

## **Patient's Satisfaction about Health Care Services in Primary Health Care Centres in Sirte City**

**ABDEL HAKIM SAAD EL SADIG**

*Faculty of Health Sciences - Sirte University*

---

### **ABSTRACT**

Patient satisfaction has long been considered an important component when measuring health outcomes and quality of care. The study population consists of patients who came for services to the PHCCs.

The present study aimed to determine the level of satisfaction for patients, in terms of resources available, and about health care services in primary health care centres. Also this research comes to highlight the possibility of knowing the health services quality in a selected group of primary health care centres in Sirte - Libya.

The sample size is 204 patients selected randomly. Cross-sectional descriptive study, a predesigned questionnaire was used.

The study concludes that a service of PHCCs provided was lower to level that most of the patients were not satisfied.

**KEYWORDS:** Health services quality - Primary healthcare centres

---

Date of Submission: 08-03-2021

Date of Acceptance: 22-03-2021

---

### **I. INTRODUCTION**

"Initiatives to measure patients' satisfaction in PHCC are still scarce and not very systematic, healthcare is unique because customers lack ability to properly gauge clinical service quality technical aspects such as surgeon's skills, or general practitioner's diagnostic abilities"[1] Given that PHCC constitute the primary element of the healthcare system which patients turn to, it becomes fundamental to assess patients' satisfaction with the service they offer"[2]

"Traditionally, health service quality is measured in more technical terms that customers may not understand, making it difficult for them to properly respond. For example a customer is not quailed to judge that the test suggested by a doctor to diagnose a disease was appropriate and conducted properly"[3] Patient satisfaction is regarded as an outcome of care in itself, and it is one of the major contributors toward better patient compliance leading, presumably, to better clinical outcomes. Patient satisfaction with medical care is a multi-dimensional "[4]

Patient satisfaction is a key outcome of care, patient satisfaction enhances PHCC image, which in turn translates into increased service use and market share, measuring the degree of patient satisfaction can help facilitate PHCC service provision and management, as well as increase and maintain the quality of the service provision"[5] Satisfaction is generally considered as the extent to which the patients feel that their needs and expectations are being met by the services provided, patient satisfaction predicts both compliances and utilization, and may even be related to improved health"[6] It also contributes to the atmosphere prevailing in a PHCC. It is associated with continuity of care, the doctor's communication skills, the degree of his or her patient centeredness and the congruence between intervention desired and that received by the patient"[7] Patient satisfaction is an important component of healthcare quality reflecting healthcare provider's ability to meet patient's needs and expectations. In many countries assessment and measurement of patient satisfaction with the health care system is recognized as the key in dicator "[8] Thus, quality patient-care should be an underlying principle of a health system, in the past there was not much direct pressure to improve quality in Libya, but now public health services face increased competition from the private sector, along with rising expectations from patients who are more aware of what they need and what is available in terms of medical care.

Patient satisfaction is the result of the gap between expected and perceived characteristics of a service, patient's satisfaction is a special form of attitude; in other words, it is a post-purchase phenomenon which reflects the extent to which a patient liked or disliked the service after having experienced it"[9] Healthcare consumers in developing countries are increasingly becoming aware of their right to quality healthcare, in the environments where there is no competition, that's to say when demand surpasses the supply, PHCC offer their patients unsatisfactory services because of the idea that the patients have no other alternatives and they would

