

## Documents

Che'Man, M.<sup>a</sup>, Che Alhadi, S.<sup>b</sup>, Yusof, Z.<sup>c</sup>, Arifin, S.R.M.<sup>d</sup>, Md. Razib, M.Z.<sup>a</sup>, Amiruddin, S.<sup>e</sup>

**Patient Satisfaction with the Quality of Healthcare Services at Selected Major Outpatient Clinics at Sultan Ahmad Shah Medical Centre Kuantan Pahang**  
(2024) *IIUM Medical Journal Malaysia*, 23 (1), pp. 91-96.

DOI: 10.31436/imjm.v23i01.2335

<sup>a</sup> Department of Family Medicine, International Islamic University Malaysia, Kuantan, Malaysia

<sup>b</sup> Department of Surgery, International Islamic University Malaysia, Kuantan, Malaysia

<sup>c</sup> Department of Community Medicine, International Islamic University Malaysia, Kuantan, Malaysia

<sup>d</sup> Kulliyah of Nursing, International Islamic University Malaysia, Kuantan, Malaysia

<sup>e</sup> Department of ENT, Universiti Sultan Zainal Abidin, Medical Campus, Terengganu, Malaysia

### Abstract

**INTRODUCTION:** Patient satisfaction is a key factor in determining any gaps or inadequacies in the healthcare provider's services. This study aimed to measure the level of patient satisfaction and its associated factors towards the healthcare service of outpatient clinics in Sultan Ahmad Shah Medical Centre (SASMEC), IIUM, Kuantan, Pahang. **MATERIALS AND METHODS:** A total of 1050 patients were recruited from internal medicine, paediatrics, surgery, obstetrics and gynaecology, orthopaedics, and psychiatry clinics between February 2021 and February 2022. A questionnaire was administered which consists of two parts: one that covers patients' sociodemographic data and the other that assesses the patients' level of satisfaction with the healthcare services using the Malay-validated Short-Form Patient Satisfaction Questionnaire (PSQ-18). **RESULTS:** The mean overall satisfaction level was  $3.94 \pm 0.46$ , with the highest mean scores in the interpersonal manners ( $4.2 \pm 0.64$ ) and communications ( $4.26 \pm 0.56$ ) domains. From the multivariate analysis, it was found that those patients in the lower income group (B40) were more satisfied with the quality of the healthcare services ( $B=0.172$ , 95% CI= $0.08, 0.263$ ) compared to the middle-income group. Being a student ( $B=-0.202$ , 95% CI= $-0.296, -0.108$ ) and having a follow-up treatment visit ( $B=-0.082$ , 95% CI= $-0.156, -0.008$ ), were significantly associated with lower satisfaction levels as compared to their counterparts. **CONCLUSION:** Overall, patients who attended SASMEC were satisfied with the service provided. Continuous service improvement aimed at patients' household income, occupation and purpose of visit may help SASMEC enhance its service in the future. © (2023), (International Islamic University Malaysia). All Rights Reserved.

### Author Keywords

Healthcare service; Patient satisfaction; PSQ-18; SASMEC

### Funding details

SRG 21-017-0017

International Islamic University Malaysia IIUM

### Funding details

The Kulliyah of Medicine Research Committee approved this study and registered it to IIUM Research Ethics Committee (IREC) with ID: IREC 2021-074. This study funded by SASMEC Research Grant with ID: SRG 21-017-0017.

### Funding details

The researchers like to express their genuine thanks to the Director of SASMEC and Head of IIUM FHC, Kuantan for permission to publish this paper.

