



## HEALTH ORGANIZATIONS' PERCEPTIONS OF THE SERVICE THAT IS SUBJECT TO THEIR COMPLAINTS

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### ABSTRACT

## ARTICLE INFO

All health care organizations, patient-health worker satisfaction and participation with the Group is aiming to reach synergies that will be created. In the health sector because of to continue to exist, needs the support of all parties. This article in the study, health care organizations quality management practices that they follow to achieve their goals within the scope of the effects of demographic characteristics on patient's complaints were investigated.

In order to measure these effects in a State Hospital March –April 2006 period, 94 patients completed the questionnaire of 32 questions refer to. The results of the questionnaire were analysed with SPSS statistical analysis method and interpreted.

At the end of the study, it was seen that assessments differ in patient survey. Satisfaction levels of hospital care and Ambulatory patients from the meticulous attention to personal privacy from hospitalized patients was found to be higher. The height of this one-to-one service providers and the service recipients that is related to the time they spend on it is shown.

**Keywords:** Quality, Satisfaction, Service Quality, Total Quality Management,

## 1. INTRODUCTION

Health service delivery, brokers are individuals who demand the service from anyone not contain his request or the continuation of the conduct in the legal representative of the direction of the process to approve life. processes for the generation of the resumed service quality standards in different branches of health service delivery in the health services of the business managers together with all employees should also be found in their personal responsibility. Quality level of service that made the presentation, is taken as the basis for articles covering these topics are not satisfied with the service quality and condition of the patient to be measured with the feedback they have made of the individual patient. The purpose of the study, in a state hospital patients complain that the way to achieve the quality of service to evaluate how effective and to provide suggestions for upgrading the level of dissatisfaction with the assessment made as a result of the correction of errors.

## 2. QUALITY OF SERVICE

Concepts that belong to an abstract concept, which is the level of service the detection of the phenomenon varies on an individual basis. The concept of service to encompass the very notion of a structural feature is a broad (Yalkın, 2010: 4).

The concept of service is expressed in the most simple way to do a job for anyone. Individuals and businesses or to both presentations can be made. Turkish Language Institution of Great Turkish

Dictionary; "Seeing one's work or doing something for someone" is defined (Ardıç, 1998: 12).

In Economics terms dictionary (TDK, b.t.) service "has the characteristics that meet the requirements at the time it is produced and consumed in any activity" in the definition of are made.

## 3. MATERIALS AND METHODS

### 3.1. Purpose Of The Study

The objective of the study in a State Hospital in Turkey to assess customer perception has been identified as external.

### 3.2. The Universe Of The Research

The research of the universe in a State Hospital March –April 2006 during the period consists of the people who apply.

### 3.3. The Sample Of The Study

Sample Bursa/Turkey operating in a State Hospital March –April 2006 94 has been identified as the person to receive outpatient services in the period refer.

### 3.4. Evaluation Of Data

Entering the survey data obtained from participants computer containing descriptive analysis using SPSS 19.0 statistical software frequency and percentage distributions are made.

## 4. RESULTS

### 4.1 Age and "Is This Your First Application To The Hospital?" Expression Comparison

			Age					Total	Significance	
			18-25	26-40	41-50	51-65	66 and above		X <sup>2</sup>	p
Is this your first application to the hospital?	Yes	Count	16	18	10	1	1	46	22,130	,005
		%	34,8%	39,1%	21,7%	2,2%	2,2%			
	No	Count	7	10	13	11	7	48		

	%	14,5%	20,8%	27,0%	22,9%	14,5%	100,0%		
Total	Count	23	28	23	12	8	94		
	%	24,5%	29,8%	24,5%	12,8%	8,5%	100,0%		

When table 4.1 is examined, "Is this your first application to the hospital?" expression; patients between the ages of 18-25 (34.8%) yes, (14.5%) no, patients between 26-40 years of age (39.1%) yes, (20.8%) no, patients between 41-50 years of age (21.7%) yes, (27.0%) no, patients between 51-65 years of age (2.2%) yes, (22.9%) no, patients between 26-40 years

of age (39.1%) yes, (20.8%) no, with age 66 years and older patients (2.2%) yes (14,5%) no answered in the form. Statistically significant differences according to the age of the patient whether or not individuals are first admitted to the hospital ( $p < .05$ ) was found to reveal ( $p < .05$ ).