accept the present services unconditionally. In the healthcare industry, hospitals provide the same types of service but they are differentiated based on the quality of service "[10] Healthcare is a service industry with unique characteristics. In healthcare, customers are the immediate patients followed by their families and possibly their friends, as the outcome of the Healthcare service potentially affects all of their lives"[11] Quality of care is defined as having three domains: patient safety, clinical effectiveness and patient experience (compassion, dignity and respect"[12] "Patients have a legitimate and important role as evaluators of healthcare. Obtaining feedback from patients about the quality of PHC is a powerful way to develop more patient-centred approaches to healthcare delivery" [13] "The assessment of patients' satisfaction levels, and the knowledge of what factors influence satisfaction are very important for healthcare managers as it influences healthcare results and healthcare"[14] "Patient satisfaction is an important component of healthcare quality reflecting healthcare provider's ability to meet patient's needs and expectations"[15] "Patient satisfaction can be defined as an evaluation based on the fulfilment of expectations, even though there is a large body of literature on patient satisfaction, it is mainly oriented towards patient satisfaction with physicians"[16] "Satisfaction is generally considered as the extent to which the patients feel that their needs and expectations are being met by the services provided"[17] The assessment of patients' satisfaction levels, and the knowledge of what factors influence satisfaction are very important for healthcare managers as it influences healthcare results and although patient satisfaction may be developed on the basis of the objective determinant which is the outcome of the care in PHCC. Because the PHCC is the service organization responsible for providing integrated health services for diagnosis and PHCC as an administrative system that uses human. "The technical, physical, and financial increase its size and value continuously with health and technical progress"[18]

"PHC is defined by the World Health Organization as essential health care made universally accessible to individuals and families in the community by means acceptable to them. Its objective is to deliver integrated health services"[19] "PHC can be considered the first of complying with treatment and continuing to use the contact between the patient and the health care system, care. It includes all the basic health care services to be Second, to use satisfaction as an indicator of the provided to the community"[20]

High quality health care is a fundamental right for all people to safeguard their health, in Libya, PHC is provided by the widespread PHCC throughout the country, and "patient satisfaction is a topic that is important both to PHC providers, the patients themselves and other third-party stakeholders in the medical care industry. For health care providers ensuring that patients are satisfied is a continuous effort"[21]

Finally Quality of care is the degree to which the treatment dispensed increases the patient's chances of achieving the desired results and diminishes the chances of undesirable results, having regard to the current state of knowledge. Quality of care is the degree to which the treatment dispensed increases the patient's chances of achieving the desired results and diminishes the chances of undesirable results, having regard to the current state of knowledge.

Quality health services across the PHCC should be:

- Effective: providing evidence-based healthcare services to those who need them.
- Safe: avoiding harm to people for whom the care is intended.
- People-centred: providing care that responds to individual preferences, needs and values

Patient satisfaction is of value to PHC providers. The main objective of this study was to estimate patient satisfaction with respect to primary healthcare services in Sirte City, Libya. Patients from 6 PHCC were chosen randomly, from 11 PHCC, to represent various geographic areas of Sirte. Information was collected through questionnaire.

## **PROBLEM AND QUESTION OF RESEARCH**

Primary care centres in Libya face a lot of problems like the decrease of the level of quality of health care services, decrease of performance, and the lack of medical equipment etc.... for this reason, these centres have lost the confidence of patients, and patient dissatisfaction with their services, and that through a survey study conducted by the researcher, it was found that the patients were not satisfied with these services

So in this search paper we have to answer the following questions:

- What the level of patient's satisfaction about the quality of health care primary services in primary care centres in Sirte?

## **THE RESEARCH HYPOTHESIS**

To answer this question, the researcher formulated the following hypothesis:

There is statistically significant relationship at the level of significance (0.05) between the quality of health care primary services and the level patient's satisfaction in primary care centres in Sirte.

**AIMS OF STUDY:**

The aim of the study is to assess the quality of primary health services in Sirte city, in terms of resources available, and patient's satisfaction about health care services in primary health care centres. Also this research comes to highlight the possibility of knowing the health services quality in a selected group of primary health care centres in Sirte - Libya.

