

UNIVERSITI TEKNOLOGI MARA

**PATIENT SATISFACTION EVALUATION WITH
THE SERVICES IN UiTM VISION CARE CLINIC**

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Project submitted in fulfillment of the requirements
for the degree of

**Bachelor (Hons.) of Optometry
Faculty of Health Sciences**

JULY 2015

AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulation of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledge as reference work. This topic has not been submitted to any academic institution or non-academic institution for any degree or qualification.

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ABSTRACT

The quality of health care services is extremely influences the compliance of patient with the treatment given by the healthcare provider. Thus, this study aimed at determining the level of patient satisfaction with the services in UiTM Vision Care Clinic in Universiti Teknologi MARA Puncak Alam Campus. A cross-sectional study involving 260 patients attending the clinic from March to April 2015 was carried out. They were selected through convenience sampling method. Using a set of questionnaire, the level of patient satisfaction was evaluated. The questionnaire was constructed based on several validated questionnaire with minimal modification. This questionnaire included five parts which were the demographic data, accessibility to the clinic, facility, quality of staff services and competency of examiner. A majority of the patients were generally satisfied with each subscale included in the questionnaire. A response of greater than 90% was satisfied with all the questions asked. There were some relationship shown between demographic data and independent variable (each subscale). There was no association between gender and each subscale. However, there was association between age and the satisfaction level of the location of the clinic (accessibility to the clinic subscale) with $P=0.023$ and also the professionalism of examiner ($P=0.032$). In addition, there was association between the educational level and friendliness of the staff with $P=0.017$ and with professionalism of examiner ($P=0.045$). Nevertheless, effective interventions was suggested towards improving the location problems will further increase patient satisfaction and hence the quality of services at UiTM Vision Care Clinic.

Keywords: Patient Satisfaction, Health Care Services, Primary Eye Care

TABLE OF CONTENT

AUTHOR'S DECLARATION	II
SUPERVISOR'S SIGNATURE	III
ACKNOWLEDGEMENT	IV
LIST OF TABLES	VII
LIST OF FIGURES	VIII
LIST OF ABBREVIATIONS	IX
ABSTRACT	X
ABSTRAK	XI
CHAPTER 1: INTRODUCTION	
1.1 Background of Study	1
1.2 Problem Statement	2
1.3 Objectives of the Study	2
1.4 Hypothesis of the Study	3
CHAPTER 2: LITERATURE RIVIEW	
2.1 Background Information	4
2.2 Accessibility of the Clinic	5
2.3 Facilities of the Clinic	7
2.4 Quality of Staff Services	10
2.5 Competency of the Examiner	11
CHAPTER 3: RESEARCH METHODOLOGY	
3.1 Research Design	17
3.2 Sampling Design	17
3.3 Subject or Samples	17
3.4 .Sample Size Calculation	18
3.5 Inclusion and Exclusion Criteria	20

3.6 Research Instruments	20
3.7 Data Measurements	21
3.8 Data Collection	21
3.9 Data Analysis	21
CHAPTER 4: RESULT	
4.1 Demographic Data	23
4.2 Accessibility to the Clinic	25
4.3 Facilities of the Clinic	28
4.4 Quality of Staff Services	31
4.5 Competency of the Examiner	34
CHAPTER 5: DISCUSSION	
5.1 Accessibility to the Clinic	38
5.2 Facilities of the Clinic	40
5.3 Quality of Staff Services	41
5.4 Competency of Examiner	42
CHAPTER 6: CONCLUSION AND RECOMMENDATION	
6.1 Conclusion and Recommendation	44
REFERENCES	48
APPENDICES	
APPENDIX A Sample Of Questionnaire	51
APPENDIX B Research Ethic Approval	52
APPENDIX C Consent Form	53