

IPJHME-24-19885

Assessing the Effects of Medical Service Quality on Customer Satisfaction in Sher Ethiopia Hospital, Batu

Shumi Abe Ararso* and Suhyel R

Department of Business Administration, Rift Valley University, Oromia Region, Ethiopia

***Corresponding author:** Shumi Ararso, Department of Business Administration, Rift Valley University, Oromia Region, Ethiopia, Tel: 911545698; E-mail: atinafshumi@gmail.com

Received date: November 04, 2024, Manuscript No. IPJHME-26-19885; **Editor assigned date:** November 07, 2024, PreQC No. IPJHME-26-19885 (PQ); **Reviewed date:** November 22, 2024, QC No. IPJHME-26-19885;

Revised date: July 10, 2025, Manuscript No. IPJHME-26-19885 (R); **Published date:** July 17, 2025, DOI: 10.36648/2471-9927.11.2.156

Citation: Ararso SA, Suhyel R (2025) Assessing the Effects of Medical Service Quality on Customer Satisfaction in Sher Ethiopia Hospital, Batu. J Health Med Econ Vol:11 No:2

Supplementary File

Rift Valley University

Department of Business administration

A Questionnaire Prepared for Customers Seeking Services from Sher Ethiopia Hospital

Dear respondent, the purpose of this questionnaire is to collect information on the service quality and customer satisfaction on Sher Ethiopia Hospital for the partial fulfillment of the requirements for the master's in business administration. The information obtained will be used for academic purposes only and be treated confidentially. Thank you very much in advance for your earnest cooperation.

Instruction

No need to write your name. Encircling your answer

Part 1: Socio-Demographic Characteristics of Respondents

1. Gender: Male; Female
2. Age (in years): 18-28; 29-39; 40-50; 50+
3. Educational status: Illiterate; Diploma; First degree; Primary school; Above degree; Secondary school
4. Payment status: Free; Paying
5. Frequency of visit: New visit; Repeated visit
6. Reason for visit: Illness; Family planning; vaccination; Others

Part II Research related questions

Direction: This part of the questionnaire intends to find your perception towards the service quality of Sher Ethiopia hospital please circle the number which reflects your perception.

Please indicate the level of your agreement and disagree with the following descriptions by in encircling the appropriate answer based on the following ratings.

1=strongly disagree, 2=disagree, 3=averagely agree, 4=agree, 5=strongly agree

Dimensi ons	Q. no	Statement to evaluate	Rating points				
			1	2	3	4	5
Tangibilit y	1	The hospital has up to date equipment and technology	1	2	3	4	5
	2	The hospital facilities are visually appealing	1	2	3	4	5
	3	The hospital employees are well dressed and appear neat.	1	2	3	4	5
	4	The physical facilities and technology of the hospital go with the type of service provided.	1	2	3	4	5
Reliabilit y	5	The hospital of employees provides service at the time they promise to do so	1	2	3	4	5
	6	The hospital employees show sincere interest in solving a problem you face.	1	2	3	4	5
	7	The hospital employees perform service right the first time (error free service)	1	2	3	4	5
	8	The hospital delivers the service at the time agreed on	1	2	3	4	5
	9	The hospital keeps your records accurately (history of complaint, medical records, your contact information)	1	2	3	4	5
Responsi veness	10	The hospital employees tell you exactly when the service will be performed	1	2	3	4	5
	11	The hospital provides fast service.	1	2	3	4	5
	12	Employees of the hospital are always willing to help customers.	1	2	3	4	5
	13	The hospital employees are never busy to Respond to your enquires	1	2	3	4	5
Empathy	14	Employees of the hospital give attention to customers	1	2	3	4	5
	15	Employees of the hospital give personal attention to each Customer	1	2	3	4	5
	16	Employees of the hospital understand the specific need of customer	1	2	3	4	5
	17	Employees of the hospital serve the interests of the Customers	1	2	3	4	5
	18	The hospital opening hours a r e appropriate for all its customers	1	2	3	4	5
Assuranc e	19	The behaviors of employees in the hospital impress customers with the reliability of service.	1	2	3	4	5
	20	The customers feel confident when they contact with Employees of the hospital	1	2	3	4	5

	21	Employees of the hospital are always friendly and courteous.	1	2	3	4	5
	22	Employees of the hospital have knowledge to answer Customers' questions.	1	2	3	4	5

Part III: Level of customer satisfaction

Direction: the following statement describes you're feeling about Sher Ethiopia hospital
Please respond by choosing the number which best reflects your own perception.

1. My feeling about Sher Ethiopia hospital service delivery can be best described as

1. Highly dissatisfied

2. Dissatisfied

3. Neutral

4. Satisfied

5. Highly satisfied

Thank you for taking your time to fill this questioner!!!