

# **DETERMINING THE SERVICE QUALITY OF LEVEL OF PUBLIC HOSPITALS IN SULAIMANI: CASE OF SHEHID ASO HOSPITAL**

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## **INTRODUCTION**

What if there wasn't any hospital? The answer of this question builds the feeling of uneasiness since hospitals play an essential role in health care system in addition to the quality of the hospital.

In this project we tried to become aware of quality of shehid aso hospital which is a general hospital. by observing and communicating with people we gained results about the quantity of age, gender, and nationality of visited people in there also we asked questions to each individual we crossed about the hospitals service empathy, tangibility, responsiveness, reliability, assurance and we found out if they were satisfied about the service or not and if it has a good reputation among people in suleimaniyah.

### **What is the importance of hospitals for a society?**

Hospitals are considered as the most important human resource in life because it's completely necessary for the people who have diseases and need the hand of doctors if there were not any hospital a huge problem would blossom in this life because the amount of death would increase and tough situations would occur the role of hospitals in this world is like the role of a mother to her children consequently it's very important to have hospitals in this earth in addition hospitals are shelters for sick people they can rest there until they reach to their health as a result hospitals are important and their service quality has a great impact on the community.

### **What is management?**

The organization and coordination of the activities of a business in order to achieve defined objectives.

Management consists of the interlocking functions of creating corporate policy and organizing, planning, controlling, and directing an organization's resources in order to achieve the objectives of that policy. In sum, the size of management can range from one person in a small organization to hundreds or thousands of managers in multinational companies. In large organizations, the board of directors defines the policy which is then carried out by the chief executive officer. Some people agree that in order to evaluate a company's current and future worth, the most important factors are the quality and experience of the managers.

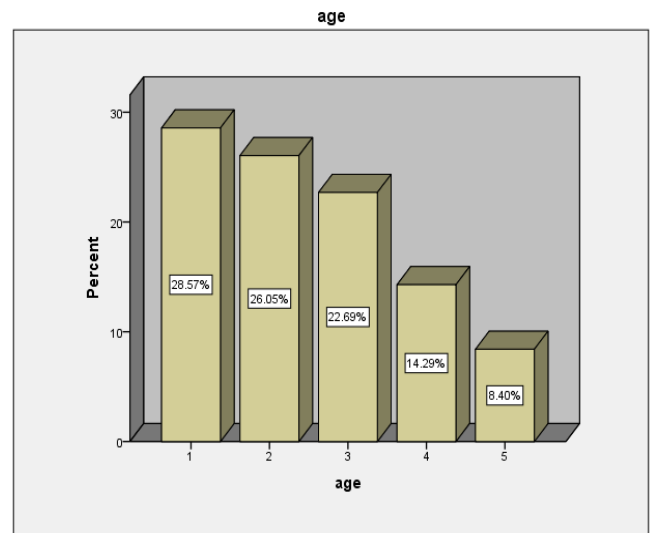
### **What is the satisfaction of a patient?**

most people understand the role that hospitals play providing vital health, care service to their communities. Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes. Also patient satisfaction is very effective indicator to measure the success of doctors and hospitals. it means that all hospital should have the best modern machine and that employee even they have a good behavior for with patient to satisfy them completely. at the end we can say patients are look like a consumer and a hospital quality metrics become easier to access. it means that patient have a opportunity to compared to shop and choose the hospital that they will provide them with the positive patient care.

### **What are we aiming to achieve at this project?**

we learned how to communicate with patients in gentle manner of speech to know how to evaluate their condition through the questions that given to us and then evaluate the service level of this hospital to the patients ... We learned how to do teamwork together and also how we put the information properly and how to arrange our time to end this little project And seek to serve the needy humans in every way. The fundamental aim of this project is to mention about the quality of services of hospitals and to show people the assurance, tangibility, empathy, responsibility, and reliability of the employees in the hospital.

