



APPENDICES

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APPENDIX A

Number and Sample of Nurses, Number and Sample of Patients

The equation of calculating sample size was: $n = N / 1 + N (e)^2$

$$\begin{aligned} \text{Nurses sample size: } n &= 247 / 1 + 247 (.05)^2 \\ &= 152 + 15 \text{ (10\% possible loss sample)} = 167 \end{aligned}$$

$$\begin{aligned} \text{Patients sample size: } n &= 11160 / 1 + 11160 (.05)^2 \\ &= 386 + 39 \text{ (10\% possible loss sample)} = 425 \end{aligned}$$

Table A1

Number and sample of nurses, number and sample of patients

Nursing Unit/Ward	Number of Nurses	Sample of Nurses	Number of Patients	Sample of Patients
Surgical Ward	32	22	2119	81
ENT/EYE/Orthopedic Ward	37	25	1615	62
Gynecological Ward	32	22	2183	83
Medical Ward	36	24	1842	70
Isolation Ward	12	8	161	6
Labour Induction Unit	14	9	280	11
Private Ward -1	16	11	476	18
Private Ward -2	16	11	509	19
Private Ward -3	18	12	635	24
Private Ward -4	17	11	672	26
Private Ward -5	17	12	668	25
Total	247	167	11160	425

APPENDIX B

Nurses SERVQUAL Scale

Information Sheet

Research Title: Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives

Researcher: Mrs. Mariyam Nashrath

Contact Address: G.Oivaali/ Male' Maldives

Telephone number: (960) 9630243

Dear Participant,

My name is Mariyam Nashrath, a master degree nursing student at the Faculty of Nursing, Chiang Mai University, Thailand. I am doing research for my master degree thesis, regarding “Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives”. The aims of this study are to explore nurses and patients perception of nursing service quality and to compare nursing service quality as perceived by nurses and patients in Indira Gandhi Memorial Hospital. Maldives. This study is proposed to include 167 nurses and 425 patients.

You are invited to participate in this study as you are a nurse providing nursing service for patients who are admitted in Indira Gandhi Memorial Hospital. In addition, the information you provide can be helpful for identifying your perception regarding expectations from nursing service and about your perception of nursing service performance. Additionally, results of the study can benefit for improving nursing service quality of the hospital. Your participation in this study is entirely voluntary and you may withdraw from this study at any time if you do not want to be

a participant of the study. Whether you choose to participate or not, you will still have all benefits that you would otherwise have at this hospital. In addition, withdrawal or participation in this study will not affect your performance evaluation.

When you understand the study information and agree to participate in this study, you will be asked to sign consent form. Then you will be asked to complete a demographic data form, nursing service quality expectation questionnaire which has 22 items and nursing service quality performance questionnaire which has 22 items. The questionnaire completion will take about 15 minutes of your time. Complete the questionnaire in your own time in a comfortable environment. Please return the questionnaires within the next two weeks and place it in the box kept in your ward for collecting nurses' questionnaires.

Your information that will be collected for this study will be kept confidential. Any information that you provide will have a number on it instead of your name and your name will not be disclosed in reporting of any information. The knowledge that I gain from this study will be shared to the public as an overall result. Participant's name and information will not be mentioned. Any other benefit or copyright that may be result of this study will be accordance with rules and regulations of Chiang Mai University.

If you have any questions regarding this study please contact me as the contact information shown above or contact my major advisor Assistant Professor Dr.Thitinut Akkadechanunt, Faculty of Nursing, Chiang Mai University, Thailand, phone number 0066-53- 945012. If you have any question regarding to the research human subjects rights, please contact Professor Emerita Dr.Wichit Srisupan, the

Chairman of the research ethic committee, Faculty of Nursing, Chiang Mai University, phone number 053-94-5033.

