

## ABSTRACT

The study focuses on the assessment of client satisfaction with services offered at Dr C.N. Phathudi Hospital in Limpopo Province.

The study is quantitative, descriptive and cross-sectional in nature. The Centre of Disease Control (CDC) questionnaire was used to conduct interviews among patients at Dr CN Phathudi. The objective of quantitative research is to develop and employ mathematical models, theories and/or hypotheses pertaining to phenomena. The process of measurement is central to quantitative research because it provides the fundamental connection between empirical observation and mathematical expression of quantitative relationships.

The waiting time is a critical factor in determining client satisfaction in different fields of service provision. Clients have shown some discomfort regarding the time they had spent to receive files and in consultation rooms at the outpatients' department.

Furthermore, it was discovered in this study that the overall provision of services is at an acceptable rate although there are still some concerns with the slow pace in which clerks perform their administrative work.

There were recognized service aspects that clients showed low satisfaction which were regarded as a priority for improvement. In this case the main concern included the cleanliness of the toilets, the lack of seating chairs in at the consultation areas and a lack of easy access for people with different kinds of disabilities. Dissatisfaction was also expressed with matters relating to long waiting times that the clients were experiencing while waiting for treatment and folders. Satisfaction was also expressed with how well things were done in the wards such as issuing of the linen and doctor's rounds.

The researcher suggested the following recommendations in order to improve services offered by Dr C.N. Phatudi Hospital:

**ASSESSMENT OF CLIENT SATISFACTION WITH SERVICES OFFERED AT  
DR C.N. PHATHUDI HOSPITAL IN LIMPOPO PROVINCE**

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