		Valid Percent
Valid	1	28.6
	2	26.1
	3	22.7
	4	14.3
	5	8.4
	Total	100.0
Missing	System	
Total		



In shahid aso hospital %28.6 patients that visited were between the age of 18-25 with a lesser percentage

%26.1 patients that visited were between the age of 26-35 nearly

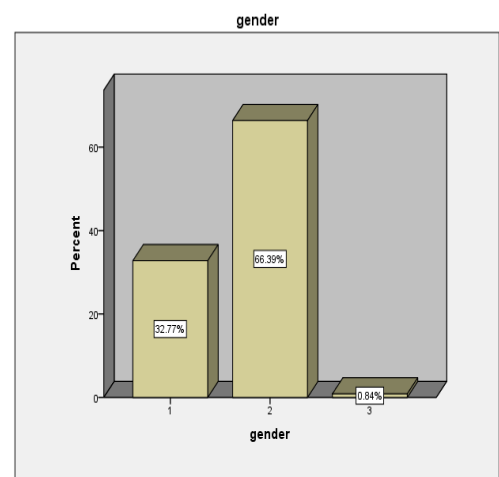
%22.7 patients that visited were between the age of 36-45 and

%14.3 patients that visited were between the age of 46-55

%8.4 patients that visited were the age of 55 and older

So that shows that every age visits this hospital there is not a dominant age that the hospital services to although the results of younger age are greater than the others.

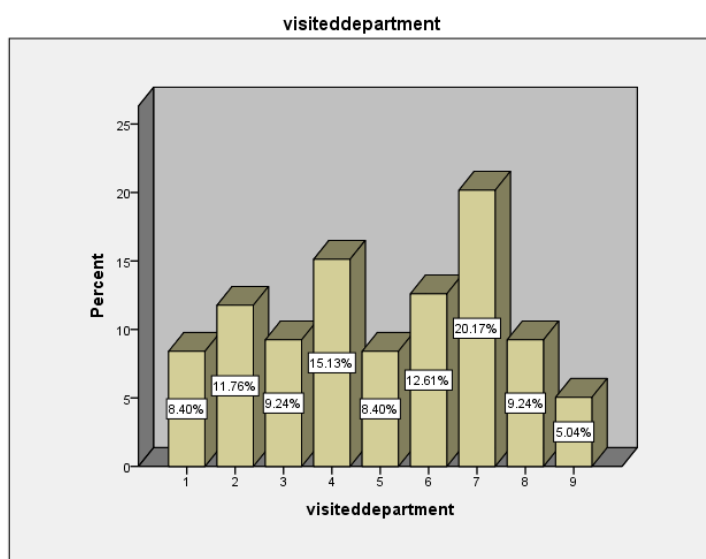
		Valid Percent
Valid	1	75.6
	2	3.4
	3	16.0
	4	5.0
	Total	100.0
Missing	System	
Total		



According to our research we found that %32.8 of people that visited the hospital were male although %66.4 were female so mostly female patients were in shahid aso.

This shows that female percentage in this hospital is more than male

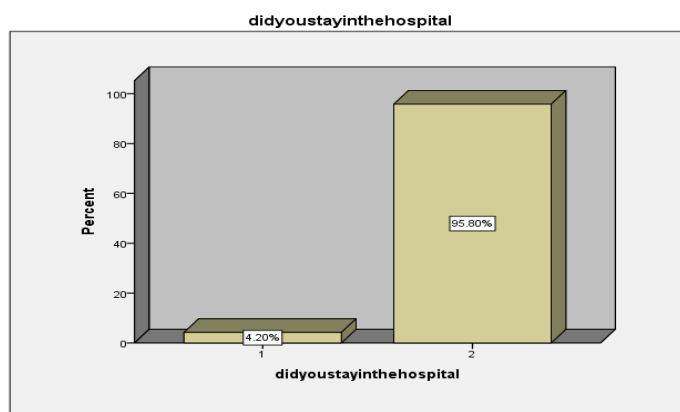
According to our observation and research we found that most of the people that come to shahid aso are kurdish with the percentage of %75.6 since it is in suleimaniya and %3.4 of them were Turkmen remaining %16 were Arabic people and %5 were migrated people



		Valid Percent
Valid	1	8.4
	2	11.8
	3	9.2
	4	15.1
	5	8.4
	6	12.6
	7	20.2
	8	9.2
	9	5.0
Total		100.0
Missing	System	
Total		

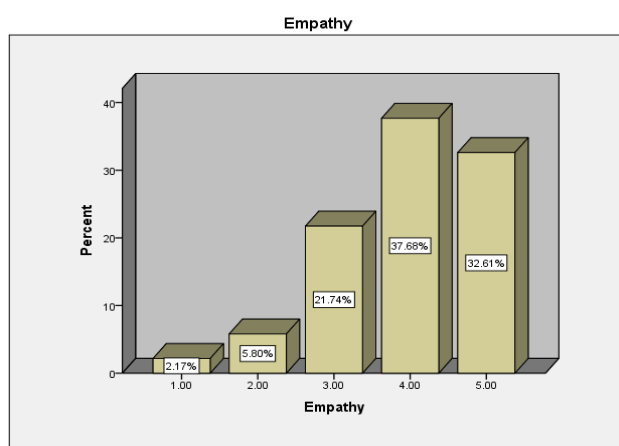
We found that %8.4 people came to the cardiology part  
 %11.8 patients came for emergency  
 %9.2 of people for eye problems (ophthalmologic)  
 %15.1 came for joint and bone problems where includes the orthopaedics part.  
 %8.4 of patients were x-raying and were in the part of radiology  
 %12.6 had problems in stomach and digestive systems which is gastroenterology.  
 %20.2 were there for internal medicine which is about the inner problems in the human body.  
 %9.2 people also came to cure the problems of nervous system.  
 %5 people were there for the oncology part.

