



NATIONAL CENTRE  
FOR STATISTICS  
& INFORMATION

Enhancing Knowledge  
SULTANATE OF OMAN

# Community Satisfaction Survey

## With Healthcare Services



**Main Results**  
**May 2024**

# Introduction

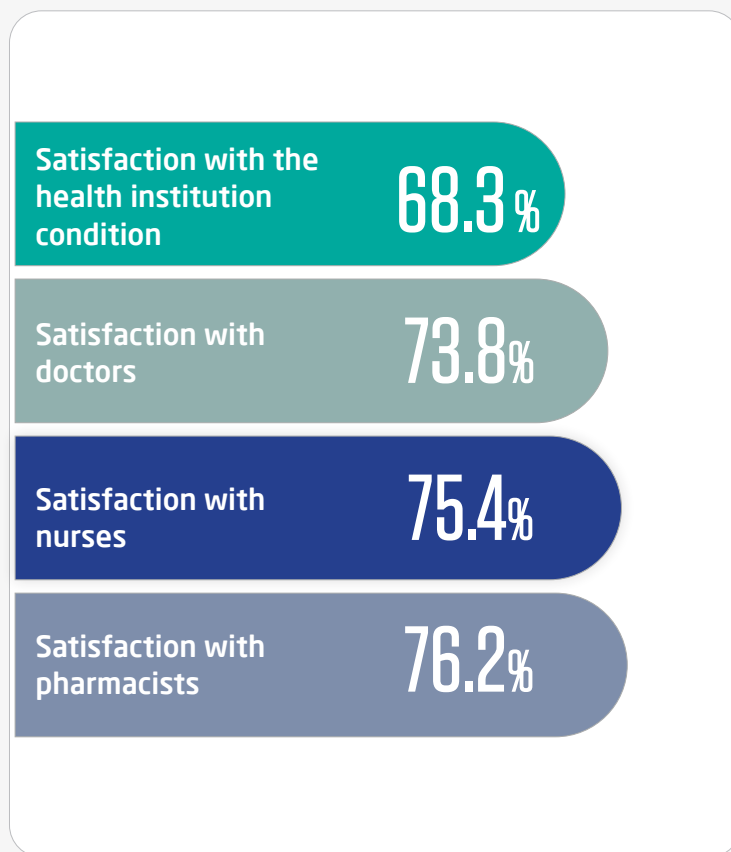
Health is one of the priorities in Oman Vision 2040. The Ministry of Health has placed significant attention to achieving the strategic goals of the health priority, with the aim of advancing healthcare at all levels in the Sultanate of Oman.

One of the key indicators reflecting community satisfaction with healthcare services is part of the Vision Oman 2040 framework, following the health priority and the strategic direction of “A Leading Health System with Global Standards “. This indicator is a composite measure that evaluates the quality of healthcare services provided across healthcare institutions in Oman.

This report aims to present the main results of the opinion poll conducted in the last quarter of 2023 about the community satisfaction with healthcare services.

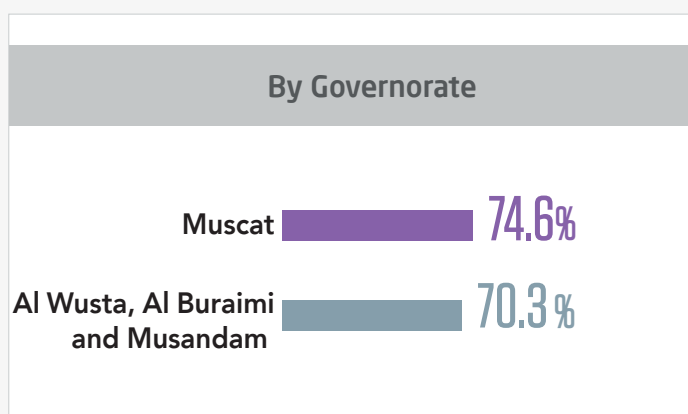
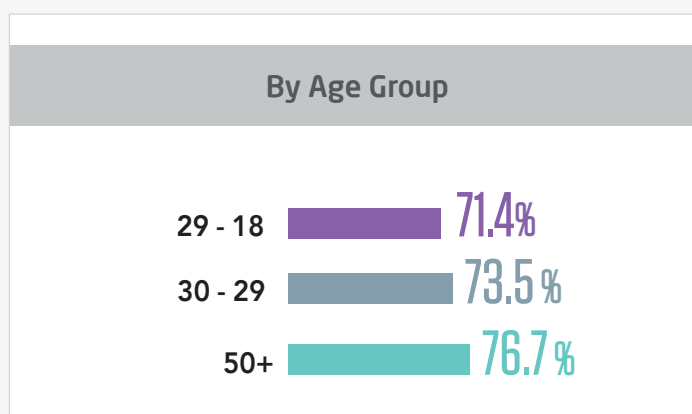
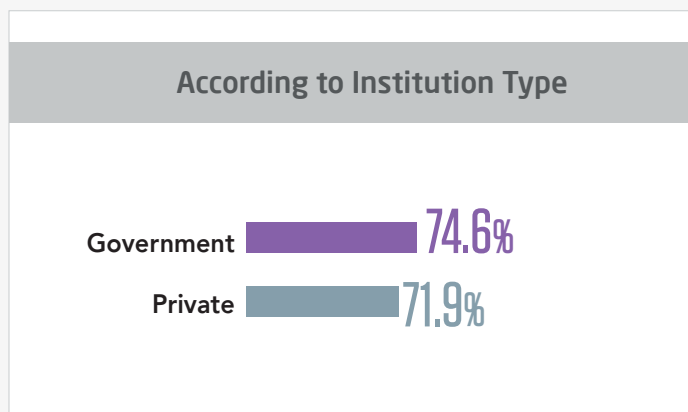
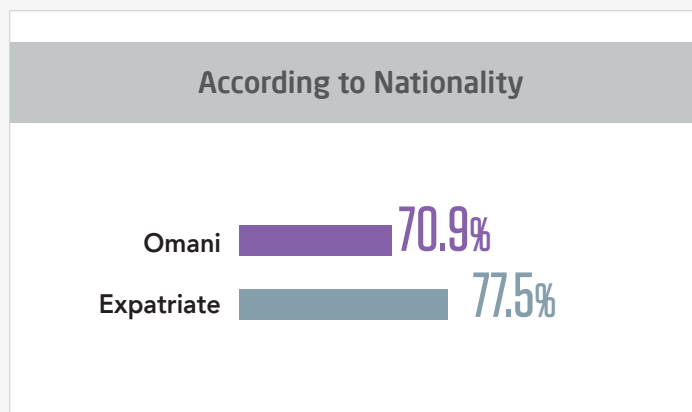