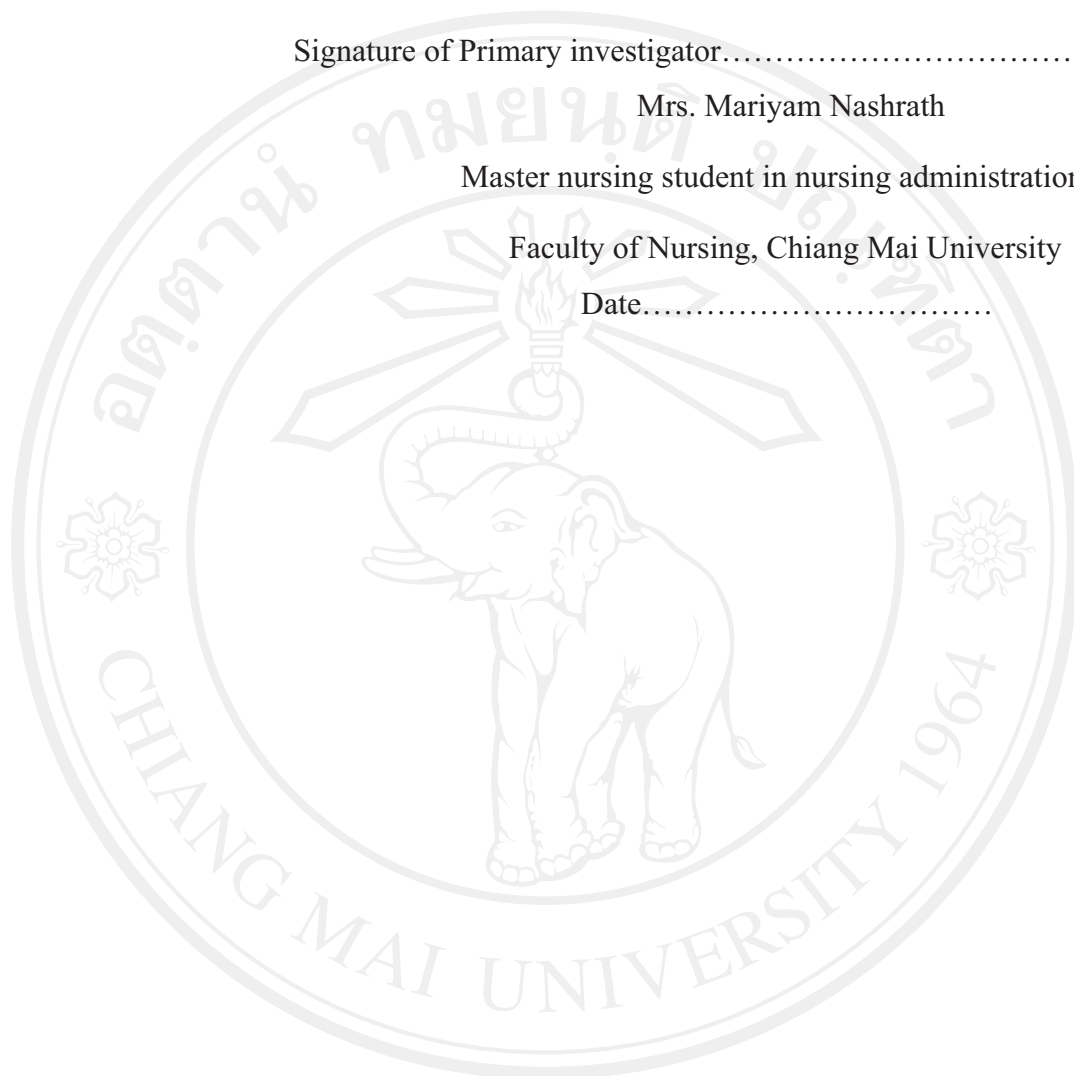
Signature of Primary investigator.....

Mrs. Mariyam Nashrath

Master nursing student in nursing administration

Faculty of Nursing, Chiang Mai University

Date.....



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Informed Consent of Nurses or Volunteers

I have read the foregoing information, or it has been read to me. I have had the opportunity to ask questions about the study and any questions that I have asked have been answered to my satisfaction. I consent voluntarily to participate as a participant in this research.

Name of the Participant.....

Signature of participant.....

Date.....

Day/month/year

Name of witness.....

Signature of witness.....

Date.....

Day/month/year

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Questionnaire for Nurses

Part 1: Demographic Data Form of Nurses

Instruction: Please provide your answer for each item by filling the blanks or putting a mark (✓) in the box that represent relevant answer.