#### 4.2 Age and "How Many Times Did You Come To The Hospital For Inpatient Treatment?" Expression Comparison

			Age				Total	Significance	
			18-25	26-40	41-50	51-65 and above		X <sup>2</sup>	p
How many times did you come to the hospital for inpatient treatment?	First	Count	18	21	12	5	56	34,335	,001
		%	32,1%	37,5%	21,4%	8,9%	100,0%		
	2 nd accesses	Count	3	3	7	3	16		
		%	18,7%	18,7%	43,7%	18,7%	100,0%		
	3 or 4 accesses	Count	2	3	3	12	20		
		%	10,0%	15,0%	15,0%	60,0%	100,0%		
Total	Count	23	27	22	20	92			
	%	25,0%	29,3%	23,9%	21,7%	100,0%			

When table 4.2 is examined, "How many times did you come to the hospital for treatment bed?" expression; Patients between 18 and 25 years (32.1%) were for the first time, (18.7%) of the 2 nd time, (2.0%) have 3 or 4 th time, patients between 26 and 40 years (37.5%) were for the first time, (18.7%) of the 2 nd time, (15.0%) have 3 or 4 th time, patients between 41 and 50 years (21.4%) were for

the first time, (43.7%) of the 2 nd time, (15.0%) have 3 or 4 th time, patients 51-65 years of age and older (8.9%) were for the first time, (18.7%) of the 2 nd time, (60.0%) have 3 or 4 th time answered in the form. Statistically significant differences according to age how many times they came to the hospital to inpatient treatment ( $p < .05$ ) had revealed.

#### 4.3 Age and "I Did Not Expect Much For Analysis and Investigation" Expression Comparison

			Age					Total	Significance	
			18-25	26-40	41-50	51-65	66 and above		X <sup>2</sup>	p
I did not expect much for analysis and investigation	Yes	Count	3	8	8	7	6	32	20,461	,009
		%	9,4%	25,0%	25,0%	21,9%	18,8%	100,0%		
	Partially	Count	9	14	11	1	1	36		
		%	25,0%	38,9%	30,6%	2,8%	2,8%	100,0%		
	No	Count	11	6	4	4	1	26		
		%	42,3%	23,1%	15,4%	15,4%	3,8%	100,0%		
Total	Count	23	28	23	12	8	94			

%	24,5	29,8	24,5	12,8	8,5	100,0
	%	%	%	%	%	%

When table 4.3 is examined, "I did not expect much for analysis and investigation." expression; patients between the ages of 18-25 (9.4%) yes, (25.0%) partially, (42.3%) no, patients between the ages of 26-40 (25.0%) yes, (38.9%) partially, (23.%) no, patients between the ages of 41-50 (25.0%) yes, (30.6%) partially, (15.4%) no, patients

between the ages of 51-65 (21.9%) yes, (2.8%) partially, (15.4%) no, with age 66 years and older patients (18.8%) yes (2.8%) partially, (3.8%) no answered in the form. Statistically significant differences according to the age of their responses that they expect a lot of patient and wait for the assay tests (p <.05) was determined to show.

