

# **SERVICE QUALITY OF LEVEL OF PUBLIC HOSPITALS IN SULAIMANI: CASE OF SHORSH HOSPITAL**

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## **Importance of hospital for a society:**

A hospital is a place for health care. Provide a patient treatment by specialized staff, Doctor and equipment. A hospital today is an importance center for society that provides professional health care by physicians and nurses the names come from Latin hopes (host) which is the root for the world's hotel and hospitality hospital-acquired infection (HAIS) known as health care associated infection. Today hospitals serves and treats hundreds to thousands of patient it's important that hospital should be available in all areas around the world especially in this time that population is growing and diseases are spreading very fast that needs urgent treatments it's an important factor for society to treat patient and provide them health care that they need in order to be a health society and continue improvement

## **What's management?**

Management is a process organizing, controlling, planning and leading that an organization or a business needs it in order to a chive. Defined objectives are the process of dealing with people and getting actives completed efficiently and effectively. It's important for every business to have management in order to be successful to manage the works and employees properly. Management consist of inter looking function of creating, controlling and directing on organization in order to a chive the objective of that policy

## **What's satisfaction of patient?**

- patient satisfaction is an important factor for measuring the quality of health care, is a very effective indicator to measure the success of doctor and hospitals when the patient are satisfied with quality and health care that's provided by the doctors and the hospital it's a success and good reputation for the hospital and also it's a motivation for the patients. Every doctor and

nurse and hospital needs to works hard and do their best in order to satisfy their patens either by high quality and serves by motivation and kindly treatment or both

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

By doing this project we aiming to ask people about the quality and services that are provided at the hospital and asking them either, they are satisfied or not and by this survey question we can show people how is the health care and quality are important for the patient especially during this crises in Kurdistan.

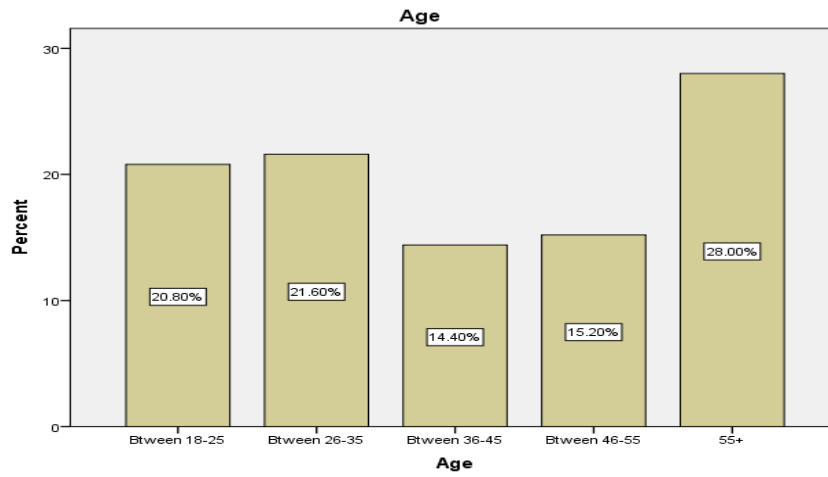
Hope we goanna an archive positive thing by this project and help to improve health care quality and services in the hospital in order to satisfy patients and build a healthy and sturdy environment

### ***Age***

Table 1

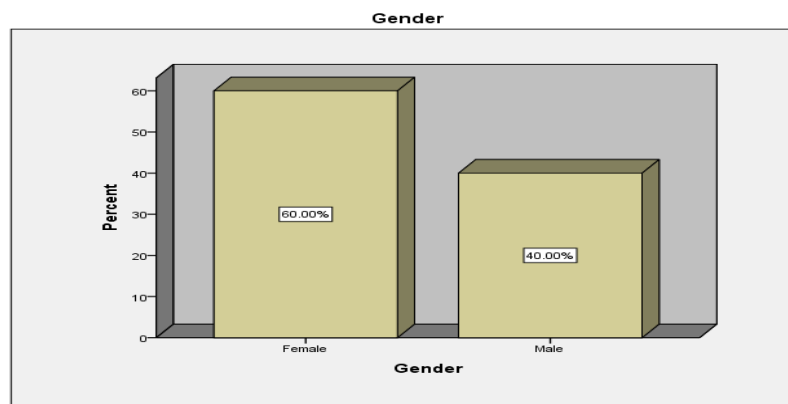
	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid Between 18-25	26	20.8	20.8	20.8
Between 26-35	27	21.6	21.6	42.4
Between 36-45	18	14.4	14.4	56.8
Between 46-55	19	15.2	15.2	72.0
55+	35	28.0	28.0	100.0
Total	125	100.0	100.0	

