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Abstract

Background: Patient satisfaction in the outpatient department is characterized by a positive personal perception of the item or service received from the health institution. Despite patient satisfaction being the pillar for individual patient recovery from disease, there is a lack of information about it.

The purpose of this study was to figure out what factors affect patients' level of satisfaction at private and public health facilities in, Southwest Ethiopia.

Methods: An institution-based comparative cross-sectional study was conducted from April 1 to May 15, 2021. This investigation was done on 348 study participants; from those 174 clients were from private institutions an institution-based comparative cross-sectional study and 174 clients were from public health institutions. A systematic random sampling method was used to select individual study participants. Key informant interview was conducted on eight health professionals who were selected by purposive sample technique. Ordinal logistic regression and the independent sample Mann-Whitney U test were used to analyze inferential data by using SPSS version 20 software.

Result: The result of this study revealed that being male = -1.36 [p = 0,002, 95%CI (-2.23-to -0.50)], Tangibility = 0.62 [p = 0, 003, 95%CI (0.077- 1.15)] assurance = 1.34 at [p < 0, 001, 95%CI (0.62- 2.07)] and responsiveness = 1.12 [p < 0, 001, 95%CI (0.5 1. p 9:

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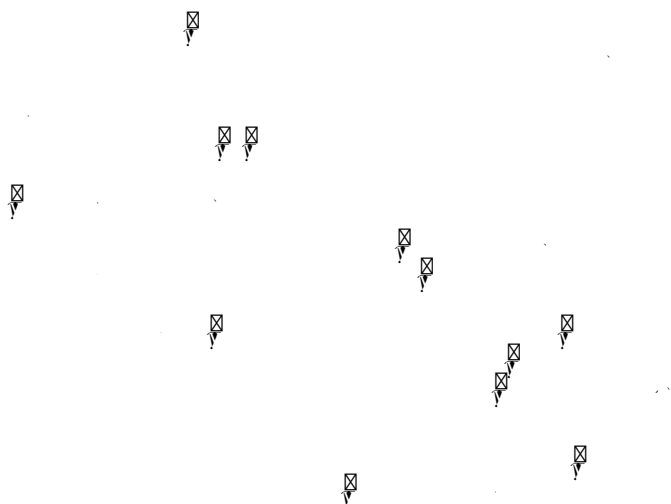
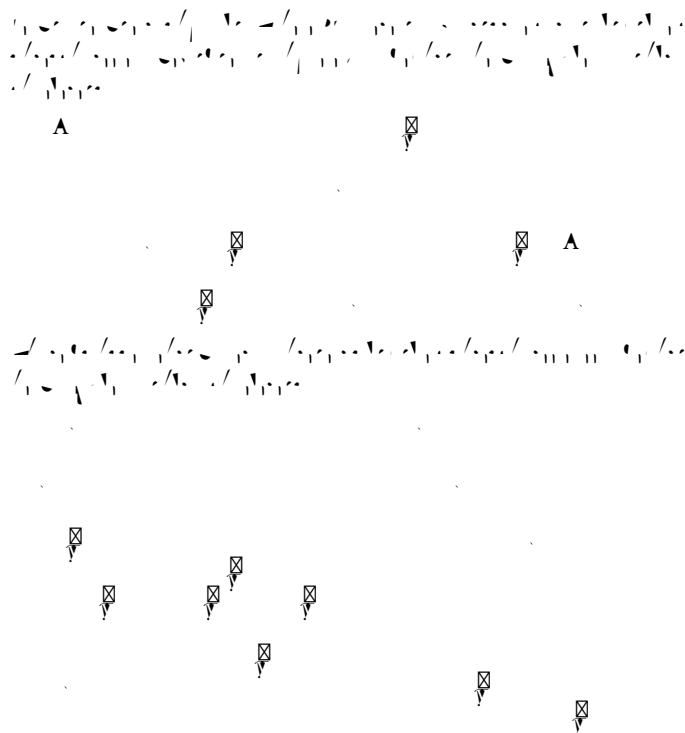