1. Age: ----- years

2. Gender: ☐ Male ☐ Female

3. Level of education in nursing: ☐ Advanced certificate level ☐ Diploma level
☐ Bachelor degree ☐ Master degree
☐ Doctoral degree
☐ Other level (Please specify) -----

4. Current area of work:

☐ Medical Ward ☐ Surgical Ward ☐ ENT/EYE/Orthopedic Ward

☐ Gynecological Ward ☐ Isolation Ward ☐ Labour Induction Unit

☐ Private Ward 1 ☐ Private Ward 2 ☐ Private Ward 3

☐ Private Ward 4 ☐ Private Ward 5

☐ Other ward (Please specify) -----

5. Working in the current ward for ----- years ----- months

6. Working as a nurse for ----- years ----- months

7. Employment status:

☐ Local Nurse ☐ Expatriate Nurse

8. Professional title:

☐

Enrolled Nurse

☐

Registered Nurse

☐

Senior Registered Nurse

☐

Clinical Nurse

9. How often did you participate in short training/conference/seminar in the past year?

☐

None

☐

Once

☐

Two to three times

☐

Four to five times

☐

More than five times

Part 2: Nursing Service Quality Scale for Nurses

Direction: As a nurse please indicate your expectation from nursing services and your actual performance in providing nursing services to the patients.

Two sections are provided in Part 2 of this questionnaire. Section- A is for expectation and Section-B is for performance. Under the Section-A for expectation indicate how you desire to provide nursing services. Under the Section- B performance, indicate your own interpretation of nursing services that you are providing to patients.

If you strongly agree with statement, circle number 5. If you strongly disagree with the statement circle number 1. If your feelings are less strong, circle one of the numbers in the middle of which 4 = agree, 3 = neither agree nor disagree and 2 = disagree. Since, there is no right or wrong answer circle in a number that truly reflects your expectations and actual performances.

Section - A: Nurse expectation from nursing service

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree						
		Strongly Disagree				Strongly Agree
E1	I expect to provide nursing services using up-to-date equipments ...	1	2	3	4	5
E5	If I promises patients to do something by a certain time, I should do so ...	1	2	3	4	5
		Strongly Disagree				Strongly Agree
E10	I shouldn't be expected to tell patients exactly when nursing services will be performed ...	1	2	3	4	5
E15	Patients should be able to feel safe in their interactions with me ...	1	2	3	4	5
E22	I shouldn't be expected to offer nursing services at times convenient for all my patients	1	2	3	4	5

Section - B: Nurse actual performance of nursing service

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree						
		Strongly Disagree				Strongly Agree
P1	I provide nursing services using up-to-date equipments ...	1	2	3	4	5
P5	If I promises patients to do something by a certain time, I do so ...	1	2	3	4	5
P10	I do not tell patients exactly when nursing services will be performed ...	1	2	3	4	5
P15	Patients can feel safe in their interactions with me ...	1	2	3	4	5
P22	I do not offer nursing services at times convenient for all my patients	1	2	3	4	5

APPENDIX C

Patients SERVQUAL Scale

Information Sheet (English version)

Research Title: Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives
Researcher: Mrs. Mariyam Nashrath
Contact Address: G.Oivaali/ Male' Maldives
Telephone number: (960) 9630243

Dear Participant,

My name is Mariyam Nashrath, a master degree nursing student at the Faculty of Nursing, Chiang Mai University, Thailand. I am doing research for my master degree thesis, regarding “Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives”. The aims of this study are to explore nurses and patients perception of nursing service quality and to compare nursing service quality as perceived by nurses and patients in Indira Gandhi Memorial Hospital. Maldives. This study is proposed to include 167 nurses and 425 patients.

You are invited to participate in this study as at present you are a patient receiving nursing service from Indira Gandhi Memorial Hospital. In addition, the information you provide can be helpful for identifying your perception regarding expectations from nursing service and about actual performance of nursing services.

Additionally, results of the study can benefit for improving nursing service quality of the hospital. Your participation in this study is entirely voluntary and you may withdraw from the study at any time such as if you do not want to be a participant of

this study and if your condition becomes critically ill. Whether you choose to participate or not, you will still have all benefits that you would otherwise have at this hospital.

When you understand the study information and agree to participate in this study, you will be asked to sign consent form. On the day of admission you will need to complete a nursing service quality expectation questionnaire which has 22 items. After two days in the hospital stay or before discharging with hospital stay of more than two days you will need to complete nursing service quality performance questionnaire which has 22 items and a demographic data form. The questionnaire completion will take about 15 minutes of your time.