### References

- Pitaloka, SD, Rizal, AM.  
(1970) *Patients' satisfaction in Antenatal Clinic Hospital universiti kebangsaan Malaysia [Internet]*,  
1. UKM Journal Article Repository. Department Of Community Health, Faculty of Medicine, Universiti Kebangsaan Malaysia; [cited 2023 Feb 23]
- Razali, H, Aizuddin, AN, Jamsiah, M, Jamil, AT, Ismail, A.  
**Factors affecting outpatients' satisfaction at at University Kebangsaan Malaysia Medical Centre (UKMMC)**  
(2014) *Malaysian Journal of Public Health Medicine*, 14 (2), pp. 77-85.  
2. Jan
- Shirley, ED, Sanders, JO.  
**Patient satisfaction: Implications and predictors of Success**

(2013) *The Journal of Bone and Joint Surgery-American Volume*, 95 (10).  
3. May 15

- Ahmad, E, Itrat, M.  
**Patient satisfaction with medical services provided at Unani Medicine Hospital, Bengaluru: A cross-sectional study**  
(2020) *Journal of Patient Experience*, 7 (6), pp. 1432-1437.  
4
- Ganasegeran, K, Perianayagam, W, Abdul Manaf, R, Ali Jadoo, SA, Al-Dubai, SA.  
**Patient satisfaction in Malaysia's busiest outpatient medical care**  
(2015) *The Scientific World Journal*, pp. 1-6.  
5
- Marshall, GN, Hays, RD.  
(1994) *The Patient Satisfaction Questionnaire Short Form (PSQ-18) - rand [Internet]*,  
6. The Patient Satisfaction Questionnaire Short-Form (PSQ-18). [cited 2023 Feb 27]
- Narimah, AHH, Rizwan, SO, Nadhrah, NR  
**A descriptive cross-sectional study on patient satisfaction in a private hospital in Selangor**  
(2006) *Malaysian Journal of Public Health Medicine*, 6 (2), pp. 6-12.  
7
- Leow, HT, Liew, SM.  
**A cross sectional study on patient satisfaction and its association with length of consultation at the University Malaya Medical Centre Primary Care Clinic**  
(2022) *Malaysian Family Physician: the Official Journal of the Academy of Family Physicians of Malaysia*, 17 (2), p. 71.  
8. Jul 7
- Batbaatar, E, Dorjdagva, J, Luvsannyam, A, Savino, MM, Amenta, P.  
**Determinants of patient satisfaction: A systematic review**  
(2016) *Perspectives in Public Health*, 137 (2), pp. 89-101.  
9
- Nguyen, T, Nguyen, H, Dang, A.  
**Determinants of patient satisfaction: Lessons from large-scale inpatient interviews in Vietnam**  
(2020) *PLOS ONE*, 15 (9).  
10
- Rajkumari, B, Nula, P.  
**Patient's satisfaction with care in a government health facility in North East India: A cross-sectional study**  
(2017) *Journal of Medical Society*, 31 (2), p. 94.  
11
- Rezaian, S, Selamat, HB.  
**Patient satisfaction in a university health center: A Malaysian study**  
(2014) *Journal of Health Informatics in Developing Countries*, 8 (2).  
12
- Abdullah, MZ, Othman, AK, Hamzah, MI, Anuar, A, Tobi, SN, Solat, N.  
**The Influence of Healthcare Service Quality on Public University Students' Satisfaction and Behavioural Intention: Moderating Role of Trust**  
(2022) *Journal of Health Management*,  
13. 09720634221076886
- Nabbuye-Sekandi, J, Makumbi, FE, Kasangaki, A, Kizza, IB, Tugumisirize, J, Nshimye, E  
**Patient satisfaction with services in outpatient clinics at Mulago Hospital, Uganda**

(2011) *International Journal for Quality in Health Care*, 23 (5), pp. 516-523.  
14. Jul 19

- Akthar, N, Nayak, S, Pai, P Y.

**A cross-sectional study on exploring the antecedents of patient's revisit intention:  
Mediating role of trust in the hospital among patients in India**

(2023) *F1000Research*, 12, p. 75.  
15. Jan 19

**Correspondence Address**

Che'Man M.; Department of Family Medicine, Pahang, Malaysia; email: mohdcheman@iium.edu.my

**Publisher:** International Islamic University Malaysia

**ISSN:** 27352285

**Language of Original Document:** English

**Abbreviated Source Title:** IIUM Med. J. Malaysia.

2-s2.0-85186555082

**Document Type:** Article

**Publication Stage:** Final

**Source:** Scopus

---

**ELSEVIER**

Copyright © 2024 Elsevier B.V. All rights reserved. Scopus® is a registered trademark of Elsevier B.V.

 **RELX Group™**