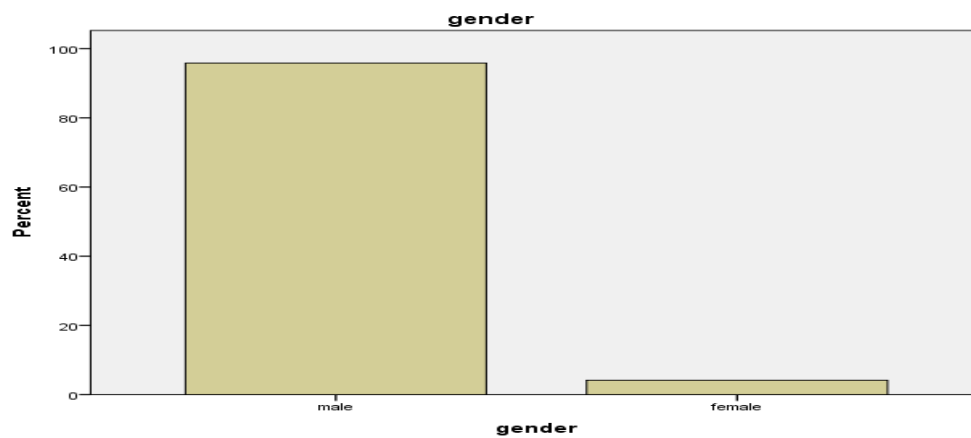


Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	69	95.8	95.8	95.8
	female	3	4.2	4.2	100.0
	Total	72	100.0	100.0	

Gender

- According to the male the valid present is 95.8
- According to the female the valid present is 4.2
- The total is 100

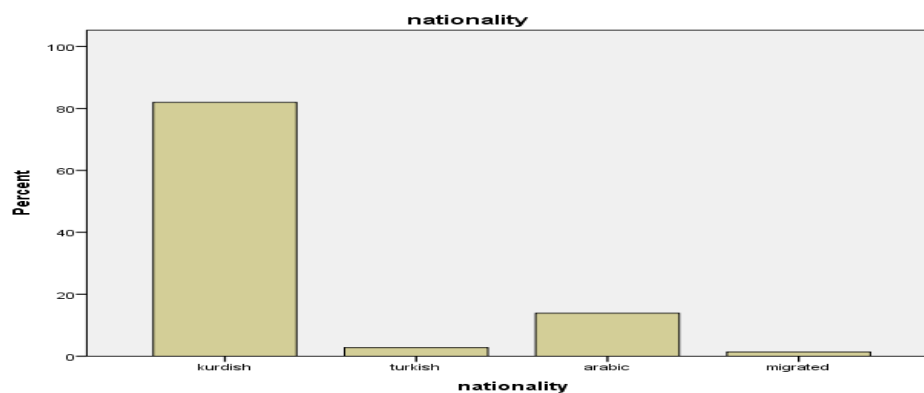


Nationality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	kurdish	59	81.9	81.9	81.9
	turkish	2	2.8	2.8	84.7
	arabic	10	13.9	13.9	98.6
	migrated	1	1.4	1.4	100.0
	Total	72	100.0	100.0	

Nationality

- According to the Kurdish people the valid present is 81.9
- According to the Turkish people the valid present is 2.8
- According to the Arabic people the valid present is 13.9
- According to the migrated people the valid present is 1.4
- The total is 100

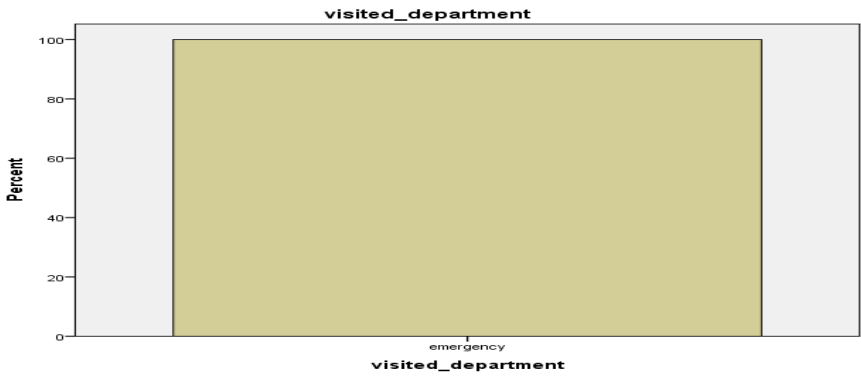


visited_department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	emergency	72	100.0	100.0	100.0

Visited department

- According to the emergency the valid present is 100



did_you_stay_in_the_hospital

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	62	86.1	86.1	86.1
	no	7	9.7	9.7	95.8
	3.00	3	4.2	4.2	100.0
	Total	72	100.0	100.0	