Your information that will be collected in this study will be kept confidential. Any information that you provide will have a number on it instead of your name and your name will not be disclosed in reporting of any information. The knowledge that I gain from this study will be shared to the public as an overall result. Participant's name and information will not be mentioned. Any other benefit or copyright that may be result of this study will be accordance with rules and regulations of Chiang Mai University.

If you have any questions regarding this study please contact me as the contact information shown above or contact my major advisor Assistant Professor Dr.Thitinut Akkadechanunt, Faculty of Nursing, Chiang Mai University, Thailand, phone number 0066-53- 945012. If you have any question regarding to the research human subjects rights, please contact Professor Emerita Dr.Wichit Srisupan, the

Chairman of the research ethic committee, Faculty of Nursing, Chiang Mai University, phone number 053-94-5033.

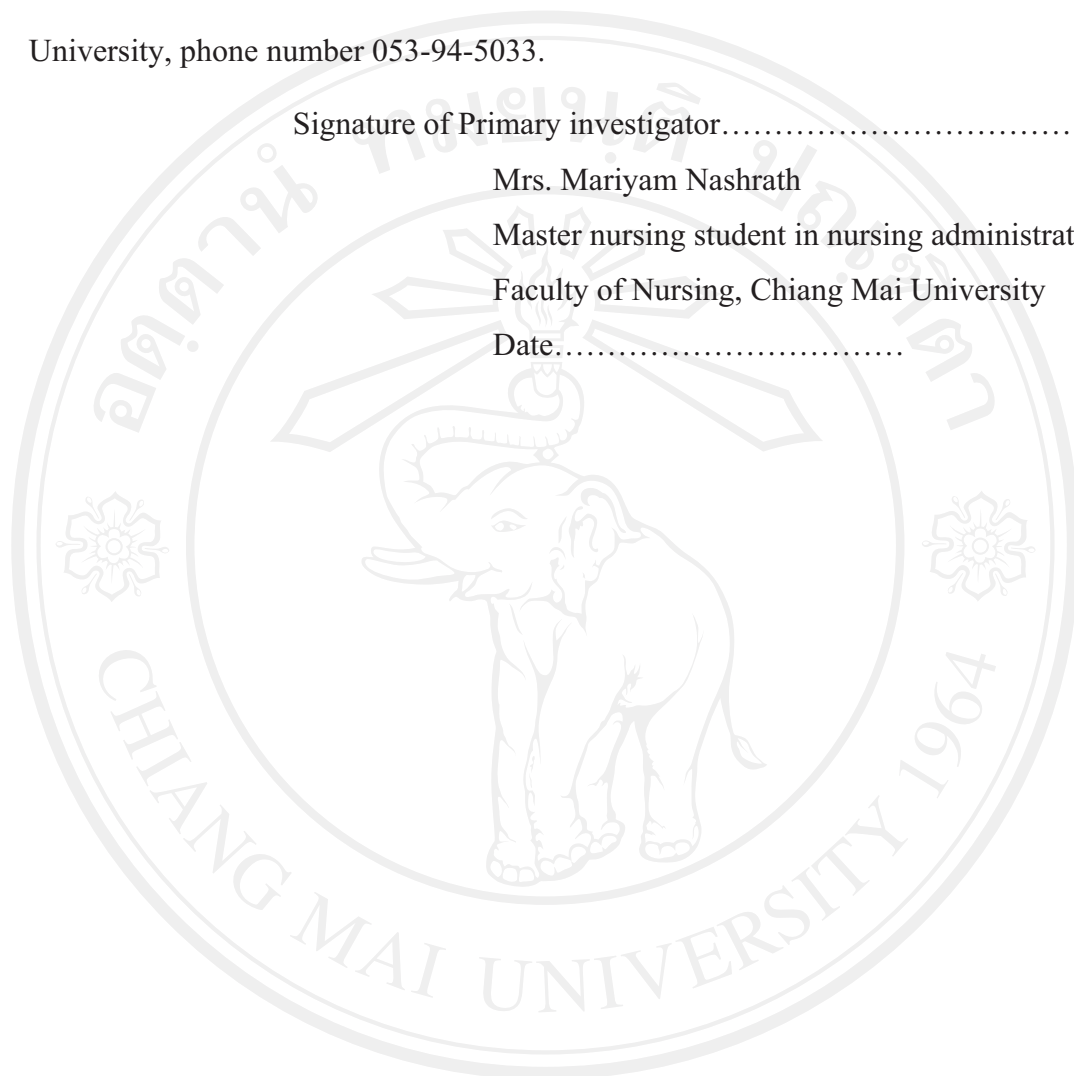
Signature of Primary investigator.....