## Key indicators of overall satisfaction with health care services



	Muscat	Dhofar	Ash Sharqiyah North	Al Batinah North
Over all satisfaction %	74.6	73.6	71.2	73.1
satisfaction with				
Health Institution Condition %	70	68.7	65.2	68.4
Doctors %	75.7	72.9	69.5	73.8
Nurses %	75.4	75.5	75.5	75
Pharmacists %	77.4	77.1	74.7	75.2

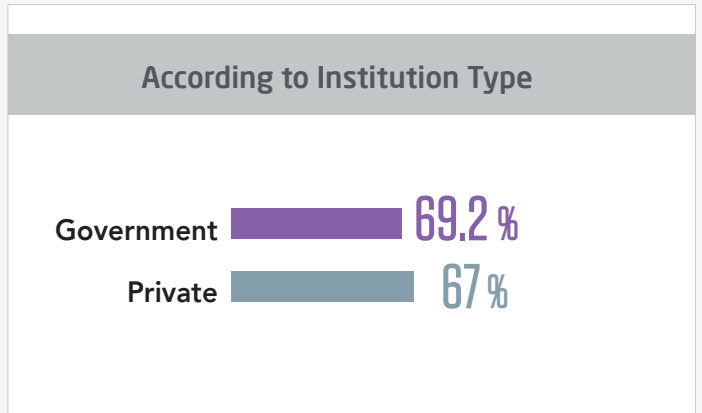
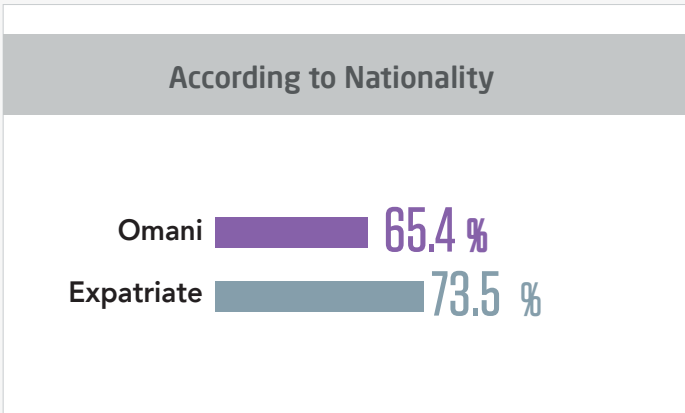
## Overall satisfaction with health care services



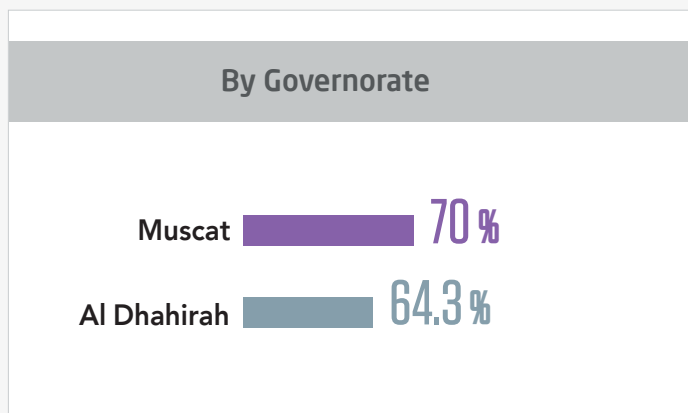
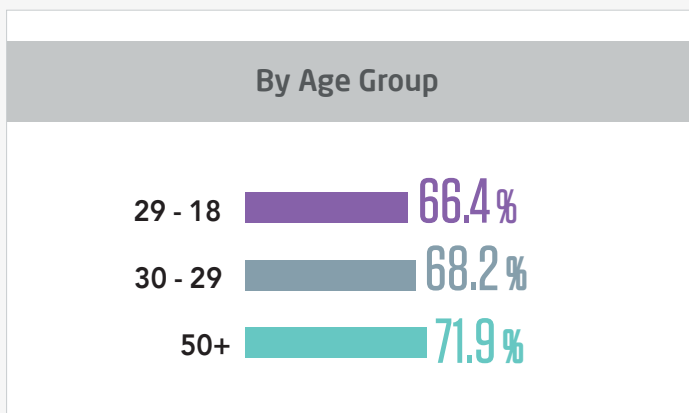
Ash Sharqiyah South	Al Batinah South	Al Wusta, Al Buraimi and Musandam	Al Dhahirah	Ad Dakhiliyah	Sultanate of Oman
74.2	73.3	70.3	71.5	73.9	73.4
68.8	68.1	65	64.3	68.4	68.3
74	73.6	70.3	72.1	73.9	73.8
77.1	74.8	73.7	74.4	77.1	75.4
76.7	76.7	72	75.1	76.3	76.2

# First :

## Satisfaction with the Health Institution Condition



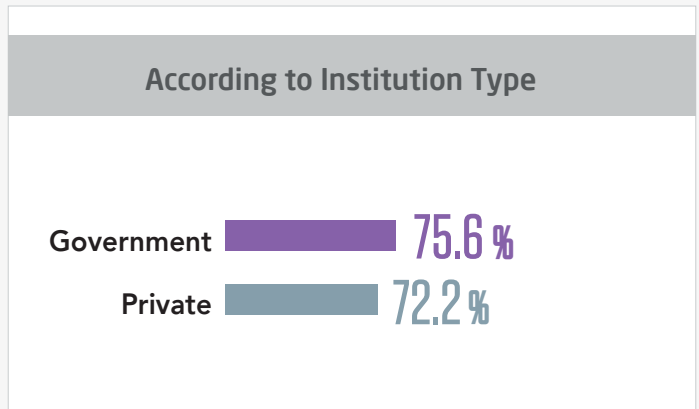
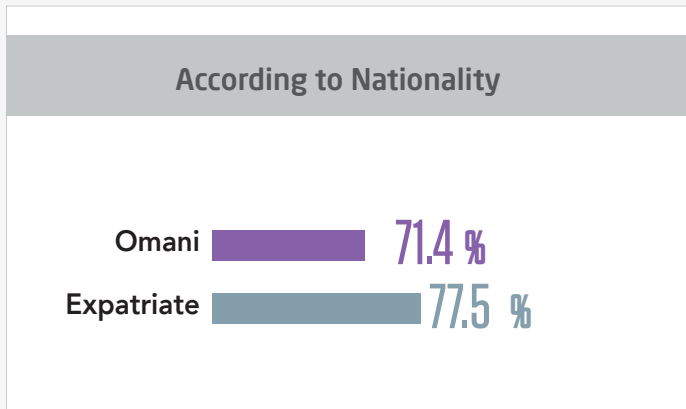
	Muscat	Dhofar	Ash Sharqiyah North	Al Batinah North
General Institution Condition %	75.8	72.9	68.7	74.1
Good reception and treatment %	78	77.8	74.3	77.2
Service Provider Initiative %	76.2	77.3	73.2	76.3
Cleanliness of bathroom/toilets %	75.7	73.7	70.3	72.8
Access Speed %	76.8	75.1	70.5	72.9
Treatment costs %	57.4	56.2	57.8	59.5
Follow-up appointments %	67.8	66.9	63.3	64.4
Speed of appointment %	56.0	54.6	51.5	53.0
Waiting period %	63.1	62.3	56.9	61.1
Availability of appropriate facilities %	73.4	70.6	65.7	72.2
Overall satisfaction %	70	68.7	65.2	68.4