As a conclusion we can see that the highest rate is internal medicine since the people has more problem in that field.



		Valid Percent
Valid	1	4.2
	2	95.8
	Total	100.0
Missing	System	
Total		

We found that %4.2 of patients stayed in shahid aso hospital which means they have seen the service during the night although shahid aso is not a hospital that people could stay there but this percentage is the result of the people that stayed there in past because now things changed in the hospital consequently %95.2 of patients did not stay in there.

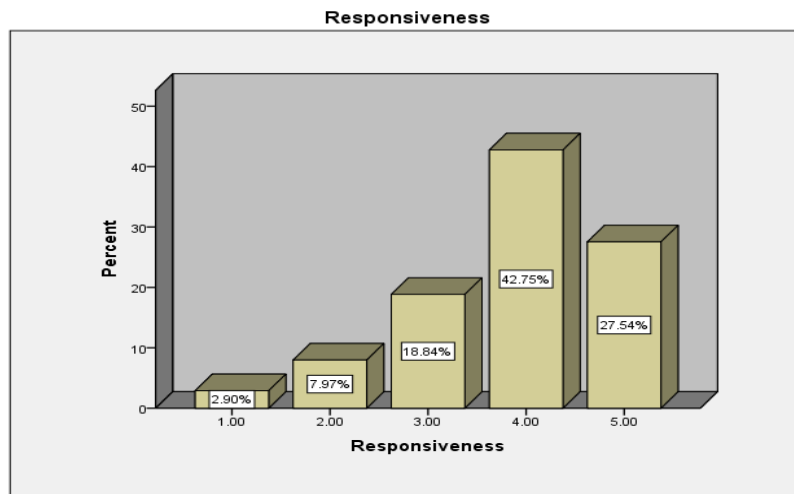


		Valid Percent
Valid	1.00	2.2
	2.00	5.8
	3.00	21.7
	4.00	37.7
	5.00	32.6
Tota		100.0
1		

in our research we found that 2.2 % of the patients do totally disagree about the amount of empathy that employees have during services and treatment there is a little percentage of disagreement about empathy yet 5.8 % of the patients disagreed about their satisfaction with empathy following 21.7 % of the patients are not sure in this hospital's empathy.

37.7 % of the patients agreed and were regarded about the way they were treated by the employees in case of empathy so

32.6 % of the patients totally agreed to our questions and they were satisfied.