Mrs. Mariyam Nashrath

Master nursing student in nursing administration

Faculty of Nursing, Chiang Mai University

Date.....



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Inform Consent of Patients or Volunteers

I have read the foregoing information, or it has been read to me. I have had the opportunity to ask questions about the study and any questions that I have asked have been answered to my satisfaction. I consent voluntarily to participate as a participant in this research.

Name of the Participant.....

Signature of participant.....

Date.....

Day/month/year

Name of Witness.....

Signature of Witness.....

Date.....

Day/month/year

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Questionnaire for Patients

Part 1: Demographic Data Form of Patients (English version)

Instruction: Please provide your answer for each item by filling the blanks or putting a mark (✓) in the box that represent relevant answer.

1. Age: ----- years

2. Gender: ☐ Male ☐ Female

3. Currently admitted ward in the hospital:

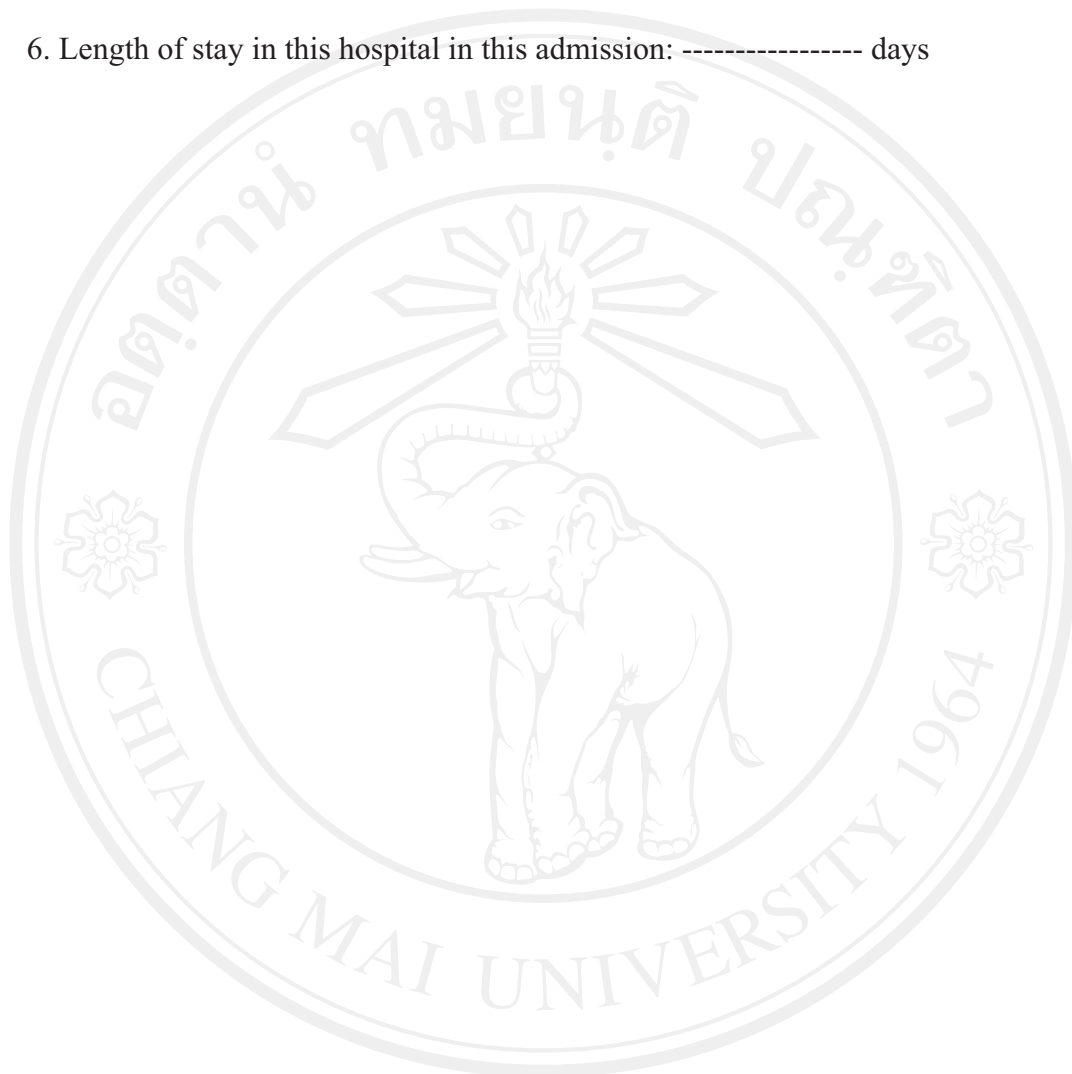
- | | | |
|---|---|--|
| <input type="checkbox"/> Medical Ward | <input type="checkbox"/> Surgical Ward | <input type="checkbox"/> ENT/EYE/Orthopedic Ward |
| <input type="checkbox"/> Gynecological Ward | <input type="checkbox"/> Isolation Ward | <input type="checkbox"/> Labour Induction Unit |
| <input type="checkbox"/> Private Ward 1 | <input type="checkbox"/> Private Ward 2 | <input type="checkbox"/> Private Ward 3 |
| <input type="checkbox"/> Private Ward 4 | <input type="checkbox"/> Private Ward 5 | <input type="checkbox"/> Other Ward |

