
Does Putrajaya Health Clinic Meet Their Clients Expectation?

M.S.Nora'i¹, A.Tahir², A.Nuraimy¹, A.G.Hamzah¹

¹Putrajaya Health Office

²Institute for Health Systems Research

ABSTRACT

This is a cross sectional study to assess the performance of Putrajaya Health Clinic in meeting the client's expectation among 403 clients who came to seek medical treatment through a systematic random sampling in the month of July 2006. Our aim is not only to reduce dissatisfaction among clients but also try to meet their expectations; we have adopted SERVQUAL method which defined satisfaction as the difference between perceptions and expectations. We would also like to refer this dissatisfaction as *not able to meet clients' expectation*. It was found that there were only 6.9% of clients dissatisfied in Putrajaya Health Clinic, but they had not been able to meet 81.5% of clients' expectation. As for demographic characteristics, there appeared to be a significant association between client's satisfaction and age, gender, ethnicity and educational level. For outpatient's, the greatest dissatisfaction is in the dimension of Reliability. Clients were not happy with the waiting time at the clinic. Apart from recruiting more staff, management should develop a comfortable waiting environment to reduce the agony of waiting.

Keyword : Client's satisfaction; SERVQUAL; Putrajaya Health Clinic; Responsiveness;

Introduction

The Putrajaya Health Clinic started the services in November 1999 and the service delivery system is ICT driven. Being a government health clinic, is not without problems. Firstly, because of its strategic location in the Government Administrative Centre and being the only clinic at the moment to serve almost 70,000 working population in Putrajaya, and clients' attendances have doubled its daily capacity. Its bureaucratic nature has delayed the process of decision-making too

as it is still managed administratively under the Federal Territory of Kuala Lumpur State Health Department. Secondly, shortage of manpower has made the problem worse. Currently there is a 20% shortage in staff. Thirdly, an increasing number of clients are using public health facilities. This puts a strain on Putrajaya Health Clinic which has not only resulted in a shortage of medical supplies but also in overloading the personnel. Finally, the community has become more educated. Now, they are aware of their rights and will lodge a complaint if their rights are not met. A