Did stay in the hospital

- According to yes the valid present is 86.1
- According to no the valid present is 9.7
- The total is 100

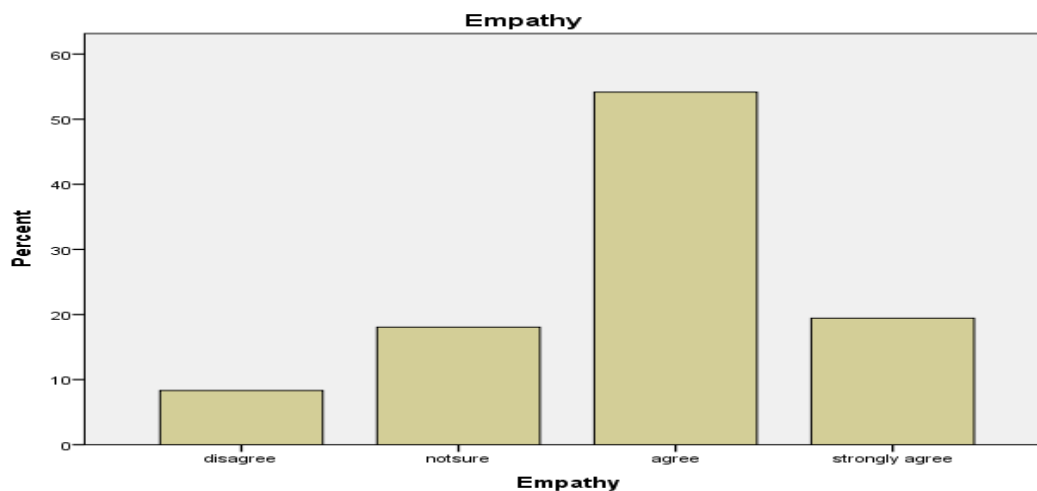


Empathy

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	disagree	6	8.3	8.3	8.3
	notsure	13	18.1	18.1	26.4
	agree	39	54.2	54.2	80.6
	strongly agree	14	19.4	19.4	100.0
	Total	72	100.0	100.0	

Empathy

- According to strongly disagree the valid present is 8.3
- According to not sure the valid present is 54.2
- According to agree the valid present is 19.4
- According to strongly agree the valid present is
- The total is 100.0

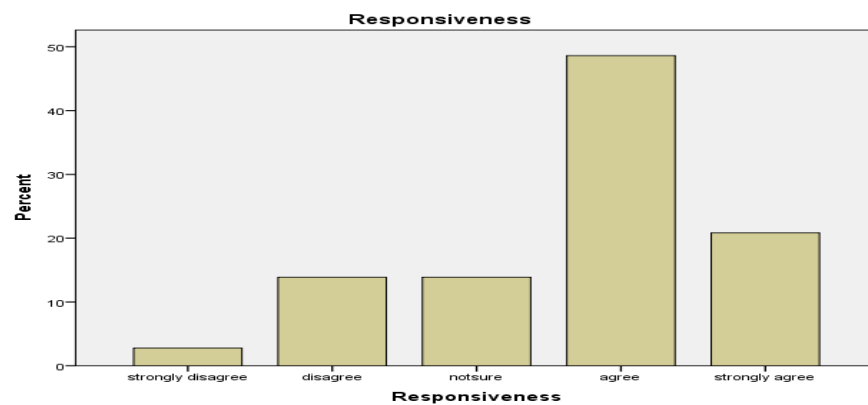


Responsiveness

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	2	2.8	2.8	2.8
disagree	10	13.9	13.9	16.7
notsure	10	13.9	13.9	30.6
agree	35	48.6	48.6	79.2
strongly agree	15	20.8	20.8	100.0
Total	72	100.0	100.0	

Responsiveness

- According to strongly disagree the valid present is 2.8
- According to disagree the valid present is 13.9
- According to not sure the valid present is 13.9
- According to agree the valid present is 48.6
- According to strongly agree the valid percent is 20.8
- The total is 100.0