Ash Sharqiyah South	Al Batinah South	Al Wusta, Al Buraimi and Musandam	Al Dhahirah	Ad Dakhiliyah	Sultanate of Oman
77.1	73.5	66.9	70.1	76.1	74
76	78.1	78.1	76.3	78.2	77.4
72.9	76.4	74.4	72.7	77.3	75.8
71.6	71.9	71	63.1	73.4	73
71.3	73.6	71.4	70.1	74.7	74.1
53.6	56.2	53.3	55.5	53.8	56.7
68.6	65.5	55.5	60.3	64.6	65.4
56.4	53.4	47.2	52.1	49.5	53.4
65.6	60.4	62.6	57.3	63.9	61.9
74.6	72.5	69.4	64.9	72.3	71.7
68.8	68.1	65	64.3	68.4	68.3

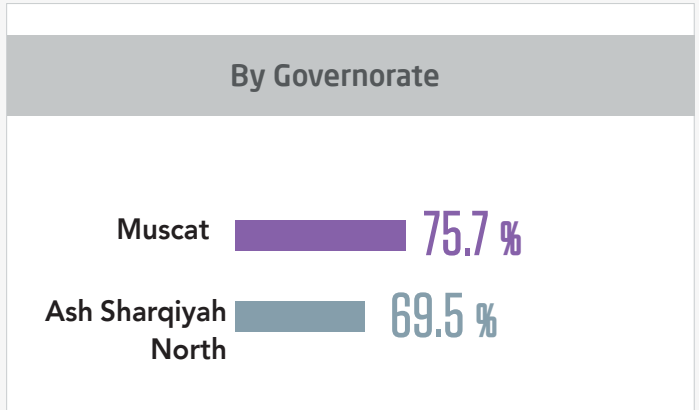
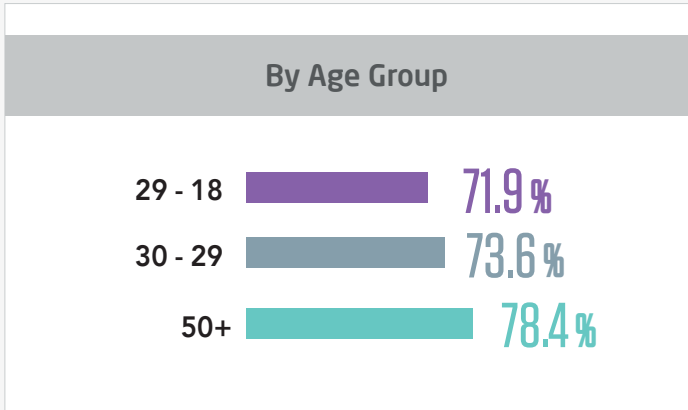
# Second:

## Satisfaction with Doctors



	Muscat	Dhofar	Ash Sharqiyah North	Al Batinah North
Waiting period %	66.2	66	64.3	65.3
Doctor treatment %	79.1	75.6	71.3	76.5
Doctor examination %	77.6	73.9	72.1	74.4
Treatment plan explanation %	77.3	74	68.8	74.8
Privacy maintenance %	80.9	78.5	74.1	78.8
Treatment by the same doctor %	74.3	69.7	65.3	71.6
Time spent with the doctor %	76.1	73.2	70.7	75.7
Overall satisfaction %	75.7	72.9	69.5	73.8





Ash Sharqiyah South	Al Batinah South	Al Wusta, Al Buraimi and Musandam	Al Dhahirah	Ad Dakhiliyah	Sultanate of Oman
67.6	66.3	65.2	61	64.6	65.6
77.4	75.7	71	74.4	76.6	76.5
74.4	74.7	69.3	73.7	74.5	74.9
72.9	74.3	69.4	72.3	74.8	74.5
76.4	78.4	79.1	78.2	80.4	79.1
72	70.5	69.2	69.4	71.7	71.5
76.0	74.7	70.5	76.9	75.3	74.9
74	73.6	70.3	72.1	73.9	73.8