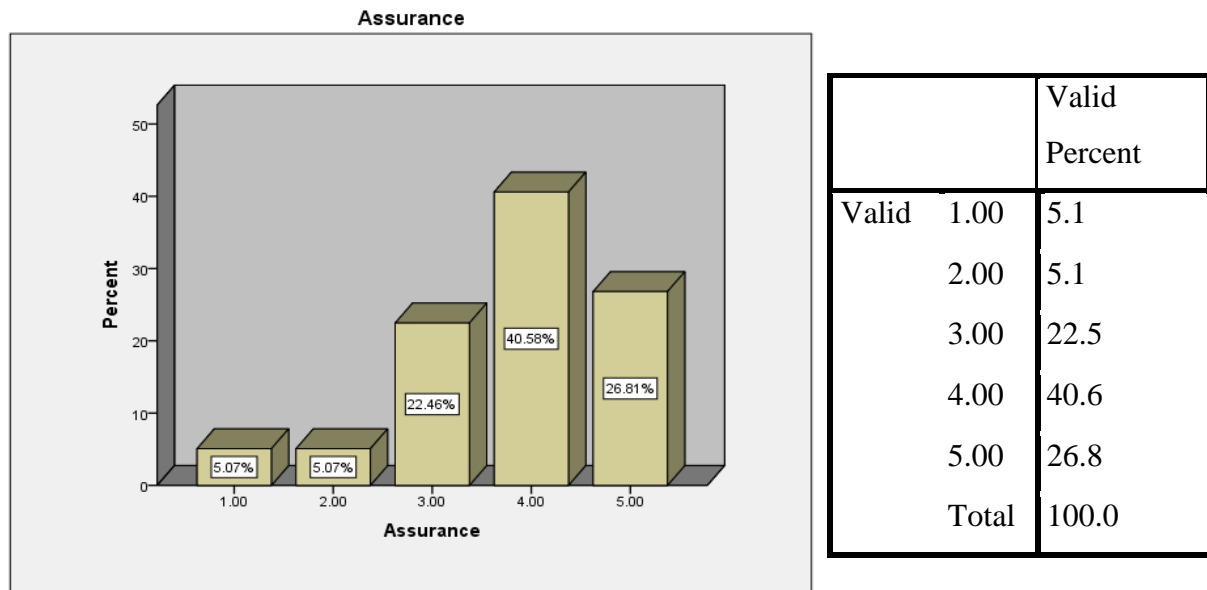


		Valid Percent
Valid	1.00	2.9
	2.00	8.0
	3.00	18.8
	4.00	42.8
	5.00	27.5
Total		100.0

In our research about Shahid Aso hospital we saw that the 2.9 % of the patients in this hospital totally disagreed with responsiveness of the employees there and 8.0 % of the patients showed disagreement with responsiveness in addition to 18.8% percentage of the people in this hospital are not sure with responsiveness that they visited it.

the 42.8 % of the patients in this hospital agreed to the questions we asked them about responsiveness and

27.5 % of the patients in this hospital totally agreed about the state of responsiveness in shahid aso.

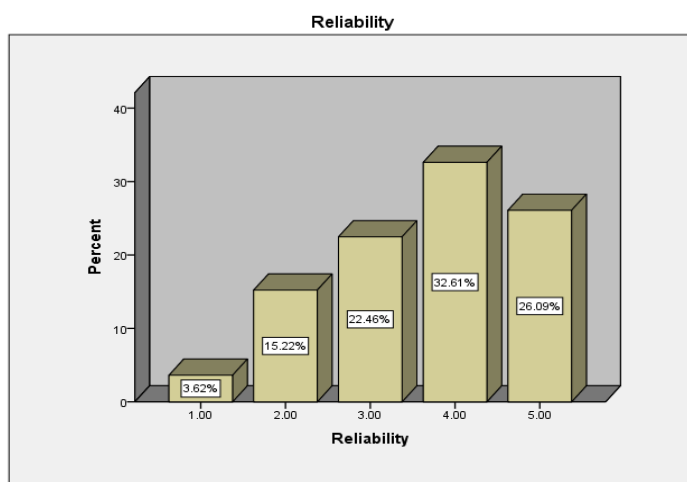


The assurance of shahid aso hospital has a positive feedback on people the amount of the people that agreed to the questions are much higher than the amount that disagreed and wasn't grateful about assurance of this hospital so the %5.1 totally disagreed to the situation and %5.1 disagreed.

There were people that they were uncertain %22.5 people were not sure about the hospital's assurance. The agreement is %40.6 which is a rate greater than others

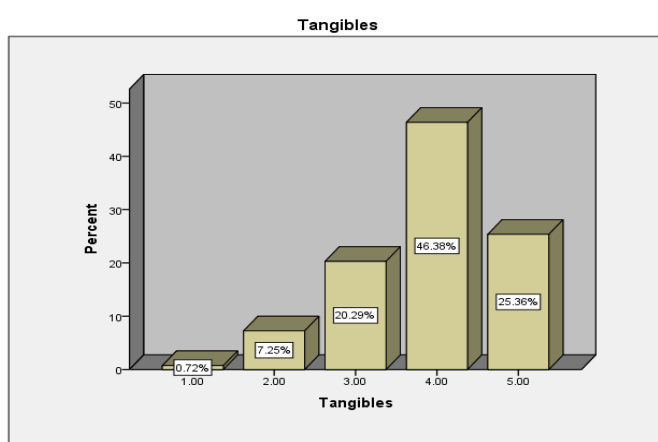
And %26.8 totally agreed to assurance of the hospital.

Consequently the rates show that the assurance of shahid aso is serving for the people.



