

Introduction

This study was about factors influencing patients' satisfaction with health care services in health centre IIIs of komamboga and kawaala.

Objectives

The objectives include; to identify the socio- demographic factors that influence patient satisfaction with the health services in the health centre IIIs of Komamboga and Kawaala; to establish institutional factors influencing patients' satisfaction with the health services in health centre IIIs of Komamboga and Kawaala; and to establish the Level of patients' satisfaction with the health services in health centre IIIs of Komamboga and Kawaala.

Methodology

A descriptive cross-sectional study design was employed in this study. A total of 133 patients were selected using simple random sampling. One hundred and thirty three patients were drawn from Komamboga H/C while one hundred and seventy one patients were drawn from Kawaala H/C. Data was subsequently entered into SPSS version 16 for analysis.

Results

Using chi-square at 2-tailed test, gender and level of income was found to be significant ($\chi^2=4$, p -value=0.024*) and ($\chi^2=20.532$, P -value=0.000*) respectively; the institutional factors were highly significant i.e. place of residence ($\chi^2=6.5$, P -value=0.007*); ability to see the doctor ($\chi^2=48.413$, P -value=0.000); doctor able to refer the patient to laboratory ($\chi^2=44.758$, P -value=0.000*); laboratory services available ($\chi^2=43.422$, P -value=0.000*); ability to get medicines ($\chi^2=30.549$, P -value=0.000), and easiness to access health facility ($\chi^2=4.261$, P -value=0.030*);

Gender and level of income has a strong influence on satisfaction of patients with health services; Institutional factors like easily access the Health centre from home Number of times visited the health facility for its services, time taken to reach the health facility, able to see the doctor and so many others have a strong significance in health service satisfaction.

The level of patient satisfaction was established and the majority were not satisfied with health services 200 (65.8%) compared to those who were satisfied 104 (34.2%).

Conclusion

Gender and level of income have a strong influence on satisfaction of patients on health services. Institutional factors like easily access the Health centre from home Number of times visited the health facility for its services, time taken to reach the health facility, able to see the doctor and so many others

have a strong significance in health service satisfaction. The majority were unsatisfied with health services 200 (65.8%) compared to those who were satisfied 104 (34.2%).

Recommendation

The researcher recommends the government to enhance income generating activities like rural scale industries since it affects the satisfaction of health services; the researcher also recommends the government to increase the ratio of patient to doctor since it has a strong significance on the satisfaction of health services and upgrading the health centers to the level of health centre IVs to cater for the big number of clients.