According to our research the result of age between 18-25 has a valid percent of 20.8 and between 26-35 has a valid percent of 21.6 for the age between 36-45 the valid percent is 14.4 and the valid percent of age between 46-55 is 15.2 and the highest valid percent is for the age 55 and above and its 28 over the total 100

**Chart 1****Gender****Table2**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	75	60.0	60.0	60.0
	Male	50	40.0	40.0	100.0
	Total	125	100.0	100.0	

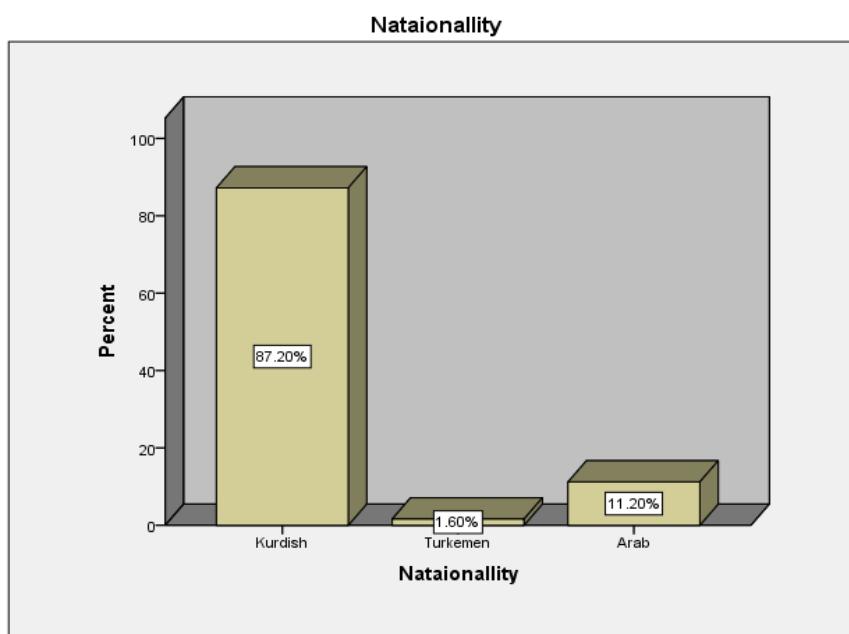
According to our research the result of gender the highest valid percent is 60 for female and for male the valid percent is 40 over total 100.

**Chart 2**

**Table 3**

Nationality

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Kurdish	109	87.2	87.2	87.2
	Turkmen	2	1.6	1.6	88.8
	Arab	14	11.2	11.2	100.0
	Total	125	100.0	100.0	



- According to our research the result of nationality for Kurdish has a valid percent of 87.2 and it's the highest one and for Turkmen the valid percent is 1.6 and for arab nation the valid percent is 11.2 over the total 100.

Table 4

## Visited Department

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Cardiology	21	16.8	16.8	16.8
	Emergency	19	15.2	15.2	32.0
	Ophthalmologic	14	11.2	11.2	43.2
	Orthopedics	8	6.4	6.4	49.6
	Radiology	6	4.8	4.8	54.4
	Gastroenterology	13	10.4	10.4	64.8
	Internal medicine	38	30.4	30.4	95.2
	Neurology	6	4.8	4.8	100.0
	Total	125	100.0	100.0	

According to our research the result of the visited departments which the patients visited the highest valid percent is 30.4 for internal medicine department and the lowest one is for neurology and radiology which is 4.8 the valid percent for cardiology is 16.8 and for emergency is 15.2 the valid percent of ophthalmologic is 11.2 and for orthopedics is 6.4 and gastroenterology has a valid percent of 10.4 over total 100.