		Valid Percent
Valid	1.00	3.6
	2.00	15.2
	3.00	22.5
	4.00	32.6
	5.00	26.1
	Total	100.0

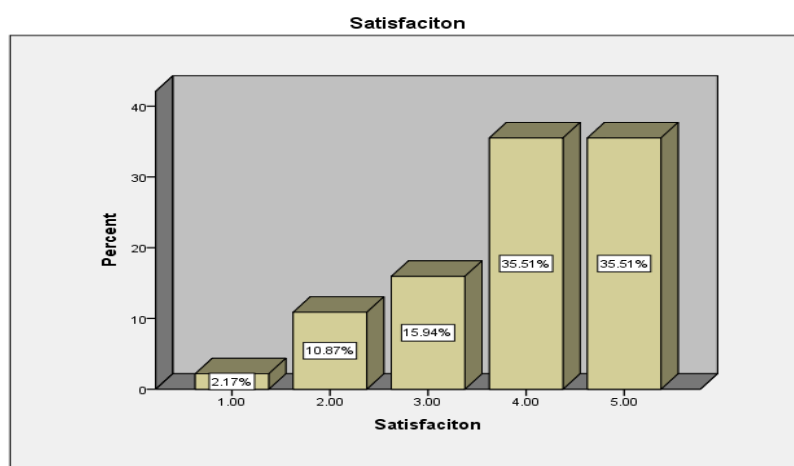
The quality of being trustworthy is reliability which is a state that how can a hospital be reliable we observed that about shehid aso hospital and we asked questions relating to reliability the result shows that the highest percentage is agreement and people said that they can rely on this hospital the percentages are 3.6% and 15.2% of disagreement and 22.5% were not if its reliable or not. So the positive results are 32.5% and 26.1% which is agreement and they think its reliable.



		Valid Percent
Valid	1.00	.7
	2.00	7.2
	3.00	20.3
	4.00	46.4
	5.00	25.4
	Total	100.0

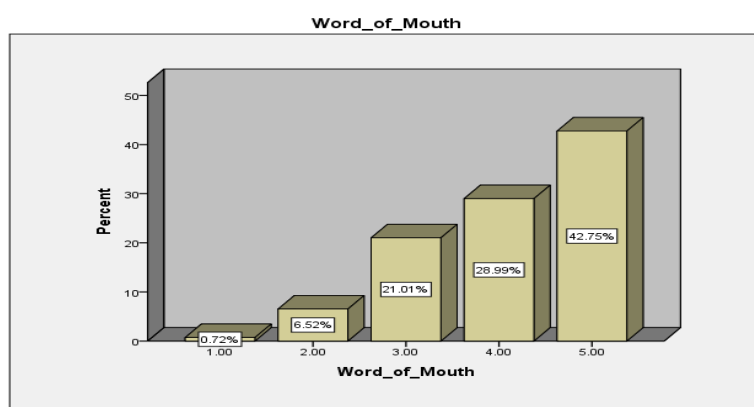
Tangibility of this hospital has a good rate of people that are satisfied with it since the way they treat patients in a humble way and with gentleness which is the quality of being kind as a result 0.7% and 7.2% people said that shehid aso has no tangibility and 20.3% weren't sure so 46.5% with 25.4% agreed to the statement ams said that they think they treat people in a good way and they physical facilities are kind.





		Valid Percent
Valid	1.00	2.2
	2.00	10.9
	3.00	15.9
	4.00	35.5
	5.00	35.5
Total		100.0

Fulfilling the people's requirements may not be easy always consequently a hospital should try hard to satisfy patients and meet their needs, wishes and expectations. We found that usually people were satisfied about the quality of the service of shehid aso hospital. the dissatisfied people rate is 2.17% with 10.87% and %15.94 were not sure if they are satisfied or not. With the percentage of %71 people were satisfied and they were happy with the service.



		Valid Percent
Valid	1.00	0.7
	2.00	6.5
	3.00	21.0
	4.00	29.0
	5.00	42.8
Total		100.0

The passing of information from person to person by oral communication about shehid aso is pleasing because with a rate of %42.75 and %29 people said that they heard well about their service and 0.7% plus 6.5% said that they didn't hear well and pleasing things with a rate of 21% weren't sure about the statement.

## **Conclusion**

During this project we visited shehid aso and we made observations and communicated with the people in there and asked questions about the service quality of the hospital the objective of our project is to inspect the age, gender, nationality of the visited people and the empathy, tangibility, responsiveness, reliability, assurance, satisfaction and word of mouth about shehid aso the research contained 30 questions and we reached our conclusion by their answers there is more positive answers and they are satisfied with the service quality but not in great rate by analysing the percentages are close to each other consequently shaheid aso is a hospital that mostly people are satisfied with their service and they have a lot of demand and they serve people with a proper way.