

**DETERMINANTS OF PATIENT SATISFACTION
ON THE LABORATORY SERVICES OF
NAYPYITAW 1000 BEDDED GENERAL
HOSPITAL**

**Thesis submitted to
the Postgraduate Academic Board of Studies
University of Public Health, Yangon
as the partial fulfilment of the requirements
for the Degree of Master of Hospital Administration (MHA)**

**OAK SOE LIN
M.B.,B.S
Dip.Med.Sc (Primary Emergency Care)
2023**

ABSTRACT

Customer satisfaction is a requirement of several international standards for laboratory quality and the laboratory is not achieving its primary function if the customer is not well served. A hospital based cross sectional descriptive study was conducted to determine the patient satisfaction on laboratory services and to find out its determinants at Naypyitaw 1000-Bedded General Hospital (NPTGH). Total 196 patients who were attending to out-patient department were recruited consecutively. Face-to-face interview was done by using structured questionnaires containing sociodemographic characteristics of patients, patient perception on the laboratory services and overall patient satisfaction on the laboratory services. The questionnaire has been modified from the customer service survey of Laboratory Quality Stepwise Implementation Tool (WHO, 2015). The data collection was done electronically using Kobo platform. Descriptive statistic and multiple linear regression were done. Most of the patients were female (65%), above 50 years old (45%), and had below high school level of education (47%). Most patients (62%) were currently working and lived in Naypyitaw. Most had visited the NPTGH laboratory for more than one time. Overall satisfaction mean (SD) on NPTGH laboratory was 4.31 (0.486). Being female [$\beta=0.101$, $p = 0.024$, 95%CI (0.014, 0.188)] and those patients who were working [$\beta= -0.096$, $p = 0.037$, 95%CI (-0.186, -0.006)] had more satisfaction on the laboratory services of NPTGH. The patients who were satisfied with physical environment of laboratory [$\beta= 0.257$, $p= 0.002$, 95% CI (0.092, 0.410)], staff competency [$\beta = 0.192$, $p= 0.004$, 95% CI (0.062, 0.323)], and quality of laboratory services [$\beta = 0.471$, $p<0.001$, 95% CI (0.335, 0.608)] had more satisfaction in this study. There was no association between age, education, income, resident area, family members, frequency of visit and patient satisfaction on laboratory service ($p>0.05$). On conclusion, overall satisfaction on the laboratory services was high. Gender, occupation of participants, satisfaction on physical environment, staff competency and quality of laboratory service were the determinants of patient satisfaction in this study. Explaining the detail procedure of sample collection and to supply more hand washing facilities were recommended at the NPTGH laboratory in this study.