Chart 4

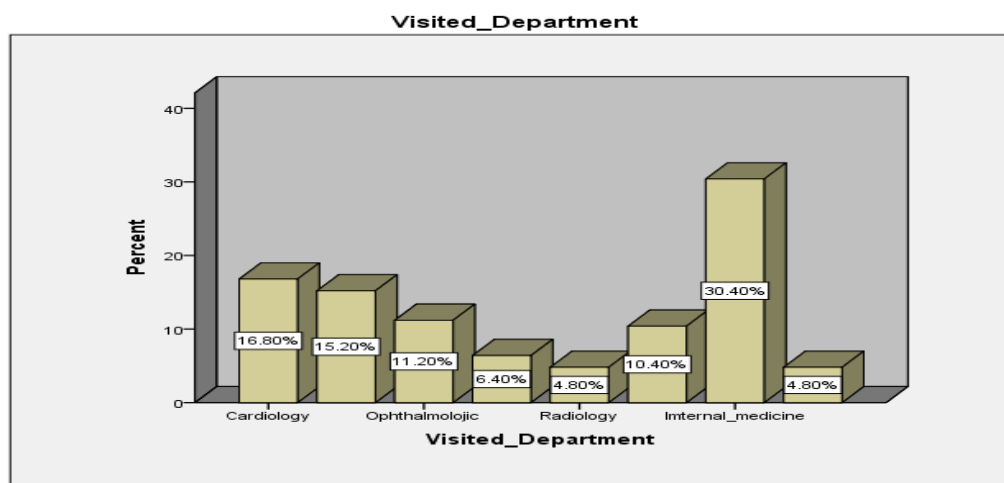


Table 6

**Did\_you\_stay\_in\_the\_hospital?**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	96	76.8	76.8	76.8
	No	28	22.4	22.4	99.2
	3.00	1	.8	.8	100.0
	Total	125	100.0	100.0	

According to yes the valid percent is 76.8 According to our research most of the patients stayed in the hospital and their valid percent is 76.8 and the valid percent for whom didn't stayed in the hospital is 22.4 over the total 100.

Chart 6

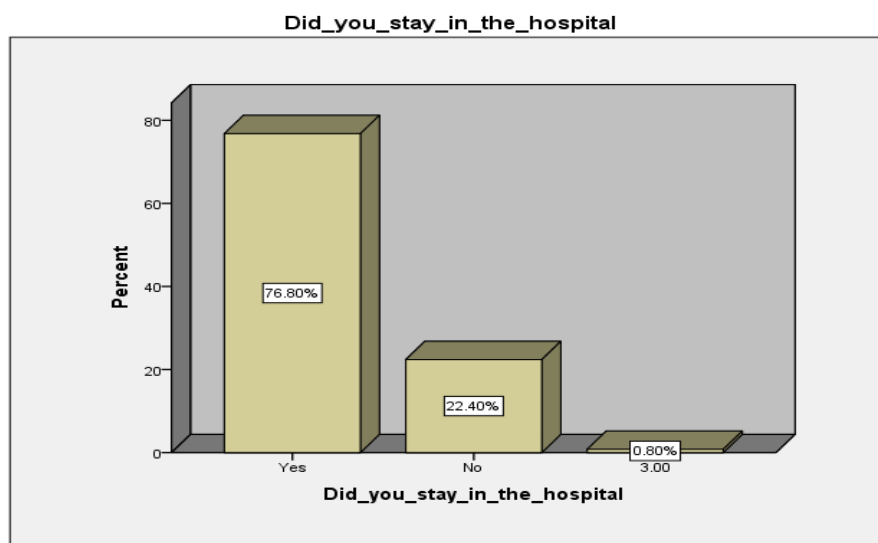


Table 7

**Empathy**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	2	1.6	1.6	1.6
Disagree	6	4.8	4.8	6.4
Neutral	15	12.0	12.0	18.4
Agree	31	24.8	24.8	43.2
Strongly Agree	71	56.8	56.8	100.0
Total	125	100.0	100.0	