**4.4 Marital Status and "Is This Your First Application To The Hospital?" Expression Comparison**

			Marital Status			Total	Significance	
			Single	Married	Widow		X <sup>2</sup>	p
Is this your first application to the hospital?	Yes	Count	21	24	1	46	17,159	,002
		%	45,7%	52,2%	2,2%	100,0%		
	No	Count	9	25	14	48		
		%	18,7%	52,0%	29,1%	100,0%		
Total	Count	30	49	15	94			
	%	31,9%	52,1%	16,0%	100,0%			

When table 4.4 is examined, " Is this your first application to the hospital?" expression; single patients (45.7%) yes, (18.7%) no, married patients (52.2%) yes, (52.0%) no, widow patients (2.2 %) yes, (29.1 %) no answered in the form.

Statistically significant differences according to marital status in perceptions about whether they refer patients to the hospital for the first time (p <.05) was determined to be.

**4.5 Marital Status and "How Many Times You Come To The Hospital For Treatment Bed?" Expression Comparison**

			Marital Status			Total	Significance	
			Single	Married	Widow		X <sup>2</sup>	p
How many times you come to the hospital for treatment bed?	First	Count	22	32	2	56	30,434	,000
		%	39,3%	57,1%	3,6%	100,0%		
	2 nd accesses	Count	5	9	2	16		
		%	31,3%	56,3%	12,5%	100,0%		
	3 or 4 accesses	Count	2	7	11	20		
		%	10,0%	35,0%	55,0%	100,0%		
Total	Count	29	48	15	92			
	%	31,5%	52,2%	16,3%	100,0%			

When table 4.5 is examined, " How many times you come to the hospital for treatment bed?" expression; single patients (39.3%) were for the first time, (31.3%) of the 2 nd time, (10.0%) have 3 or 4 th time, married patients (57.1%) were for the first time, (56.3%) of the 2 nd time, (35.0%) have 3 or 4 th time, widow patients (3.6%)

were for the first time, (12.5%) of the 2 nd time, (55.0%) have 3 or 4 th time answered in the form. Statistically significant differences according to marital status of the subject many times they come to the hospital for inpatient treatment (p <.05) was determined to be.

**4.6 Educational Status and "How Many Times You Come To The Hospital For Treatment Bed?" Expression Comparison**

	Educational Status	Total	Significance
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			Patients with non-literacy and primary school	Middle School	High school and equivalent schools	University and higher	Total	X <sup>2</sup>	p
How many times you come to the hospital for treatment bed?	First	Count	5	4	16	31	56	35,437	,000
		%	8,9%	6,7%	28,6%	55,4%	100,0%		
	2 nd accesses	Count	2	2	7	5	16		
		%	12,5%	12,5%	43,8%	31,3%	100,0%		
	3 or 4 accesses	Count	8	3	5	4	20		
		%	40,0%	15,0%	25,0%	20,0%	100,0%		
Total		Count	15	9	28	40	92		
		%	16,3%	9,7%	30,4%	43,4%	100,0%		

When table 4.6 is examined, " How many times you come to the hospital for treatment bed?" expression; patients with non-literacy and primary school (8.9%) were for the first time, (12.5%) of the 2 nd time, (40.0%) have 3 or 4 th time, patients with secondary school graduates (6.7%) were for the first time, (12.5%) of the 2 nd time, (15.0%) have 3 or 4 th time, patients with high school and equivalent school graduates (28.6%) were for the first time,

(43.8%) of the 2 nd time, (25.0%) have 3 or 4 th time, patients with university and higher school graduates (55.4%) were for the first time, (31.3%) of the 2 nd time, (20.0%) have 3 or 4 th time answered in the form. Statistically significant differences according to the educational status of the subjects they come several times to the hospital for inpatient treatment ( $p < .05$ ) was determined to be.

