

ABSTRACT

Service quality plays a pivotal role in health care organizations and impacts the satisfaction of customers in general and inpatients in particular. Therefore, an improvement in the quality of services is necessary for the hospital to exist and grow in a competitive environment that is a characteristic of the healthcare industry in Vietnam nowadays. Therefore, this study examined the relationship between service attributes (Access to Care, Tangibles, Doctors' Services, Nurses' Services, Admission Services, Billing Services, and Treatment Outcomes) and overall inpatients' satisfaction and measured their levels of satisfaction with service quality of the Transport Hospital I.

Data was collected from 356 inpatients through self-administered questionnaires using judgment sampling. Statistical Package for Social Science program was used to analyze the data. Correlation Coefficient was performed to find the relationship between the independent and dependent variables.⁶⁹

The findings showed that significant relationships existed between all studied service attributes and overall inpatients' satisfaction. The results also reported that overall inpatients were satisfied with the hospital's service quality. They were satisfied with Doctors' and Nurses' Services, and Treatment Outcomes. However, they were dissatisfied with Access to Care and some items of Tangibles, Admission and Billing Services.