

**ASSESSING FUNCTIONAL QUALITY OF
HEALTH SERVICES AT GENERAL MEDICAL
WARDS OF YANGON GENERAL HOSPITAL**

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ABSTRACT

In Myanmar, with the introduction of market economy and health sector reforms, improving quality of health services facilities is becoming essential to meet the patients' expectations and satisfy the patients' needs. This study was conducted to assess the functional quality of health services and to find out the gaps between patients' perceptions and expectations on health services and associated factors with functional quality gaps of health services at general medical wards of Yangon General Hospital (YGH) in Yangon Division, Myanmar. This study was a hospital based cross-sectional descriptive study, which had been conducted from September to November, 2017 and carried out among 156 patients who were admitted to 7 medical wards of YGH by consecutive sampling method. Modified questionnaires adopted from SERVQUAL model were used.

Mean expectations scores for overall expectations and perceptions were (3.93 ± 0.56) and (4.12 ± 0.55) with mean quality gaps of (0.19) which had statistically significant difference ($p < 0.001$). Highest mean perception score was on reliability (4.22 ± 0.62) and lowest on empathy domain (4.03 ± 0.73) . Highest mean expectation score were on reliability (4.02 ± 0.66) and lowest on tangibility (3.85 ± 0.55) . All quality gaps had statistically significant difference with ($p < 0.001$). Positive quality gaps were revealed in all domains with tangibility (0.21) , reliability (0.20) , responsiveness (0.19) , assurances (0.19) and empathy (0.17) . Almost all i.e., 90% of respondents were satisfied with the services and 92% of respondents wanted to return to hospital if further admission is needed while 94% of respondents were willing to recommend the hospital. Statistically significant association was found between age and services quality gaps. Younger age were more satisfied with the services quality provided by YGH ($p = 0.003$).

All services quality gaps between patients' expectations and perceptions were positive gaps indicating the patients from medical wards of YGH satisfied over the functional quality of health services. Hospital politicians and administrators should emphasise more on improvement of empathy, assurances and responsiveness of the health services according to the study results.