#### 4.7 Educational Status and " What Are Your Reasons For Forwarding Your Complaint?" Expression Comparison

			Training Status				Significance	
			Patients with non-literacy and primary school	Middle School	High school and equivalent schools	Total	X <sup>2</sup>	p
What are your reasons for forwarding your complaint?	I thought that complaining doesn't work	Count	3	1	16	20	23,551	,023
		%	15,0%	5,0%	80,0%	100,0%		
	I don't know where to complain	Count	4	1	4	9		
		%	44,4%	11,1%	44,4%	100,0%		
	Thought I'd stop by and caused material damage by complaining	Count	2	1	7	10		
		%	20,0%	10,0%	70,0%	100,0%		
	I did not complain for other reasons	Count	1	3	17	21		
		%	4,7%	14,2%	80,9%	100,0%		
Total		Count	10	6	44	60		

	%	16,6%	10,0%	73,3%	100,0%		
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When table 4.7 is examined, "You have come several times to the hospital for treatment bed" expression; patients with non-literacy and primary school (15.0%) those who think that complaining is useless, (44.4%) those who know where would complain, (20.0%) those who would suffer losses in the material sense complaining, (4.7%), patients with middle school graduates (5.0%) those who think that complaining is useless, (11.1%) those who know where would complain, (10.0%) those who would suffer losses in the

material sense complaining, (14.2%), patients with high school and equivalent schools graduates (80.0%) those who think that complaining is useless, (44.4%) those who know where would complain, (70.0%) those who would suffer losses in the material sense complaining, (80.9%) answered in the form. Statistically significant differences according to marital status and the reason for forwarding the complaints of relatives of the patient group ( $p < .05$ ) was determined to show.

#### 4.8 Educational Status and "Which Department Did You Complain To?" Expression Comparison

			Training Status			Significance	
			Patients with non-literacy and primary school - Middle School	High school and equivalent schools University and higher	Total	X <sup>2</sup>	p
Which department did you complain to?	Patient relationship	Count	3	24	27	30,549	,015
		%	11,1%	88,8%	100,0%		
	Front Office	Count	5	8	13		
		%	38,4%	61,5%	100,0%		
	House keeping	Count	2	3	5		
		%	40,0%	60,0%	100,0%		
	Food and drink	Count	2	3	5		
		%	40,0%	60,0%	100,0%		
	Other	Count	2	4	6		
		%	33,3%	66,6%	100,0%		
	Total	Count	14	42	56		
		%	25,0%	75,0%	100,0%		

When table 4.8 is examined, "Which department did you complain to?" expression; Literacy is not, Primary and Middle school graduate of patients (11.1%) patient relations, (38.4%) front Office, (40.0%) house keeping, (40.0%) food and drink, (33.3%) other, high school and equivalent schools, university graduates

and older patients (88.8%) patient relations, (61.5%) front Office, (60.0%) house keeping, (60.0%) food and drink, (66.6%) other answered in the form. Statistically significant differences by education departments in which they made their complaints ( $p < .05$ ) was determined to show.

#### 4.9 Educational Status and “Patients Laughs Staff Are Friendly and Were Concerned In The Recording Section” Expression Comparison

			Training Status				Total	Significance	
			Literacy is not - Primary	Middle School	High school and equivalent schools	University and higher		X <sup>2</sup>	p
Patients laughs staff are friendly and were concerned in the recording section	Yes	Count	10	1	7	9	27	20,730	,008
		%	37,0%	3,7%	25,9%	33,3%	100,0%		
	Partially	Count	1	7	10	18	36		
		%	2,7%	19,4%	27,8%	50,0%	100,0%		
	No	Count	4	1	11	14	30		
		%	13,3%	3,3%	36,7%	46,7%	100,0%		
Total	Count	15	9	28	41	93			
	%	16,1%	9,7%	30,1%	44,1%	100,0%			

When table 4.9 is examined, "Patients laughs staff are friendly and were concerned in the recording section" expression; Literacy is not, Primary school graduate of patients (37.0%) yes, (2.7%) partially, (13.3%) no, Middle School graduate of patients (3.7%) yes, (19.4%) partially, (3.3%) no, High school and equivalent schools graduate of patients

(25.9%) yes, (27.8%) partially, (36.7%) no, University and higher graduate of patients (33.3%) yes, (50.8%) partially, (46.7%) no answered in the form. Patients rose and faced the personnel department in the patient records statistically significant difference according to whether they are related to the subject of education ( $p < .05$ ) was determined to be.