According to our research the result of emehethly for strongly disagree has a valid percent 1.6 and for disagree is 4.8 the valid percent of natural is 12.0 and for agree is 24.8 but the valid percent for strongly agree is 56.8 and it's highly percent among the emehethly over total 100.0

Chart 7

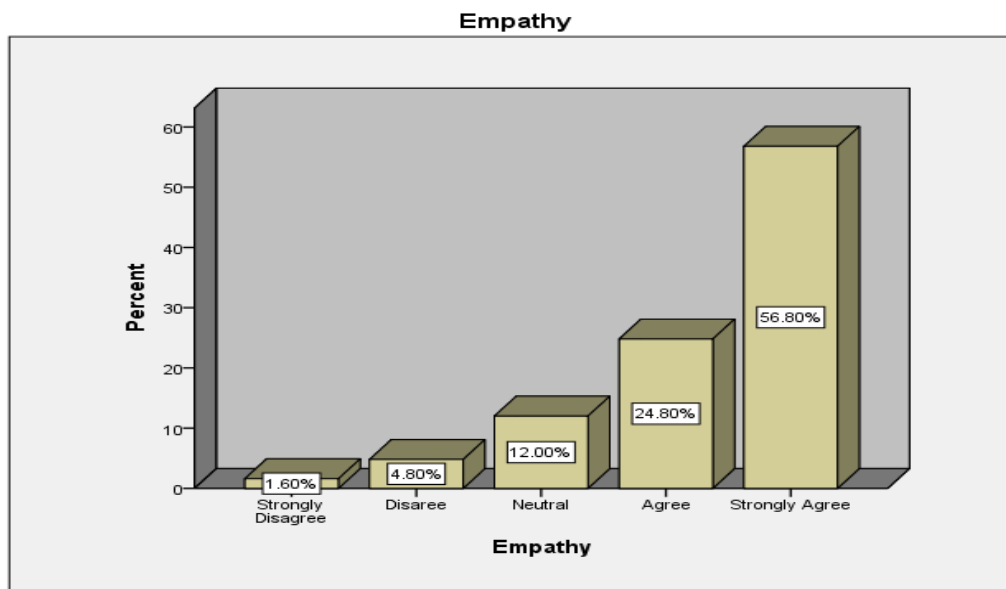


Table 8  
Responsiveness

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	2	1.6	1.6	1.6
Disagree	4	3.2	3.2	4.8
Neutral	20	16.0	16.0	20.8
Agree	40	32.0	32.0	52.8
Strongly Agree	59	47.2	47.2	100.0
Total	125	100.0	100.0	

According to our research the result of responsiveness for strongly disagree has a valid percent 1.6 and for disagree is 3.2 the valid percent of natural is a 16.0 and for agree is a 32.0 but the valid percent for strongly agree is 47.2 and its highest percent among the responsiveness over total 100.0