**SIGNIFICANCE OF RESEARCH**

The main difference between the developed and developing countries in modern times is not attributed solely to human financial and natural resources, but, mainly, attributed to the ways of organizing and managing these resources, states as well as organizations achieve the desired targets by utilizing these resources along with quality services with the minimum possible costs through better planning and organization. Quality has become an essential part of management and evaluation of health care. Quality management techniques, often borrowed directly and unchanged, have often not lived up to their promise in terms of improved health care provided, performance and hospital competitiveness. I am trying to present this search's value and distinguish the practically by studying the primary health care centres in Libya, because I believe that quality of health services has to achieve the good reputation, profitability, decrease of expenses, and most reliability, researcher sees that this is a fundamental point in the importance of research as it can be considered as a case that can be distinguished from other such studies as a vital and sensitive topic addressed in the primary health care centres.

**II. METHODOLOGY**

The survey method is used because of its suitability to the nature of this study, and of the achievement of its objectives.

**The methods of data collection:**

**Secondary sources:**

It have been collected from Arabic and foreign Studies, books, articles, theses and previous research, and the information network (Internet).

**Primary sources:**

Through a questionnaire that was designed for the purposes of testing hypotheses, which have been distributed to the random sample to many patients in primary healthcare centres of Sirte in December 2020.

The researcher analyzed the data collected through the questionnaire to test hypothesis, using the Minitab and SPSS system for statistical analysis, and the use of statistical methods to measure the relationship between the variables of the study.

**The sample**

The study was conducted on patients from 6 primary health care centres who were randomly selected, from 11 primary health care centres, to represent different geographical areas of Sirte.

**The questionnaire**

The questionnaire that made by researcher depend on (Likert) scale or (Five Dimensions measure) to find a basis that we can use it to judge on the impact of each variable on the Independent variable in our study, and the main form for Likert Scale as follow:

**TABLE (1)**

1	2	3	4	5
strongly disagree	disagree	neutral	agree	strongly agree

After the researcher distributed the questionnaire mentioned above, which were 250 questionnaires to patients, recovered all 204 of them are valid for the study, and the researcher think it's enough to make judge on the hypothesis'.

**Sincerity of and convenient research instrument:**

The researcher display the scale on three arbitrators in the field of management, quality, and medicine and asked them to determine the extent the paragraphs of quality of health care primary services and the degree of correlation of each standard field which included underneath it and add new paragraphs, delete, or modify and Health linguistic paragraphs and validity of the scale of the application.

**Constancy of the instrument:**

Has been checked and Constancy the tool on all members of the study sample consisting of (204) patients, so the researcher extracted the reliability coefficient using equation (Cronbach's alpha) to assess the degree of homogeneity and harmony of the areas of study, the total score and the following table illustrates this:

**TABLE (2) SHOW THE CORRELATION COEFFICIENT**

No	PHRASES	Correlation Coefficient	P-value	The level of significance
1	The distance from my home to the health centre is acceptable	0.767	0.001	Statistically significant
2	The centre's working hours are appropriate	0.770	0.001	Statistically significant
3	The health centre has modern ambulances	0.838	0.000	Statistically significant
4	The centre provides all necessary vaccinations	0.859	0.000	Statistically significant
5	There is an appropriate number of employees to perform all appropriate tasks on each visit	0.859	0.000	Statistically significant
6	There are doctors for all specialties in the health centre	0.881	0.000	Statistically significant
7	It is easy to make complaints and recommendations for the management of the centre	0.777	0.001	Statistically significant
8	All the medications you need are available at the centre	0.716	0.004	Statistically significant
9	All available medical analysis at the centre	0.872	0.000	Statistically significant
10	Adequate care is provided to children	0.788	0.001	Statistically significant
11	Medical services are provided very quickly in the health centre	0.801	0.016	Statistically significant
12	Medical services are provided very quickly in the health centre	0.665	0.045	Statistically significant
13	There are services for the disabled and the elderly	0.641	0.030	Statistically significant
14	The staff are very clean and good looking	0.699	0.001	Statistically significant
15	The staff is committed to their workplaces within the centre	0.740	0.000	Statistically significant
16	The dental clinic provides basic services. (Teeth cleaning, fillings, non-surgical dislocation, nerve removal)	0.712	0.001	Statistically significant
17	Pregnancy visits are follow-up monitored by the pregnant clinic periodically	0.627	0.000	Statistically significant
18	The health centre is clean and there is suitable for seating and waiting areas	0.542	0.027	Statistically significant