#### 4.10 Occupation Status and “Patients Laughs Staff Are Friendly and Were Concerned In The Recording Section” Expression Comparison

			Occupation status					Total	Significance	
			Self-employed	Worker	working as civil servants and retirees	Housewife	Unemployed		X <sup>2</sup>	p
Patients laughs staff are friendly and were concerned in the recording section	Yes	Count	8	4	11	7	6	36	18,435	,048
		%	22,2%	11,1%	30,5%	19,4%	16,7%	100,0%		
	Partially	Count	9	9	9	4	4	35		
		%	25,7%	25,7%	25,7%	11,4%	11,4%	100,0%		
	No	Count	9	3	3	5	2	22		
		%	40,9%	13,6%	13,6%	22,7%	9,1%	100,0%		
Total	Count	26	16	23	16	12	93			
	%	28,0%	17,2%	24,7%	17,2%	12,9%	100,0%			

When table 4.10 is examined, “Patients laughs staff are friendly and were concerned in the recording section” expression; patient self-employed (22.2%) yes, (25.7%) partially, (40.9%) no, patients workers (11.1%) yes, (25.7%) partially, (13.6%) no, working as civil servants and retired patients (30.5%) yes, (25.7%) partially, (13.6%) no, patients housewife

(19.4%) yes, (11.4%) partially, (22.7%) no, patients unemployed (16.7%) yes, (11.4%) partially, (9.1%) no answered in the form. The examination of patients during the time of the required inspection according to think about leaving the profession, they think of the topic statistically significant differences ( $p < .05$ ).

#### 4.11 Occupation Status and “The Hospital For Inpatient Treatment Which Time?” Expression Comparison

			Occupation status						Significance		
			Self-employed	Worker	working as civil servants	Retieres	Housewife	Unemployed	Total	X <sup>2</sup>	p
The hospital for inpatient treatment which time?	Yes	Count	14	10	7	2	4	9	46	18,958	,041
		%	30,4%	21,7%	15,2%	4,3%	8,7%	19,6%	100,0%		
	No	Count	12	6	3	11	12	3	47		
		%	25,5%	12,7%	6,3%	23,4%	25,5%	6,3%	100,0%		
Total		Count	26	16	10	13	16	12	93		
		%	28,0%	17,2%	10,8%	14,0%	17,2%	12,9%	100,0%		

When table 4.11 is examined, "Is this your first application to the hospital?" expression; patient self-employed (30.4%) yes, (25.5%) no, patients workers (21.7%) yes, (12.7%) no, working as civil servants (15.2%) yes, (6.3%) no, retired patients (4.3%) yes, (23.4%) no, patients housewife

(8.7%) yes, (25.5%) no, patients unemployed (19.6%) yes, (6.3%) no answered in the form. Patients to the hospital for the first time a reference regarding whether statistically significant differences between the perceptions of they according to profession ( $p < .05$ ).

#### 4.12 Occupation Status and “The Hospital For Inpatient Treatment Which Time?” Expression Comparison

			Occupation status				Significance				
			Self-employed Worker Servants and Retieres			Unemployed Self- employed	Total	X <sup>2</sup>	p		
The hospital for inpatient treatment which time?	First	Count	34		21	55	35,154	,002			
		%	61,8%		38,1%	100,0%					
	2 nd accesses	Count	8		8	16					
		%	50,0%		50,0%	100,0%					
	3 nd accesses	Count	3		5	8					
		%	37,5%		62,5%	100,0%					
	4 nd accesses and above	Count	5		7	12					
		%	41,6%		58,3%	100,0%					
	Total		Count	50		41			91		
			%	54,9%		45,0%			100,0%		

When table 4.12 is examined, "The hospital for inpatient treatment which time?" expression; patients self-employed, patients worker, patients servants and retired patients (61.8%) were for the first time, (50.0%) of the 2 nd time, (37.5%) of the 3 nd time, (41.6%) 4 nd accesses and above, Unemployed Self ve employed

(38.1%) were for the first time, (50.0%) of the 2 nd time, (62.5%) of the 3 nd time, (58.3%) 4 nd accesses and above answered in the form. Statistically significant differences by occupation state how many times they come to the hospital for inpatient treatment of patients ( $p < .05$ ) was found to show.