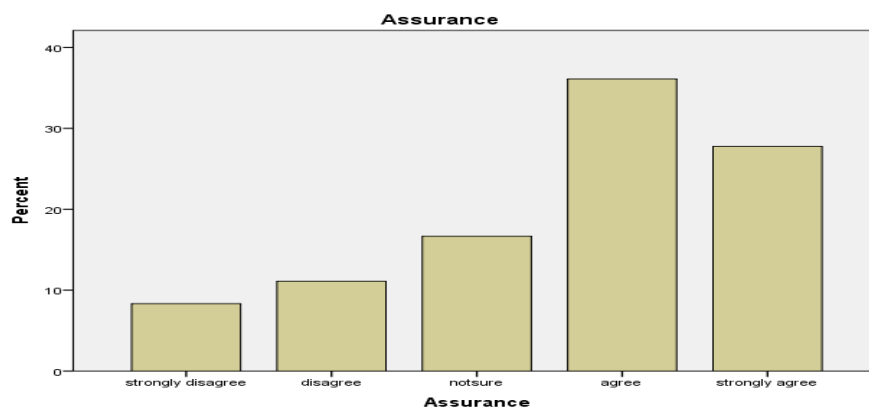


Assurance

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	6	8.3	8.3	8.3
disagree	8	11.1	11.1	19.4
notsure	12	16.7	16.7	36.1
agree	26	36.1	36.1	72.2
strongly agree	20	27.8	27.8	100.0
Total	72	100.0	100.0	

Assurance

- According to strongly disagree the valid present is 8.3
- According to disagree the valid present is 11.1
- According to not sure the valid present is 16.7
- According to agree the valid present is 36.1
- According to strongly agree the valid present is 27.8
- The total is 100

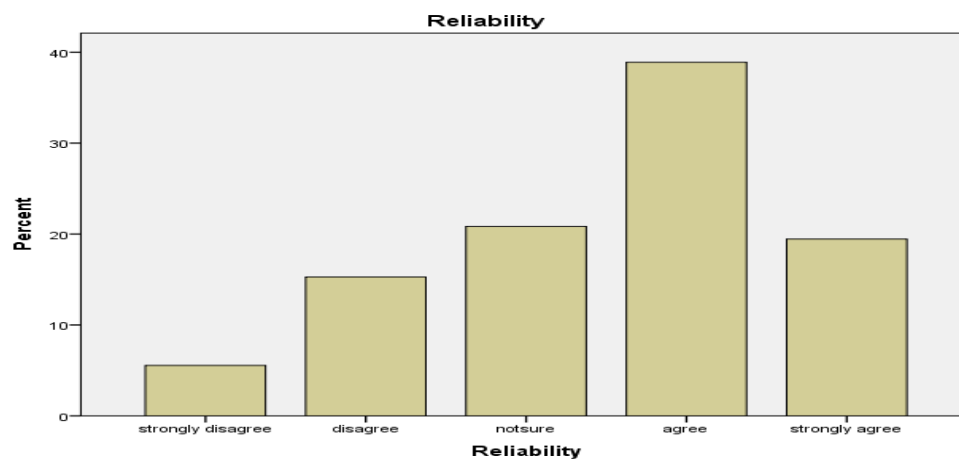


Reliability

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	4	5.6	5.6	5.6
disagree	11	15.3	15.3	20.8
notsure	15	20.8	20.8	41.7
agree	28	38.9	38.9	80.6
strongly agree	14	19.4	19.4	100.0
Total	72	100.0	100.0	

Reliability

- According to strongly disagree the vali present is 5.6
- According to disagree the valid present is 15.3
- According to not sure the valid present is20.8
- According to agree the valid present is 38.9
- According to strongly agree the valid percent is 19.4
- The total is 100

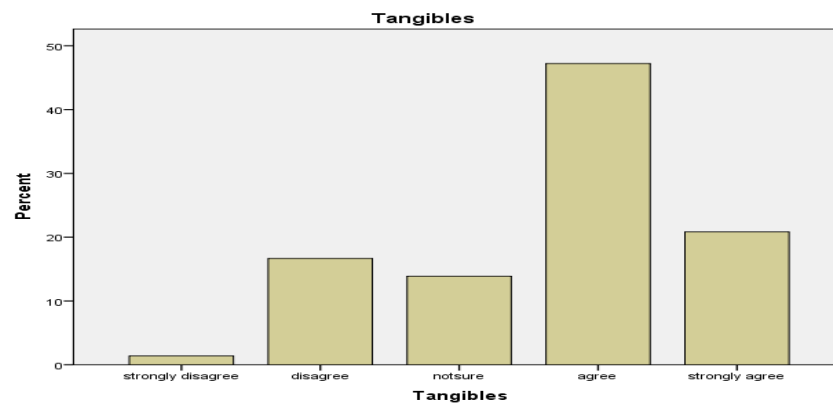


Tangibles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	1	1.4	1.4	1.4
disagree	12	16.7	16.7	18.1
notsure	10	13.9	13.9	31.9
agree	34	47.2	47.2	79.2
strongly agree	15	20.8	20.8	100.0
Total	72	100.0	100.0	