# Third:

## Satisfaction with Nurses

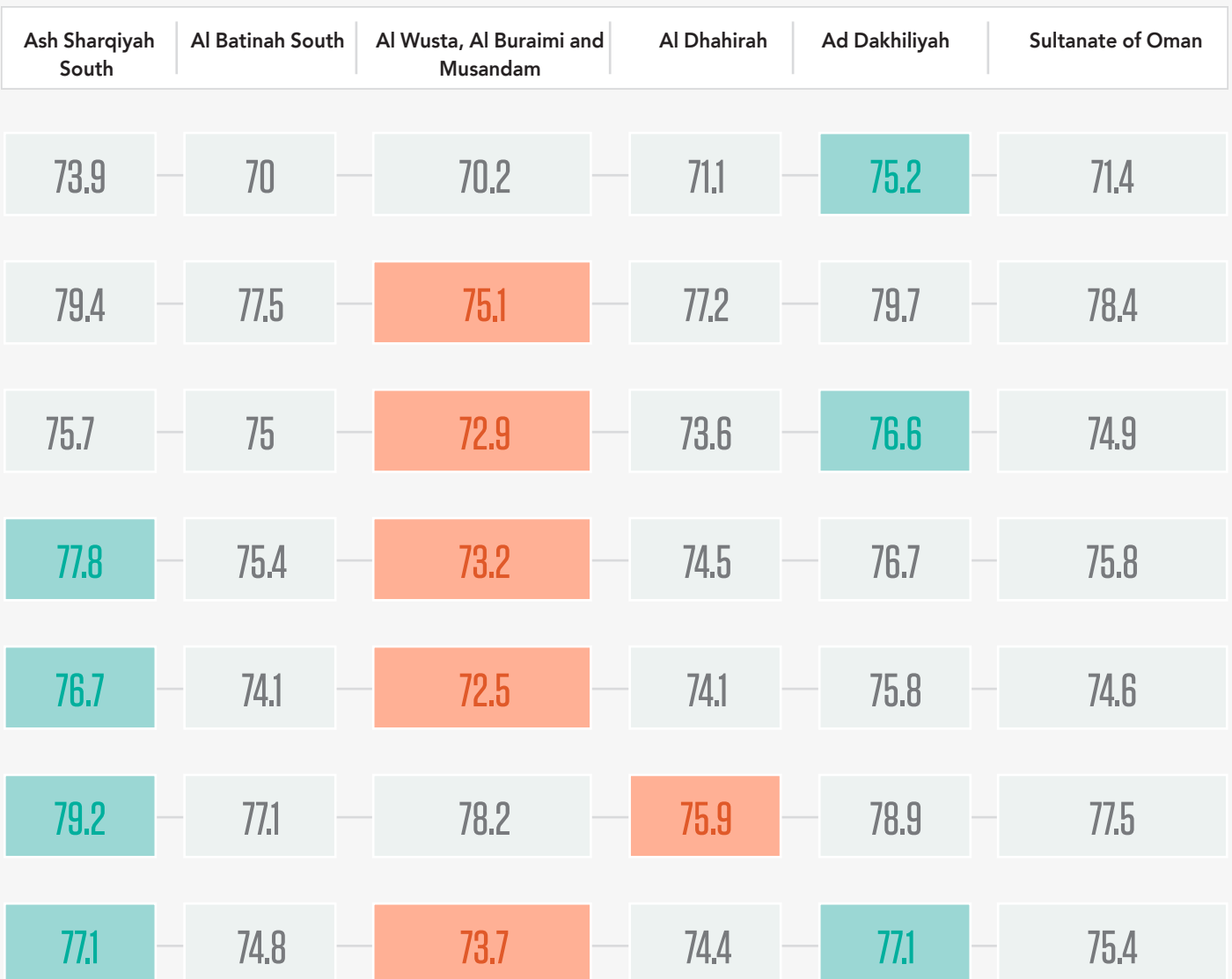
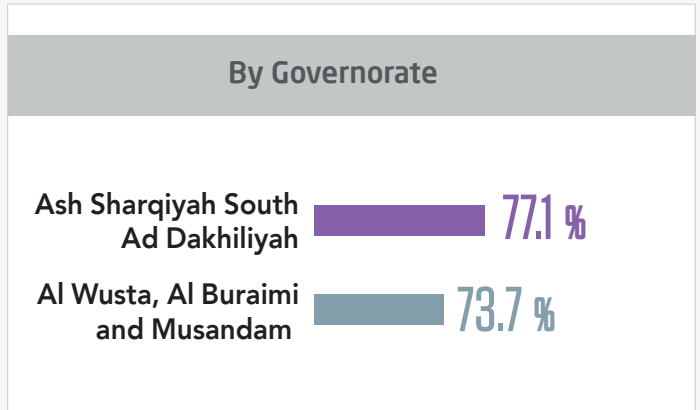
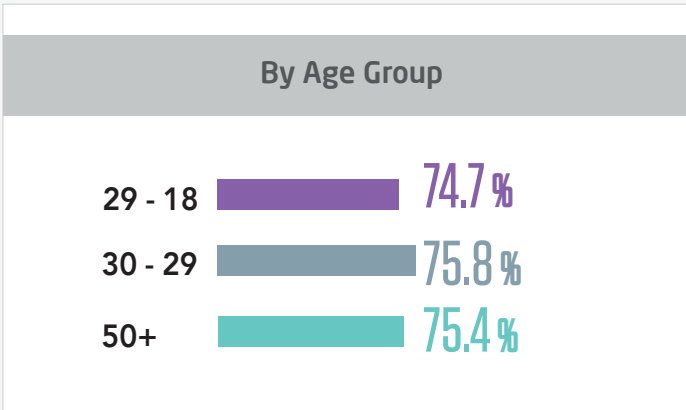
### According to Nationality