The above table show that all the stability indicators, it is statistically significant, at (0.05) level. The value of the Cronbach's Alpha Coefficient was also calculated, and the following table illustrates this:

**TABLE (3) SHOW THE CORRELATION COEFFICIENT**

NO. OF PHRASES	VALIDITY
18	0.96

**Procedures**

The researcher carried out the collecting and processing data by means of the distribution of the questionnaire to research sample. The researcher has also tried to interview some members of the sample as he could explain the aspects of the questionnaire to them.

**Statistical analysis**

The researcher used the various statistical analyses during different stages of the research, as follows:

**Statistical treatment of the main study**

The researcher used percentages to calculate the proportion of the sample and the extent of acceptance or rejection of the suggested items. He also used mean and standard deviation.

**TABLE (4)**  
**PERCENTAGE, MEAN AND STANDARD DEVIATION FOR THE LEVEL OF PATIENTS**  
**SATISFACTION**

n=204

No	Items	Strongly agree		Agree		Neutral		Disagree		Strongly disagree		$\bar{X}$	SD	%
		f	%	f	%	f	%	f	%	f	%			
1	The distance from my home to the health centre is acceptable	72	35.3	82	40.2	25	12.3	13	6.4	12	5.8	3.4143	1.13563	75.5
2	The centre's working hours are appropriate	18	8.3	36	17.6	52	25.5	54	25.9	45	22.1	1.2947	1.06065	25.9
3	The health centre has modern ambulances	7	3.5	5	2.5	12	6	98	6	82	40	1.08621	2.60513	6
4	The health centre is clean and there is suitable for seating and waiting areas	30	14.6	36	17.6	56	27.5	42	32.2	40	19.6	2.0632	0.93183	32.2
5	There is an appropriate number of employees to perform all appropriate tasks on each visit	19	9.3	21	10.3	67	32.8	62	19.6	35	17.2	2.3368	1.01699	19.6
6	There are doctors for all specialties in the health centre	24	11.8	39	19.1	76	37.3	39	30.9	26	12.7	2.3579	0.80788	30.9
7	It is easy to make complaints and recommendations for the management of the centre	16	7.9	37	18.1	91	44.6	33	26	27	13.2	2.8700	1.1222	26
8	All the medications you need are available at the centre	24	11.7	28	13.7	85	41.7	43	25.4	24	11.8	2.8200	1.2431	25.4
9	All available medical analysis at the centre	20	9.8	28	13.7	81	39.6	49	23.5	28	13.7	2.7200	1.2326	23.5
10	Adequate care is provided to children	13	6.3	39	19.2	50	24.5	51	25.5	51	25	2.5550	1.2142	25.5
11	Medical services are provided very quickly in the health centre	18	8.3	36	17.6	52	25.5	53	25.9	45	22.6	2.5950	1.2803	25.9
12	Medical services are provided very quickly in the health centre	16	7.8	30	14.7	62	30.4	50	22.5	46	22.6	2.5700	1.2217	22.5
13	There are services for the disabled and the elderly	16	7.8	30	14.7	62	30.4	46	22.6	50	24.5	2.5700	1.2217	22.5
14	The staff are very clean and good looking	16	7.8	30	14.7	62	30.4	50	22.5	46	22.6	2.5700	1.2217	22.5
15	The staff is committed to their workplaces within the centre	24	11.8	13	6.4	51	25	54	18.2	62	30.3	2.0200	1.2711	18.2
16	The dental clinic provides basic services. (Teeth cleaning, fillings, non-surgical dislocation, nerve removal)	28	13.7	34	16.7	121	59.3	10	4.9	11	5.4	2.0316	1.08621	30.4
17	Pregnancy visits are follow-up monitored by the pregnant clinic periodically	12	5.9	11	5.4	15	7.4	89	43.6	77	37.7	1.7200	.9437	11.3