#### 4.13 Social Security Status and “Did Your Complaint Through What Channel?” Expression Comparison

			Social security status			Significance		
			SSI Working and retired	Green card and private health insurance	Social security and other non -	Total	X <sup>2</sup>	p
Did your complaint	Face to face	Count	29	7	4	40	49,058	,003



through what channel?	interview	%	72,5%	17,5%	10,0%	100,0%		
	Phone (toll free customer lines, etc.)	Count	3	1	1	5		
		%	60,0%	20,0%	20,0%	100,0%		
	In writing (letter, complaint form)	Count	1	3	4	8		
%		12,5%	37,5%	50,0%	100,0%			
Total	Count		33	11	9	53		
	%		62,2%	20,7%	16,9%	100,0%		

When table 4.13 is examined, "Did your complaint through what channel?" expression; SSI Working and retired (72.5%) who complain face to face with the channel, (60.0%) Telephone (such as free customer lines) thanks to the channel, (12.5%) In writing (letter, complaint form), green card and private health insurance (17.5%) who complain face to face with the channel, (20.0%) Telephone (such as free customer lines) thanks to the channel,

(37.5%) In writing (letter, complaint form), In case of patients with no social security and other social security (10.0 %) who complain face to face with the channel, (20.0%) Telephone (such as free customer lines) thanks to the channel, (50.0%) In writing (letter, complaint form) answered in the form. A patient's complaints through the channel according to the status of their social security subject in which statistically significant differences ( $p < .05$ ).

#### 4.14 Social Security Status and "Which Has Been Used To Improve Business Process Your Complaint?" Expression Comparison

			Social security status			Significance	
			SSI, Working and retired	Green card and private health insurance and do not have health insurance	Other	Total	X <sup>2</sup>
Which has been used to improve business process your complaint?	Anything has not been done	Count	19	12	31	49,921	,049
		%	61,2%	38,7%	100,0%		
	Apology and explanation are reviewed	Count	6	3	9		
		%	66,6%	33,3	100,0%		
	The mistake is corrected	Count	9	3	12		
		%	75,0%	25,0%	100,0%		
	The adjustment has been made	Count	1	2	3		
		%	33,3%	66,6%	100,0%		
Total		Count	35	20	55		
		%	63,6%	36,3%	100,0%		

When table 4.14 is examined, "Which has been used to improve business process your complaint?" expression; SSI, Working and retired (61.2%) anything has not been done, (66.6%) apology and explanation are reviewed, (75.0%) the mistake is corrected, (33.3%) the adjustment has been made, green card and private health insurance and do not have health insurance and other (38.7%)

anything has not been done, (33.3%) apology and explanation are reviewed, (25.0%) the mistake is corrected, (66.6%) the adjustment has been made answered in the form. The company complained of were statistically significant differences according to the social security status of threads which implement improvement methods ( $p < .05$ ) was determined to be.