### According to Institution Type

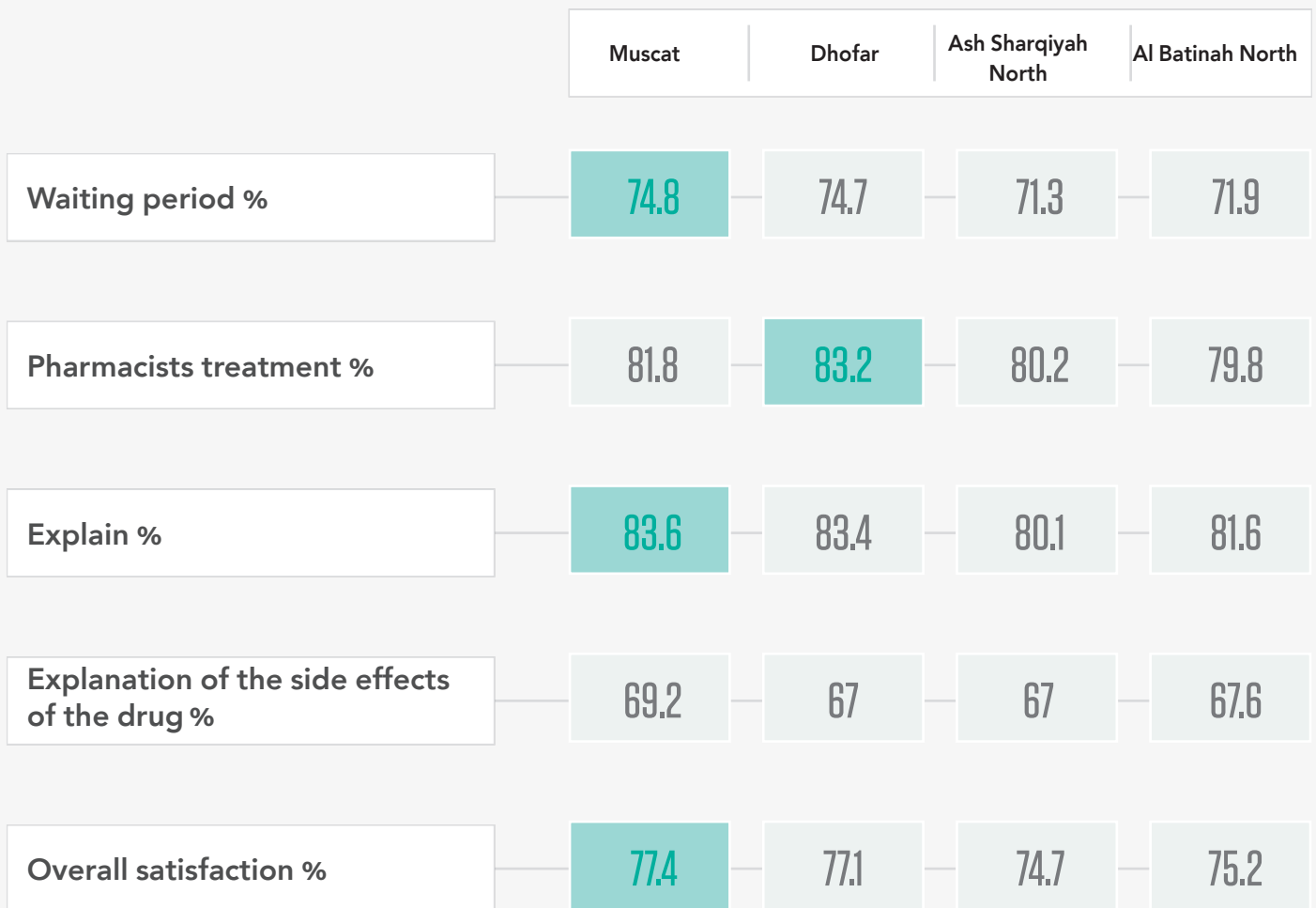
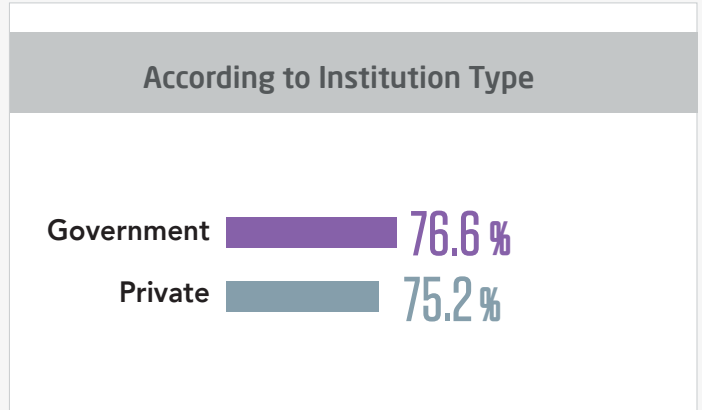
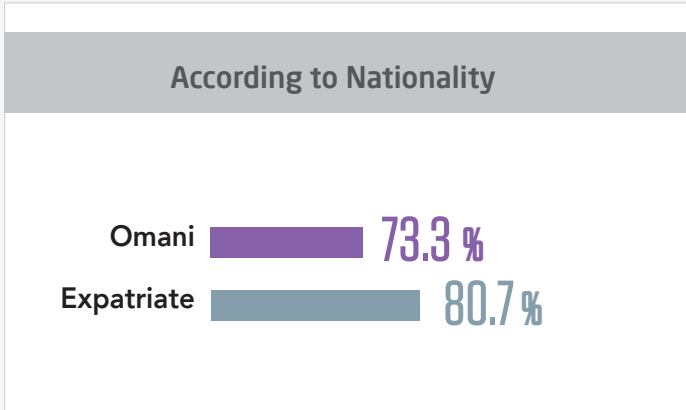


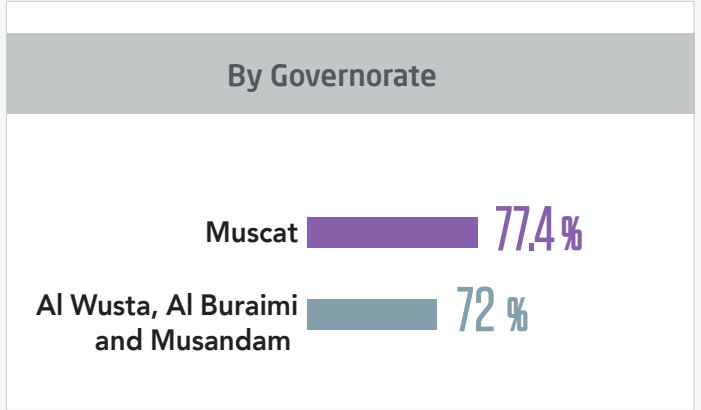
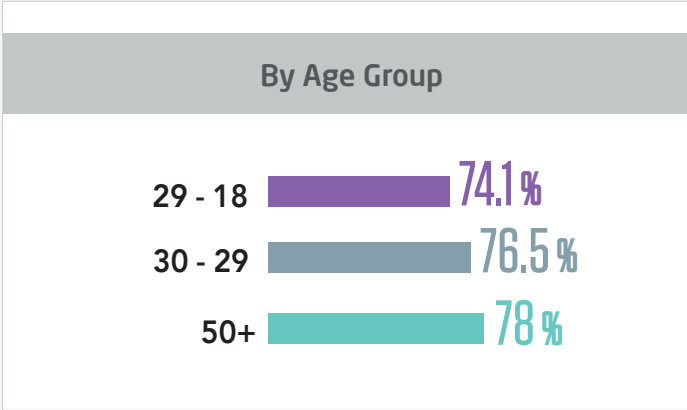
	Muscat	Dhofar	Ash Sharqiyah North	Al Batinah North
Waiting period %	71.5	70.6	72.9	69.3
Nurse treatment %	78.4	78.7	80	78.2
Nurses explanation of procedure %	74.7	75.1	72.9	75.2
Patient care %	76.3	76	77.5	74.7
Privacy in the treatment room %	74.9	73.9	73.8	74.4
Trust in nurse %	76.7	78.6	76.1	78
Overall satisfaction %	75.4	75.5	75.5	75