18	The centre provides all necessary vaccinations	25	12.3	12	5.9	142	69.7	12	5.9	13	6.4	2.0316	1.19752	16.2
----	--	----	------	----	-----	-----	------	----	-----	----	-----	--------	---------	------

Interpretation of patient satisfaction with the quality of health care services in primary health care centres. Table (4) illustrates patient satisfaction with health care services. These items decreased 6% - 74.5%. This reflects the dissatisfaction associated with considerations the quality of health care services in primary health care centres, according to the opinions of patients who are not satisfied with the elements of quality health care service considerations.

Following table show the general trend of research sample

**TABLE (5) THE GENERAL TREND OF RESEARCH SAMPLE**

No	Items	The general trend
1	The distance from my home to the health centre is acceptable	Agree
2	The centre's working hours are appropriate	Disagree
3	The health centre has modern ambulances	Strongly disagree
4	The centre provides all necessary vaccinations	Disagree
5	There is an appropriate number of employees to perform all appropriate tasks on each visit	Disagree
6	There are doctors for all specialties in the health centre	Disagree
7	It is easy to make complaints and recommendations for the management of the centre	Disagree
8	All the medications you need are available at the centre	Disagree
9	All available medical analysis at the centre	Disagree
10	Adequate care is provided to children	Disagree
11	Medical services are provided very quickly in the health centre	Disagree
12	Medical services are provided very quickly in the health centre	Disagree
13	There are services for the disabled and the elderly	Disagree
14	The staff are very clean and good looking	Disagree
15	The staff is committed to their workplaces within the centre	Disagree
16	The dental clinic provides basic services. (Teeth cleaning, fillings, non-surgical dislocation, nerve removal)	Neutral
17	Pregnancy visits are follow-up monitored by the pregnant clinic periodically	Disagree
18	The health centre is clean and there is suitable for seating and waiting areas	Neutral

Regarding patient satisfaction with the quality of healthcare services, the ratio was 6% - 74.5%.

The following table is about the quality and frequency of healthcare services and the percentage of each aspect of the questionnaire.

Where the patients agreed that the distance from home to the health centres is acceptable, which means that they are satisfied, and they strongly disagree that the main reason for the lack of modern ambulances in the health centres is that they were very dissatisfied.

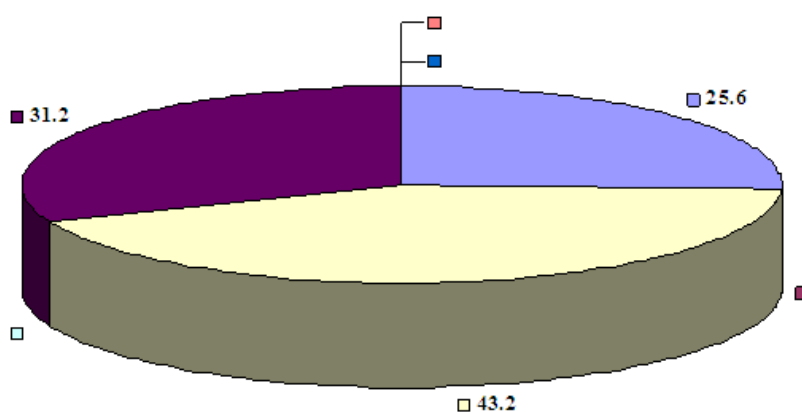
The study showed that patients differed in inappropriate working hours, the lack of all necessary vaccinations, the lack of an adequate number of employees to perform all the appropriate tasks, the absence of doctors for all specialties in the health centres, it was not easy to submit complaints and recommendations to the management of the centre, and the shortage of medicines and medical tests. There is no adequate care for children, and medical services are not provided very quickly, and there are no services for the disabled and the elderly, which means that the patients were dissatisfied. The study also showed that the dental clinic services and the appropriate waiting areas, the patients' answers were neutral, which means that the patients were satisfied to some extent.