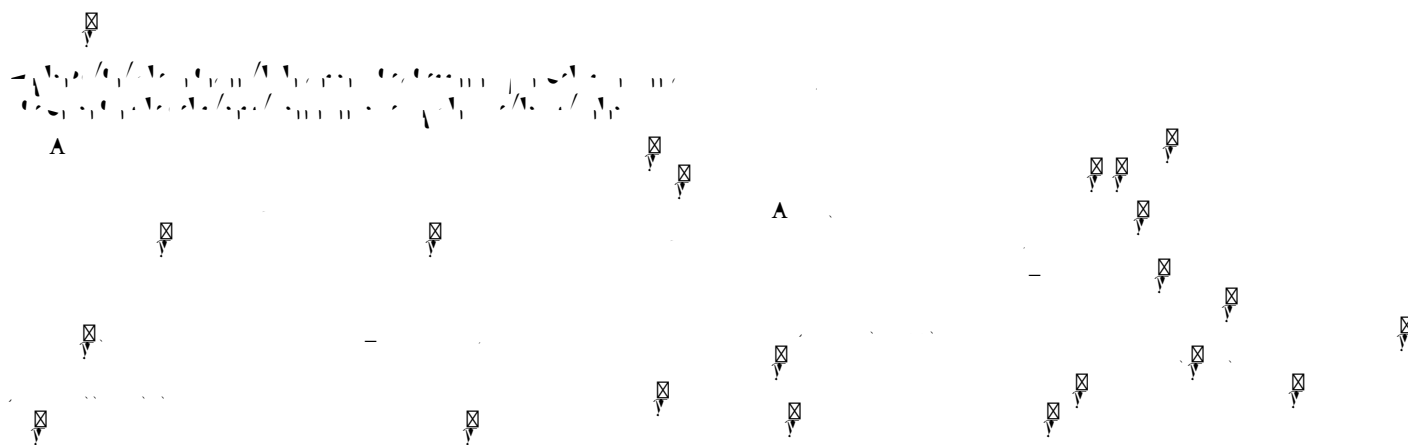


Table 1: Socio-demographic characteristics of outpatient's level of satisfaction in Mizan Aman town southwest Ethiopia, 2021.

Variables	Categories	Public OPD		Private OPD	
		Frequency	Percent (%)	Frequency	Percent (%)
Sex	Male	99	56.9	90	51.3
	Female	75	47.1	84	49.7
Educational status	Illiterate	20	11.5	22	12.6
	able to read and write	30	17.2	29	16.7
	attend primary education	38	21.8	37	21.3
	attend secondary school and above	58	33.3	70	40.2
	university and above	28	16.1	16	9.2
Ethnicity of respondent	Bech	73	42	96	55.2
	Skeko	20	11.5	16	9.2
	Kefa	42	24.1	43	24.7
	Amhara	18	10.3	2	1.1
	Oromo	16	9.2	14	8
Religion	Others	5	2.9	3	1.7
	Orthodox	48	27.6	38	21.3
	Muslim	33	19	29	16.7
	Protestant	82	47.1	99	56.9
	Catholic	10	5.7	3	1.7
Occupation	Others	1	0.6	5	2.9
	Farmer	35	20.1	37	21.3
	Merchant	39	22.4	34	19.5
	employed	63	36.2	71	40.8
	Student	23	13.2	19	10.9
Marital status	house wife	14	8	13	7.5
	Single	62	35.6	44	25.3
	Married	107	61.5	116	66.7
	Widow/widowed	2	1.1	3	1.7
	Separated	1	0.1	6	3.4
Residence	Divorced	2	1.1	6	3.4
	Urban	118	67.8	107	61.5
	Rurar	56	32.2	67	38.5