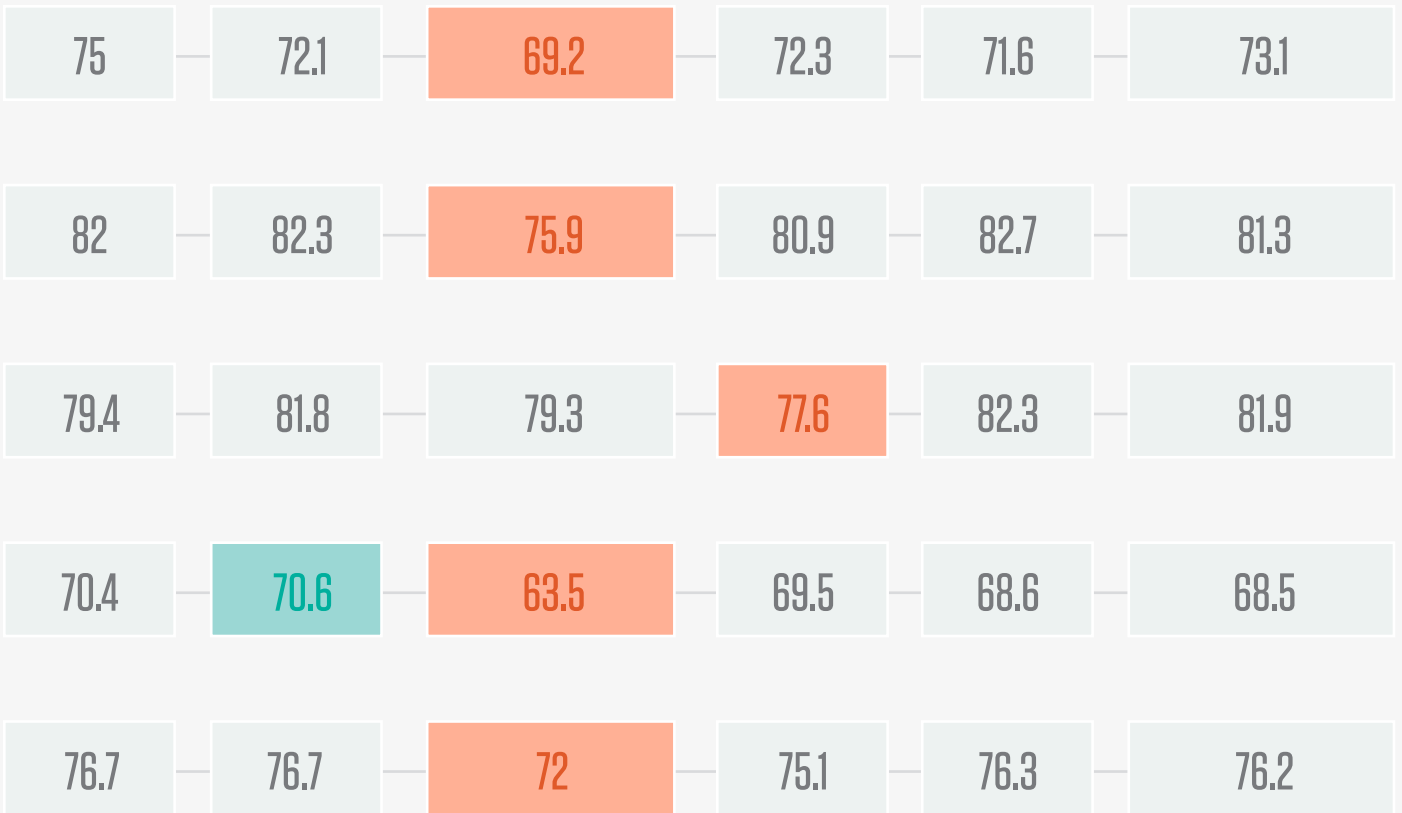
# Fourth:

## Satisfaction with Pharmacists





Ash Sharqiyah South	Al Batinah South	Al Wusta, Al Buraimi and Musandam	Al Dhahirah	Ad Dakhiliyah	Sultanate of Oman
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## Methodology

### First: The target population of the sample size:

The target population for this study was identified as the Omani population in the age of 18 and above, residing in Oman. A representative sample was selected according to the simple random sampling method, as the sample included both genders in all governorates of the Sultanate, and from different educational levels and age groups.

The sample size was 2500 Omanis and Expatriates. This sample size allows to obtain estimates for most of the indicators to be obtained from the poll survey at the overall level of the Sultanate of Oman within a margin error of no more than 5% and providing results at 95% confidence level. The sample was merged in the governorates of Musandam, Al-Buraimi and Al-Wusta due to the small size of the respondents sample in each of them.

### Second: Conducting the survey:

The survey data was collected during the period from 19 September 2023 to 09 October 2023 through telephone interviews, according to an electronic survey using Computer Assisted Telephone Interviewing (CATI)

### Third: Methodology of Calculating the Satisfaction on Healthcare Services Index

Based on the opinion survey data on satisfaction with healthcare services, the overall satisfaction index for healthcare services was measured through four main pillars:

- Satisfaction with the condition of the healthcare institution
- Satisfaction with doctors
- Satisfaction with nurses
- Satisfaction with pharmacists

The mean of the sub-indicators in each pillar was calculated by converting the descriptive evaluation (e.g., "Very satisfied," "Satisfied," etc.) into a quantitative rating ranging from 0 to 10. Subsequently, the mean for each pillar was determined, leading to the calculation of the overall satisfaction index for healthcare services as the arithmetic mean of the four pillars.

### Satisfaction rate with Health Institutions

	Satisfaction rate with the general condition of the institution
	Satisfaction rate with the good reception and politeness in dealing with employees
	Satisfaction rate with the initiative of service providers
	Satisfaction rate with the cleanliness of the bathrooms/toilets in the building
	Satisfaction rate with the access speed to the health care center
	(Satisfaction rate with the costs of treatment (for private sector
	Satisfaction rate with follow-up appointments in the institution itself
	Satisfaction rate with the speed of obtaining an appointment at the reception desk in another health institution
	Satisfaction rate with the waiting period in the health institution
	Satisfaction rate with availability of facilities for people with special needs

### Satisfaction rate with Doctors

	Satisfaction rate with waiting period to see the doctor
	Satisfaction rate with the doctor's treatment and attention
	Satisfaction rate with the doctor's examination
	Satisfaction rate with the doctor's explanation of the treatment plan
	Satisfaction rate with the doctor's preservation of the patient's privacy
	Satisfaction rate with treatment with the same doctor
	Satisfaction rate with the length of time spent with the doctor