**TABLE (6) QUESTIONNAIRE OF PATIENT SATISFACTION**

Aspect	No Items	Very satisfied		Satisfied		Neutral		Dissatisfied		Very Dissatisfied		%
		f	%	f	%	f	%	f	%	%	f	
importance of quality diagnosis in primary health services	14	398	10.8	547	14.8	1162	31.2	848	23.1	720	20.1	25.6

From the above results we can say that the level of patients satisfaction were as show Figure 1

**FIGURE 1 GRAPH OF PERCENTAGE OF PATIENTS SATISFACTION**



	The Satisfied percentage of patients in primary health care centres
	The Dissatisfied percentage of patients in primary health care centres
	The Neutral percentage of patients in primary health care centres

### III. CONCLUSIONS

Study conclude that services of PHCCs provided was lower to level that most of the patients were not satisfied, we need continuous improvement in the quality of healthcare services, also it was found through the study there are impediments related to the quality healthcare services inside the PHCCs, (financing possibilities and human resources of work)

PHCCs must have complete responsibility, and credibility in diagnosis and medical services, and also must encourage and help the patients to explain their health problems, and focusing on mission of PHCCs, because it is humanity mission.

### REFERENCES

- [1]. **Abdullah H. Al-Doghaither, Badreldin M. Abdelrhman, Abdalla A.W. Saeed, Abdullah A. Al-Kamil, Mohieldin M. Majzoub** "Patient satisfaction with primary health care centers services in Kuwait city" KUWAIT, J Family Community Med. 2001 Sep-Dec; 8(3): 59–65.
- [2]. **Ahmad Mahmoud Zamil Ahmad Yousef Areiqat** "The Impact of Health Service Quality on Patients' Satisfaction over Private and Public Hospitals in Jordan: A Comparative Study" International Journal of Marketing Studies Vol. 4, No. 1; February 2012
- [3]. **Alia Almoajel, Ebtisam Fetohi and Amani Alshamrani** "Patient Satisfaction with Primary Health Care in Jubail City, Saudi Arabia" World Journal of Medical Sciences · November 2014 DOI: 10.5829/idosi.wjms.2014.11.2.84172