Chart 8

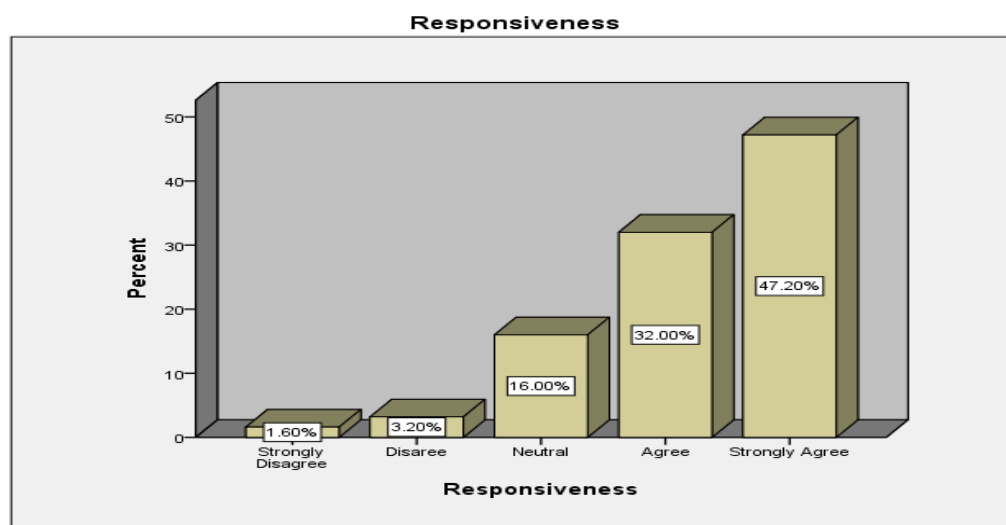




Table 9

**Assurance**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.8	.8	.8
	Disagree	6	4.8	4.8	5.6
	Neutral	10	8.0	8.0	13.6
	Agree	43	34.4	34.4	48.0
	Strongly Agree	65	52.0	52.0	100.0
	Total	125	100.0	100.0	

According to our research the result of assurance for strangely disagree has a valid percent 8 and for disagree is 4.8 the valid percent of natural is 8.0 and for agree as 34.4 and for strongly disagree is 52.p so its highest percent among the assurance over total 100.0

Chart 9

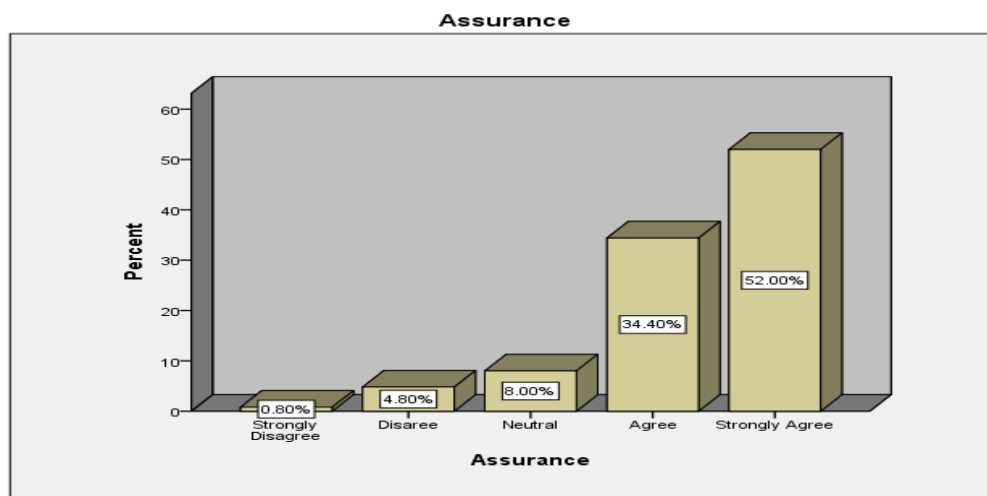


Table 10

## Reliability

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	3.2	3.2	3.2
	Disagree	5	4.0	4.0	7.2
	Neutral	11	8.8	8.8	16.0
	Agree	50	40.0	40.0	56.0
	Strongly Agree	55	44.0	44.0	100.0
	Total	125	100.0	100.0	

According to our research the result of reliable for strongly disagree has a valid percent 3.2 and for disagree is 4.0 the valid percent of Natural is 8.8 and for agree is 40.0 but the valid percent for strongly agree is 44.0 and its highest percent among the reliability over total 100.0