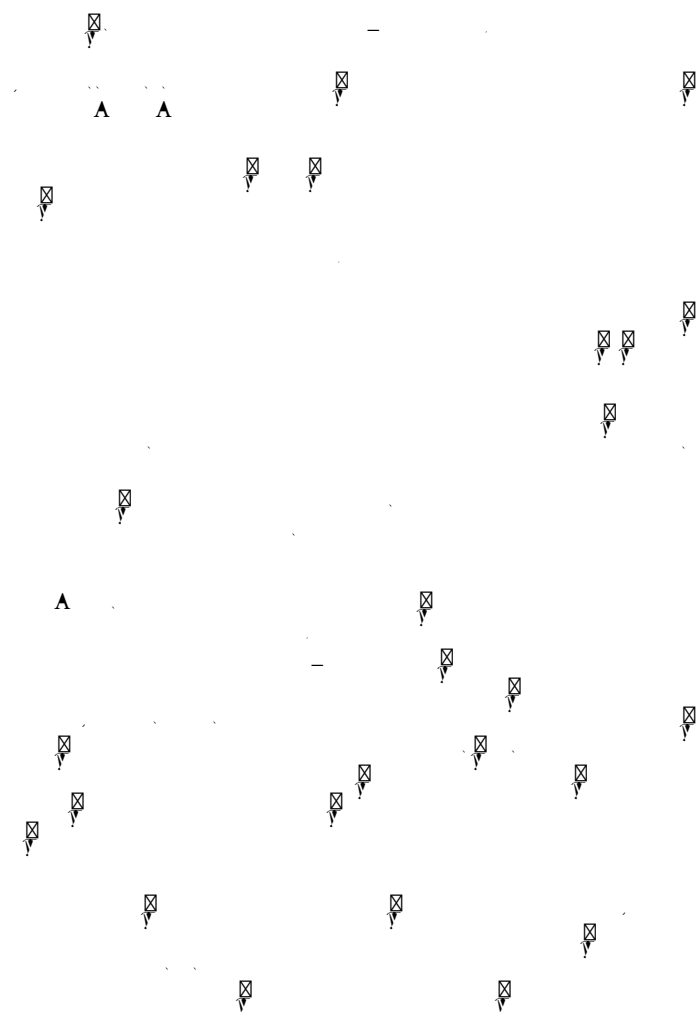
Items	Perceived client response at private OPD				
	VD	Dissatisfied	Neutral	Satisfied	VS
	N ₀ (%)	N ₀ (%)	N ₀ (%)	N ₀ (%)	N ₀ (%)
How satisfied are you by distance to health service	13 (7.5%)	22(12.6%)	37(21.3%)	55(31.6%)	47(27%)
How satisfied are you on the information deliver by provider	9(5.2%)	34(19.5%)	26(14.9%)	73(42%)	32(18.4%)
How satisfied are you by time spent until seen by health profession	16(9.2%)	51(29.3%)	19(10.9%)	65(37.4%)	23(32.2%)
How satisfied are you by respect and courtesy	8(4%)	32(19%)	18(10.3%)	86(49.4%)	30(17.2%)
How satisfied are you by the time spent with care provider	6(3.4%)	32(18.4%)	31(17.8%)	81(46.6%)	24(17.8%)
How satisfied are you privacy drying treatment	9(5.2%)	37(21.3%)	17(9.8%)	81(46.6%)	30(17.2%)
How satisfied are you by cleanness of opd	16(9.2%)	39(22.4%)	24(13.6%)	61(35.1%)	34(19.5%)
How satisfied are you by communication skill of provider	21(12.1%)	32(18.4%)	32(18.4%)	59(33.9%)	30(17.2%)
How satisfied are you by availability of drug supply	44(25.2%)	37(21.3%)	6(3.4%)	41(23.6%)	46(26.4%)
How satisfied are you cleanness of toilet	32(18.4%)	36(20.7%)	18(10.3%)	51(29.3%)	37(21.3%)
how much are you satisfied by cost paid	27(15.5%)	56(32.2%)	14(8%)	44(25.3%)	33(19%)
How satisfied are you information about treatment	8(4.6%)	17(9.8%)	31(17.8%)	84(48.3%)	34(19.9%)
How satisfied are you by the wellness of provider to respect your request	2(1.1%)	23(13.2%)	25(14.4%)	94(54%)	30(17.2%)



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