

UNIVERSITI TEKNOLOGI MARA

PATIENT SATISFACTION:
STAFF PERFORMANCES AND PERCEPTION
TOWARDS DISCHARGE PROCESS

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ABSTRACT

Purpose- The aim of this study is to examine the relationship between patient satisfaction to discharge process and staff performances in private healthcare in Sabah. This study aims to examine whether it is in line with staff perception on discharge process towards patient service experience and satisfaction.

Design/methodology/approach- To examine how discharge process and staff performances affecting patient satisfaction in private medical healthcare providers located in Kota Kinabalu, the methodology that will be employed is using quantitative approach via random survey using questionnaire. The questionnaires for both will contain attributes that identified to be relevant to assess patient satisfaction and staff perception to the discharge process of these private hospitals in Kota Kinabalu. Two (2) hypotheses have been developed and to be measured:

H¹: There is a positive relationship between discharge process and patient satisfaction

H²: There is a positive relationship between staff performances and patient satisfaction

Practical implication- This study hopefully to provide insights to the private hospitals to understand to what extent the important of the discharge process affecting patient satisfaction as well as staff performances for best delivery of hospital service quality. By having better understanding on the relationship between hospital's discharge process and staff performances to patient satisfaction, the hospital's management hopefully able to assist on hospital's personnel improvement and managing patient needs and expectations.