### Satisfaction rate with Nurses

	Satisfaction rate with waiting time for admission by the nurse
	Satisfaction rate with the nurse's treatment
	Satisfaction rate with the nurse's explanation of the procedure that he will perform
	Satisfaction rate with the nurse's attention to the case
	Satisfaction rate with privacy in the treatment/ examination room
	Confidence rate in the nurse who provided the service

### Satisfaction rate with Pharmacists

	Satisfaction rate with waiting period to get medication
	Satisfaction rate with pharmacist treatment
	Satisfaction rate with pharmacist explanation of how to use medication
	Satisfaction rate with pharmacist explanation of medication side effects

# Survey Form

المركز الوطني  
للإحصاء  
والمعلومات  
تعزيز المعرفة  
سلطنة عُمان



NATIONAL CENTRE  
FOR STATISTICS  
& INFORMATION

Enhancing Knowledge

SULTANATE OF OMAN

Form No:

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Survey Course No:

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Community Satisfaction Survey on Healthcare Services

Target Group: All Omanis and Expatriates Residing in the Sultanate

First Round

**Personal data is confidential under the Statistics and Information Law  
issued by Royal Decree 2019/55 and shall only be used for scientific  
.research purposes**



### Researcher Introduction

Peace be upon you, with you ... from the National Center for Statistics and Information, we are conducting a public survey with the entire community about satisfaction with health care services, we kindly ask you to participate in the survey and answer some simple questions, and we assure you of the absolute confidentiality of the data, knowing that you have been selected in the survey sample randomly, and the call will be recorded for quality control purposes and take about 10 minutes. Do you agree to participate in the survey with us?

<b>Respondent's Identification Data</b>						
Tel No: .....			Encounter Date: / /2023			
Tel Type: Land Line ... 1 Mobile: ..... 2			Interview start time: .....			
Call Result :	Called .....	1	Encounter Result:	Done .....	1	
	Wrong number .....	2		Partially Done .....	2	
	Unable to connect .....	3		Refused .....	3	
	No response .....	4		No qualified person .....	4	
	Busy number .....	5		Postponed (record recall time) .....	5	
				Call disconnected .....	6	
				No contact .....	7	

101	Name of the respondent (optional)	.....	
102	Nationality?	Omani and resident in Sultanate	Finished the interview
		1. ....	
		Omani/ Non-resident in Sultanate	
		2. ....	
		Non-Omani/ Resident in Sultanate	
3. ....			
103	How old are you (in years)?	Age: ..... years	Finished the interview
		(If the age is less than 18 years)	
104	Gender?	1. Male ..... 2. Female .....	
105	What province does he/she reside in?	1. Muscat .....	
		2. Dhofar ..... 3. Musandam .....	
		4. Al Buraimi ..... 5. Ad Dakhiliyah ..... 6. Al Batinah South ..... 6. Al Batinah North ..... 8. Ash Sharqiyah North ..... 9. Ash Sharqiyah South ..... 10. Al Dhahirah ..... 11. Al Wusta .....	

الرضا عن خدمات الرعاية الصحية  
Satisfaction with healthcare services

سنقوم الآن بسؤالك حول المؤسسة الصحية التي قمت بزيارتها :

We will now ask you about the healthcare facility you visited

<p>خلال ال 12 شهر الماضي هل خضعت أنت أو أحد أفراد أسرتك للفحص الطبي أو العلاج في إحدى المنشآت الصحية التالية: (يسمح للاختيار أكثر من خيار)</p> <p>During the past 12 months, have you or any members of your family undergone a medical examination or treatment in one of the following healthcare facilities? You can choose more than one option</p> <p>1 .....Health Center مركز صحي - 2 ..... Health Complex مجمع صحي - Government Hospital under the Ministry of الصحة مستشفى حكومي تابع لوزارة الصحة - 3 .....Health Government Hospital under different الأخرى مستشفى حكومي تابع للجهات - 4 .....authorities. 5 ..... Private Hospital مستشفى خاص - 6 ..... Private Clinic عيادة خاصة -</p>	<p>201</p>
<p>ما هي آخر مؤسسة صحية قمت بزيارتها: What is the last healthcare facility you visited:</p> <p>1 ..... Health Center مركز صحي - 2 ..... Health Complex مجمع صحي - Government Hospital under the Ministry of الصحة . مستشفى حكومي تابع لوزارة الصحة - 3 .....Health Government Hospital under different الأخرى مستشفى حكومي تابع للجهات - 4 .....authorities 5 ..... Private Hospital مستشفى خاص - 6 ..... Private Clinic عيادة خاصة -</p>	<p>202</p>
	<p>في أي محافظه المؤسسة الصحية التي تقيمها حاليا In which governorate is the healthcare facility you are currently evaluating located?</p> <p>203</p>
<p>ما درجة رضاك عن خدمات الرعاية الصحية المقدمة (راض جداً، راض، محايد، غير راض، غير راض على الإطلاق) بداية سوف نسألك عن المؤسسة الصحية التي قمت بزيارتها، ما مدى رضاك عن الخدمات التالية :</p> <p>What is your level of satisfaction with the healthcare services provided (very satisfied, satisfied, neutral, dissatisfied, very dissatisfied)? To begin with, we will ask you about the healthcare facility you visited, how satisfied are you with the following services:</p>	<p>204</p>

لا ينطبق Not relevant	غير راض على الإطلاق very dissatisfied	غير راض dissatisfied	محايد neutral	راض satisfied	راض جدا very satisfied	البند section	المؤسسات الصحية: Healthcare facilities
						<p>1. الحالة العامة المؤسسة الصحية General condition of the Healthcare facilities</p> <p>2. حسن الاستقبال واللباقة في التعامل من قبل الموظفين Good welcoming and tactful in communication by staff</p> <p>3. مبادرة مقدمي الخدمة Service providers' initiative</p> <p>4. نظافة دورات المياه بالمبنى Cleanliness of the toilets of the building</p> <p>5. سرعة الوصول الى مركز الرعاية الصحية التابع لمنطقتك السكنية Access speed to the healthcare center in your residential area</p> <p>6. تكاليف العلاج (للقطاع الخاص) Treatment expenses (for the private sector)</p> <p>7. مواعيد المتابعة في المؤسسة نفسها Follow-up appointments at the same facility.</p> <p>8. سرعة الحصول على موعد عند الإحالة الى مؤسسة صحية اخرى Speed of obtaining an appointment when referred to another healthcare facility</p> <p>9. فترة الإنتظار في المؤسسة الصحية (مثل المعاينة أو استلام الأدوية من الصيدلية ... الخ) Waiting time at the healthcare facility (such as for appointments or receiving medications from the pharmacy, etc.)</p>	