Tangibles

- According to strongly disagree the valid percent is 1.4
- According to disagree the valid percent is 16.7
- According to not sure the valid percent is 13.9
- According to the agree the valid percent is 47.2
- According to strongly agree the valid percent is 20.8
- The total is 100

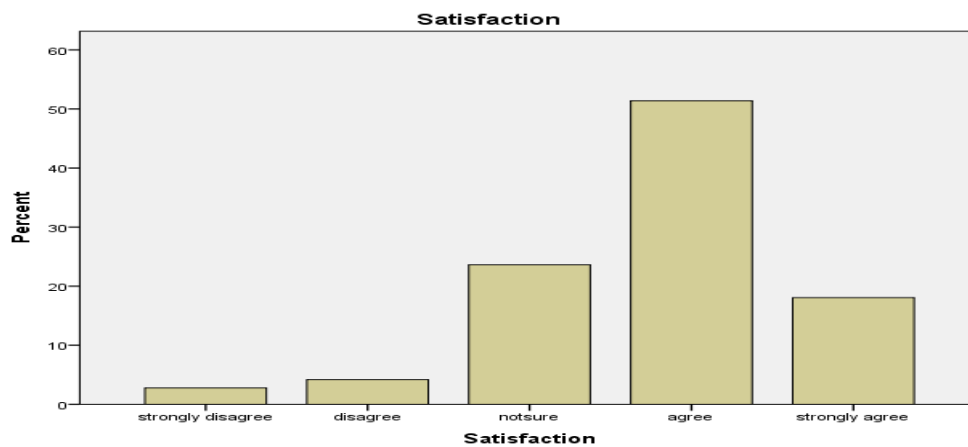


Satisfaction

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	2	2.8	2.8	2.8
disagree	3	4.2	4.2	6.9
notsure	17	23.6	23.6	30.6
agree	37	51.4	51.4	81.9
strongly agree	13	18.1	18.1	100.0
Total	72	100.0	100.0	

Satisfaction

- According to the strongly disagree the valid percent is 2.8
- According to disagree the valid percent is 4.2
- According to not sure the valid percent 23.6
- According to the agree the valid percent is 51.4
- According to strongly agree the valid percent is 18.1
- The total is 100

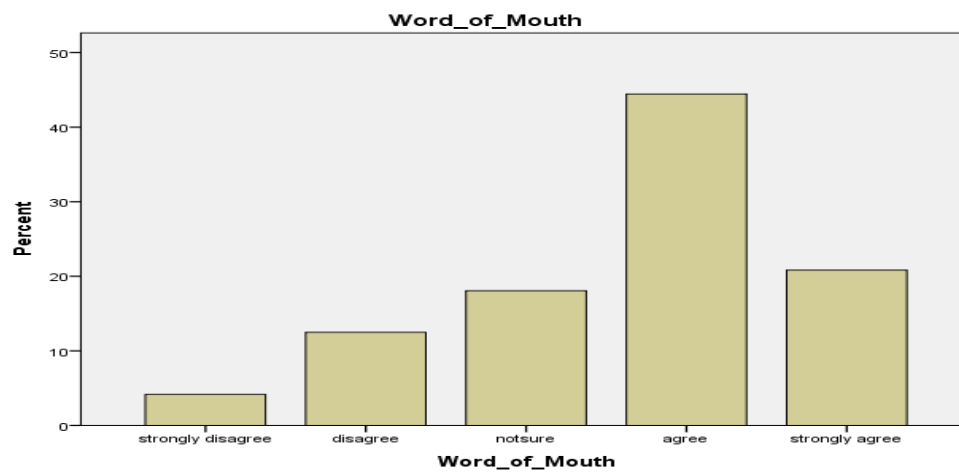


Word_of_Mouth

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid strongly disagree	3	4.2	4.2	4.2
disagree	9	12.5	12.5	16.7
notsure	13	18.1	18.1	34.7
agree	32	44.4	44.4	79.2
strongly agree	15	20.8	20.8	100.0
Total	72	100.0	100.0	

Word of mouth

- According to the strongly disagree the valid percent is 4.2
- According to the disagree the valid percent is 12.5
- According to not sure the valid percent is 18.1
- According to the agree the valid percent is 44.4
- According to the strongly agree the valid percent is 20.8
- The total is 100



Conclusion on emergency hospital

Our survey questionnaire on emergency hospital have a good and positive result the patients at the hospital were satisfied about the service of the hospital and the quality service that the doctors and nurses served to the patients. As emergency is the most important part among the hospitals even in this crises they served the patients with high quality service and they had a good empathy with the patient and they provided them a good assurance and they were having a good responsiveness with the patients. Our aim for this project was to check the quality service of the public hospitals in Kurdistan during this crises and the result was totally positive..