Chart 10

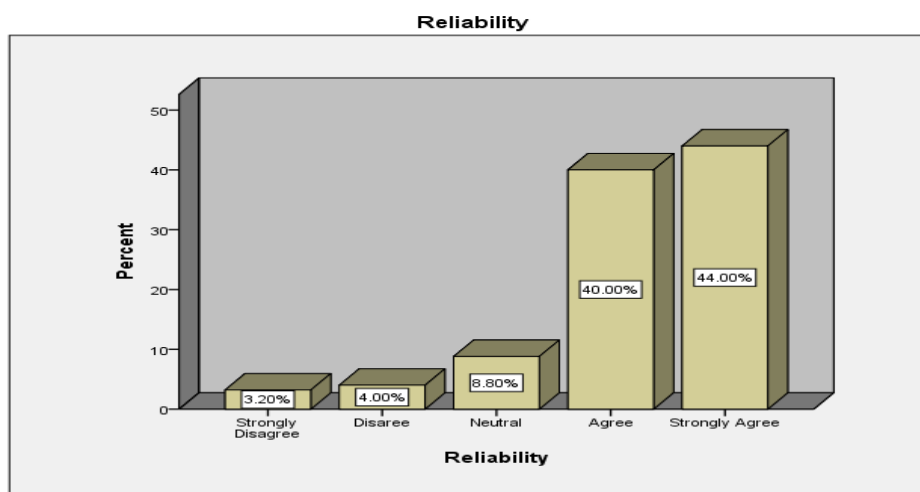


Table 11

## Tangibles

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	6	4.8	4.8	4.8
Disagree	3	2.4	2.4	7.2
Neutral	13	10.4	10.4	17.6
Agree	54	43.2	43.2	60.8
Strongly Agree	49	39.2	39.2	100.0
Total	125	100.0	100.0	

According to our researcher the result of tangibles for strongly disagree has 4.8 and disagree is 2.4 the valid percent of natural is 10, 4 and for strongly agree 30.2 and its highest percent among the tangibles over total 100.0

Chart 11

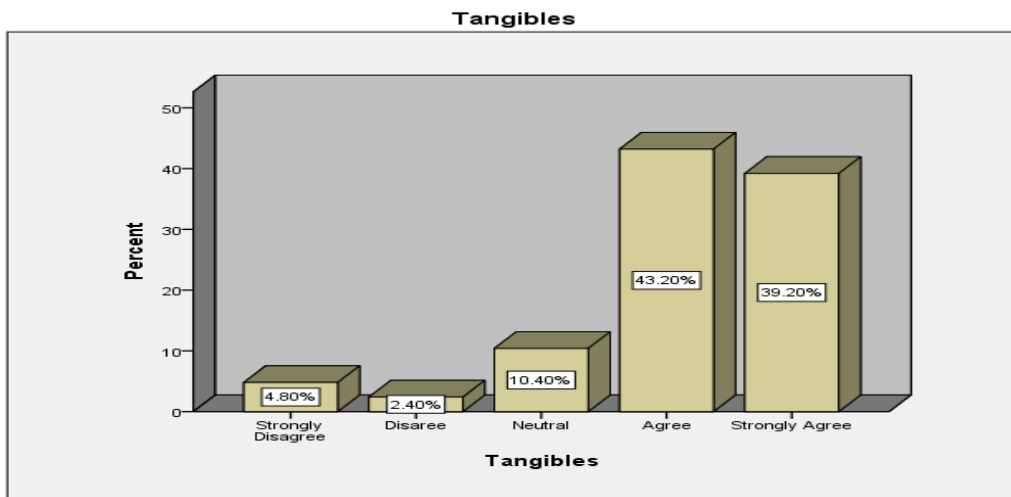


Table 12

### Satisfaction

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	3	2.4	2.4	2.4
Disagree	6	4.8	4.8	7.2
Neutral	10	8.0	8.0	15.2
Agree	44	35.2	35.2	50.4
Strongly Agree	62	49.6	49.6	100.0
Total	125	100.0	100.0	

According to our research the result of satisfaction for strongly disagree has a valid percent of 2.4 and for disagree is 4.8 the valid percent of neutral is 8 and for agree is 35.2 but the valid percent for strongly agree is 49.6 and it's the highest percent among the satisfaction over total 100