						10. توافر التجهيزات المراعية لذوي الاحتياجات الخاصة The institutions has equipment that support patient with special needs	
لا ينطبق Not relevant	غير راض على الإطلاق very dissatisfied	غير راض dissatisfied	محايد neutral	راض satisfied	راض جدا very satisfied	البند section	الأطباء: Doctors
						<p>1- وقت انتظار الدخول عند الطبيب Waiting time to see the doctor was convenience</p> <p>2- معاملة الطبيب واهتمامه بحالتك the doctor's treatment and concern for your condition</p> <p>3- معاينة الطبيب Doctor examination</p> <p>4- شرح الطبيب لخطة العلاج Doctor's explanation of the treatment plan</p> <p>5- محافظة الطبيب على خصوصيتك The doctor maintains your privacy</p> <p>6- اذا مرضت مرة أخرى أفضل أن يعالجني نفس الطبيب If I get sick again, it's best for the same doctor to treat me</p> <p>7- مدة الوقت الذي أمضيته مع الطبيب The duration of time I spent with the doctor</p>	

لا ينطبق Not relevant	غير راض على الإطلاق very dissatisfied	غير راض dissatisfied	محايد neutral	راض satisfied	راض جداً very satisfied	البند section	الممرضين : Nurses
						<p>1- وقت انتظار الدخول عند الممرض Waiting time to see the nurse</p> <p>2- معاملة الممرض nurse's behavior and action</p> <p>3- شرح الممرض للإجراء الذي سيقوم به The nurse explained to me the procedure that he/she will perform</p> <p>4- اهتمام الممرض بحالتك The nurse's care for your condition</p> <p>5- الخصوصية في غرفة العلاج / غرفة المعاينة Feeling of privacy in the treatment room/observation room</p> <p>6- الثقة في الممرض الذي قدم لك الخدمة Trust in the nurse who provided you with the service</p>	
لا ينطبق Not relevant	غير راض على الإطلاق very dissatisfied	غير راض dissatisfied	محايد neutral	راض satisfied	راض جداً very satisfied	البند section	الصيدالدة: Pharmacists
						<p>1- وقت انتظار الحصول على الأدوية Waiting time to get the medications</p> <p>2- معاملة الصيدلي Pharmacist's treatment</p> <p>3- شرح الصيدلاني لطريقة استخدام الادوية Pharmacist's explanation of how to use the medications</p> <p>4- شرح الصيدلاني عن الاعراض الجانبية للدواء ( إن وجدت ) Pharmacist's explanation of the side effects of the medication (if any)</p>	
	ما درجة رضاك عن خدمات الرعاية الصحية في المؤسسة التي قمت بزيارتها بشكل عام (راض جداً، راض، محايد، غير راض، غير راض على الإطلاق) .....						205

	What is your level of satisfaction with the healthcare services at the institution you visited in general (Very satisfied, satisfied, neutral, dissatisfied, very dissatisfied)?	
	هل توصي بالرجوع لنفس المؤسسة التي قمت بتقييمها؟ Do you recommend returning to the same institution you evaluated 1 ..... yes نعم - 2 ..... no لا -	206
	الحكومية . 1 .....governmental 2 .....private الخاصة	207
	في حالة المرض لا قدر الله، هل تفضل زيارة المستشفيات أو العيادات الحكومية أم الخاصة؟ In the event of illness, God forbid, do you prefer visiting public/government hospitals or private clinics	208
	اذكر السبب؟ Please mention the reason (جودة الخدمة - سرعة الوصول - وجود تأمين صحي - أخرى) (Service quality - Speed of access - Health insurance availability - Other)	208

اشكر المبحوث وانه المقابلة: نشكرك على المشاركة معنا في هذا الاستطلاع  
We thank you for participating in this survey

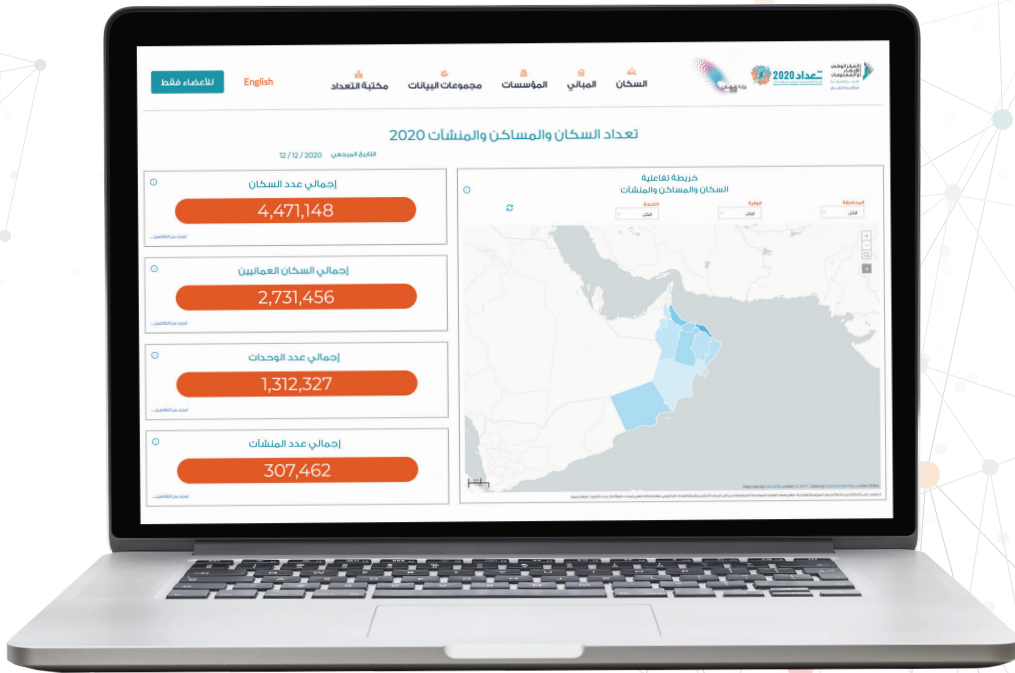


المركز الوطني  
للإحصاء  
والمعلومات  
تعزز المعرفة  
سلطنة عُمان



# تعداد 2020

التعداد الإلكتروني للسكان والمساكن والمنشآت  
Electronic Census of Population, Housings and Establishments



[portal.ecensus.gov.om](http://portal.ecensus.gov.om)



طبعت بمطابع المركز