#### 4.15 Social Security Status and “During The Examination, I Think That The Time Allocated The Necessary Examinations.” Expression comparison

			Social security status					Total	Significance	
			SSI Working	SSI retired	Green card	Private health insurance	No social security and Other		X <sup>2</sup>	p
During the examination, I think that the time allocated the necessary examinations.	Yes	Count	10	14	3	4	5	18,805	,043	
		%	27,8%	38,9%	8,3%	11,1%	13,8%			100,0%
	Partially	Count	18	6	1	3	7			35
		%	51,4%	17,1%	2,9%	8,6%	20,0			100,0%
	No	Count	12	1	4	3	2			22
		%	54,5%	4,5%	18,2%	13,6%	9,0			100,0%
Total	Count	40	21	8	10	14	93			
	%	43,0%	22,6%	8,6%	10,8%	15,0	100,0%			

When table 4.15 is examined, "During the examination, I think that the time allocated the necessary examinations." expression; SSI working (27.8%) yes, (51.4%) partially, (54.5%) no, SSI retired (38.9%) yes, (17.1%) partially, (4.5%) no, Green card (8.3 %) yes, (2.9%) partially, (18.2%) no, Private health insurance (11.1 %) yes, (8.6%) partially,

(13.6%) no, not social security and other (13.8%) yes, (20.0%) partially, (9.0%) no answered in the form. During the examination of patients, a statistically significant difference when compared to the required examination of the issue of social security that they would consider leaving ( $p < .05$ ) was determined to be. SSI Working, SSI retired, Green card

#### 4.16 Social Security Status and “Inspection Were Provided Sufficient Privacy While” Expression Comparison

			Social security status			Total	Significance	
			SSI Working, SSI retired, Green card	Private health insurance	No social security and Other		X <sup>2</sup>	p
Inspection were provided sufficient privacy while	Yes	Count	50	6	7	63	22,188	,014
		%	79,3	9,5	11,1	100,0%		
	Partially	Count	16	2	6	24		
		%	66,6	8,3	25,0	100,0%		
	No	Count	2	2	1	5		
		%	40,0	40,0	20,0	100,0%		
Total	Count	68	10	14	92			
	%	73,9	10,8	15,2	100,0%			

When table 4.16 is examined, “Inspection were provided sufficient privacy while” expression; SSI Working, SSI retired, Green card (79.3%) yes, (66.6%) partially, (40.0%) no, Private health insurance (9.5 %) yes, (8.3 %) partially, (40.0%) no, not social security

and other (11.1%) yes, (25.0%) partially, (20.0%) no, answered in the form. During the examination of the patient sufficient privacy statistically significant difference according to whether adequate social security issues ( $p < .05$ ) was determined to be.

## 5. CONCLUSIONS AND RECOMMENDATIONS

All services group active in the health care system should provide complete services to meet the needs of patients in health care demand. This full-service, but also within the philosophy of total quality management can be performed with high quality service. Total Quality Management, a leading manager approach, increasing the labor force and the quality of service unceasingly conscious of individual responsibility is based on the development goals to keep alive. These objectives will bring self-developed organization and staff is constantly kept alive. The services will always tried to be taken to better patient satisfaction and thus continuously raising the concept of quality in health services will be moved farther than ever.

What dissatisfaction as a result of health service delivery, according to the demographic situation of the participants to the hospital administration has tried to determine the way they transmit. In this context, the age of those surveyed; They did not make contact for the first time to the hospital, how many times they come to the hospital for inpatient treatment and analysis and tests conducted it was determined that they do not expect much wait associated.

## REFERENCES

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Marital status; and making their first application for inpatient hospital was determined to be related to whether the number of times they come to the hospital.

Education; for inpatient treatment several times they came to the hospital, they did what their complaints department, laughs part of the staff that the patient records are friendly and they're not to be associated is about.

The professions; During the examination of the patient, time of examination that they would consider that to be separated, and whether to apply for the first time they have been determined to be related to inpatient hospital once they come to the hospital match.

Social security status of; They did through which channel their complaints, businesses which have implemented an improvement method, during the inspection, that they would consider that to be examined when the leave, during the inspection, it was determined that sufficient associated with not providing privacy assurance team.

All based on these results, patient training of health professionals in the analysis of the complaints contained in the development of health service delivery and the use of such claims in hospital is recommended.

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