Chart 12

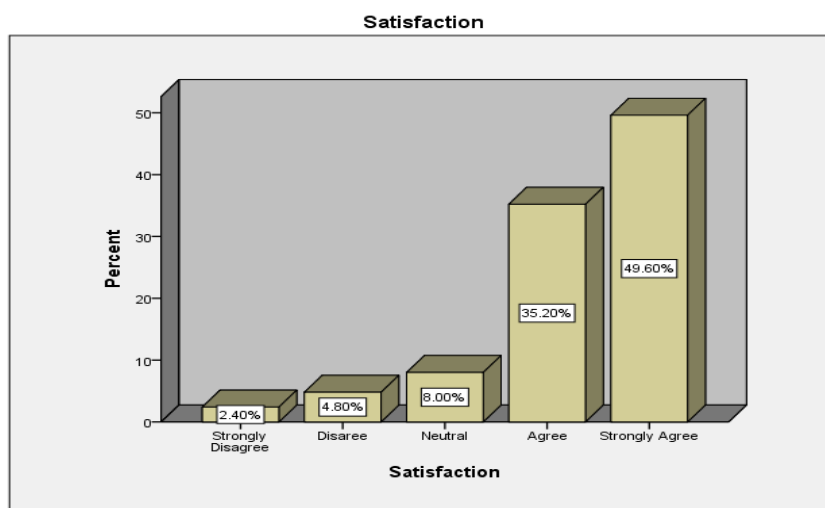


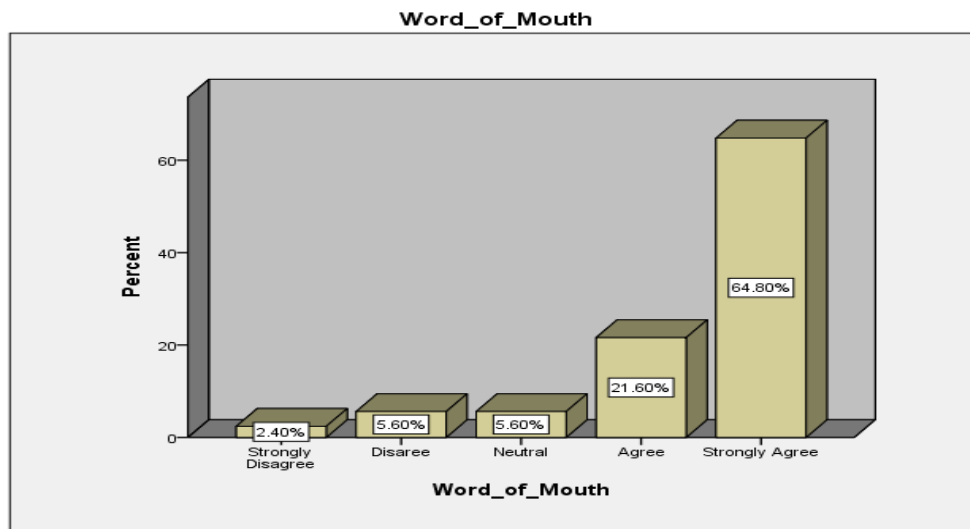
Table 13

### Word of Mouth

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	3	2.4	2.4	2.4
Disagree	7	5.6	5.6	8.0
Neutral	7	5.6	5.6	13.6
Agree	27	21.6	21.6	35.2
Strongly Agree	81	64.8	64.8	100.0
Total	125	100.0	100.0	

According to our research the result of satisfaction for strongly disagree has a valid percent of 2.4 and for disagree is 4.8 the valid percent of neutral is 8 and for agree is 35.2 but the valid percent for strongly agree is 49.6 and it's the highest percent among the satisfaction over total 100

Chart 13



## ***Conclusion***

The result of the survey questionnaire that we have done about shorsh hospital showed that the service, quality and healthcare are good even during this crisis in Kurdistan. Empathy in the hospital was very positive with a valid percent of 56.8 strongly agree, providing assurance for the patients is an important factor in the hospital and in this research showed us that assurance has valid percent of 52 for strongly agree and this is positive. In every hospital the goal must be the good service that you provide for the patients in a high quality and satisfy them with the service and good healthcare, according to our research satisfaction in shorish hospital was very positive and the patients were satisfied with everything that they were strongly agree with the good service that the hospital provided for them. Our aim at this project was to show people how the hospitals are serving their patients especially during this crisis in Kurdistan and the result of survey questionnaire for shorish hospital showed us that they are serving patients perfectly and providing them a good healthcare.