- [4]. **Aljeesh, Yousef and. Alkariri, Naeem** "Patients' Satisfaction with the Quality of Health Services Provided at the Outpatient Department Al-Shifa Hospital" Vol.18, No.2, pp 111 - 121, 2010, ISSN 1726-6807.
- [5]. **Gadallah, M., Zaki, B., Rady, M., Anwer, W. & Sallam, I.** "Patient satisfaction with primary health care services in two districts in Lower and Upper Egypt" EMHJ - Eastern Mediterranean Health Journal, 9 (3), 422-430, 2003
- [6]. **Olgun Kitapcia,\*, Ceylan Akdoganb, İbrahim Taylan Dortyolb, Procedia** "The Impact of Service Quality Dimensions on Patient Satisfaction, Repurchase Intentions and Word-of-Mouth Communication in the Public Healthcare Industry, Procedia - Social and Behavioral Sciences 148 ( 2014 ) 161 – 169
- [7]. **Islam, R., Ahmed, S. and Tarique, K.M.** 'Prioritisation of service quality dimensions for healthcare sector', Int. J. Medical Engineering and Informatics, (2016) Vol. 8, No. 2, pp.108–123.
- [8]. **Laith Alrubaiee and Feras Alkaa'ida** "The Mediating Effect of Patient Satisfaction in the Patients' Perceptions of Healthcare Quality – Patient Trust Relationship" International Journal of Marketing Studies Vol. 3, No. 1; February 2011
- [9]. **Mario Lino Raposo Æ Helena Maria Alves Æ Paulo Alexandre Duarte** "Dimensions of service quality and satisfaction in healthcare: a patient's satisfaction index"Article in Service Business · March 2013 DOI: 10.1007/s11628-008-0055-1.
- [10]. **Mayuri Duggirala, Chandrasekharan Rajendran and R.N. Anantharaman** "Patient-perceived dimensions of total quality service in healthcare" Benchmarking: An International Journal Vol. 15 No. 5, 2008 pp. 560-583 q Emerald Group Publishing Limited 1463-5771 DOI 10.1108/14635770810903150
- [11]. **Maliha Naseer, Aysha Zahidie, and Babar Tasneem Shaikh** "Determinants of patient's satisfaction with health care system in Pakistan" A critical review. Pak J Public Health Vol. 2, No. 2, 2012
- [12]. **Marcinowicz, L., Chlabicz, S. & Grebowski, R.** "Patient satisfaction with healthcare provided by family doctors: primary dimensions and an attempt at typology. BMC Health" Serv Res 9, 63 (2009). <https://doi.org/10.1186/1472-6963-9-63>
- [13]. **Mohsin Muhammad Butt and Ernest Cyril de Run** "Private healthcare quality: applying a SERVQUAL model" International Journal of Health Care Quality Assurance Vol. 23 No. 7, 2010 pp. 658-673 q Emerald Group Publishing Limited 0952-6862 DOI 10.1108/09526861011071580
- [14]. **Raghav Upadhyai, Arvind Kumar Jain, Hiranmoy Roy, and Vimal Pant** "A Review of Healthcare Service Quality Dimensions and their Measurement" Journal of Health Management (2019) 21(1) 102–127.
- [15]. **Raposo, M.L., Alves, H.M. & Duarte, P.A.** "Dimensions of service quality and satisfaction in healthcare: a patient's satisfaction" index. Serv Bus 3, 85–100 (2009). <https://doi.org/10.1007/s11628-008-0055-1>
- [16]. **Akram Ahmed Al-Taweel , Alaa Hasseb Al- Jaleely, and Riyadh Jameel Wahab**" Possibility To Establishment The Dimensions Of Quality Health Services (Study in Group Selected From Hospitals in Nineveh) Tikrit Journal of management and Economic Sciences / Volume 6 Issue 19/2010
- [17]. **Habib Mahmoud and Basel Asaad** "Measuring the Level of the Quality of the Medical Services Provided at the Health Centers in Lattakia Province from the Beneficiaries' Point of View A Field Study of Supervision Center of al-Shamia - Tishreen University Journal for Research and Scientific Studies - Economic and Legal Sciences Series Vol. (36) No. (5) 2014
- [18]. **Samer Ahmad Kassem and Souliman Salim Ali** "Studying the relationship between service quality and customer satisfaction A Field Study on the Private Hospitals in Lattakia City .- Tishreen University Journal for Research and Scientific Studies -Economic and Legal Sciences Series Vol. (37) No. (3) 2015
- [19]. **Rafikul Islam, Selim Ahmed and Kazi Md. Tarique** Prioritisation of service quality dimensions for healthcare sector Int. J. Medical Engineering and Informatics, Vol. 8, No. 2, 2016
- [20]. **CLAUDIA A. S. ARAUJO1, MARINA MARTINS SIQUEIRA1 and ANA MARIA MALIK** " Hospital accreditation impact on healthcare quality dimensions: a systematic review International Journal For Quality In Health Care, 2020, (00), 1–14
- [21]. **Faisal Talib and Zillur Rahman** An interpretive structural modelling for sustainable healthcare quality dimensions in hospital services Int. J. Qualitative Research in Services, Vol. 2, No. 1, 2015

ABDEL HAKIM SAAD EL SADIG. "Patient's Satisfaction about Health Care Services in Primary Health Care Centres in Sirte City." *IOSR Journal of Humanities and Social Science (IOSR-JHSS)*, 26(03), 2021, pp. 20-27.