4. Level of education attained:

- | | | |
|--|--|--|
| <input type="checkbox"/> No education | <input type="checkbox"/> Literate (informal education) | <input type="checkbox"/> Primary school |
| <input type="checkbox"/> Secondary school | <input type="checkbox"/> Higher secondary school | <input type="checkbox"/> Diploma level |
| <input type="checkbox"/> Bachelor degree | <input type="checkbox"/> Master degree | <input type="checkbox"/> Doctoral degree |
| <input type="checkbox"/> Other education level----- (please specify) | | |

5. Number of admissions to this hospital in the past-----

6. Length of stay in this hospital in this admission: ----- days



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Part 2: Nursing Service Quality scale for patients (English version)

Direction: As a patient in this hospital, please indicate your expectations from nursing services and perception about nursing service performance.

Two sections are provided in Part 2 of this questionnaire. Section- A is for expectation and Section-B is for performance. Under the Section-A for expectation, indicate what you wish to get from nursing services, complete this section on the day of admission. Under the Section- B performance indicate your evaluation of nursing service after you have received nursing services, complete this section after two days in the hospital stay or before discharging with hospital stay of more than two days.

If you strongly agree with statement, circle number 5. If you strongly disagree with the statement circle number 1. If your feelings are less strong, circle one of the numbers in the middle of which 4 = agree, 3 = neither agree nor disagree and 2 = disagree. Since there is no right or wrong answer circle in a number that truly reflects your expectation from nursing service and how you have perceived nurses performance.

Section - A: Patient expectation form nursing service (wants/wish to get from nursing service)

1 = Strongly Disagree 2 = Disagree 3 = Neither Agree nor Disagree 4 = Agree 5 = Strongly Agree						
		Strongly Disagree				Strongly Agree
E1	I expect to receive nursing services using up-to-date equipments ...	1	2	3	4	5
		Strongly Disagree				Strongly Agree
E5	When nurses promises me to do something by a certain time, they should do so ...	1	2	3	4	5
E10	I shouldn't expect nurses to tell me exactly when nursing services will be performed ...	1	2	3	4	5
E15	I should be able to feel safe in interactions with nurses ...	1	2	3	4	5
E22	I shouldn't expect nurses to offer nursing services at times convenient for me	1	2	3	4	5

Section - B: Patient perception of nursing service performance (your evaluation of nursing service after you have received nursing service)

1 = Strongly Disagree		2 = Disagree		3 = Neither Agree nor Disagree		4 = Agree		5 = Strongly Agree	
		Strongly Disagree						Strongly Agree	
P1	Nurses provided nursing services using up-to-date equipments ...	1	2	3	4	5			
P5	When nurses promised me to do something by a certain time, they did	1	2	3	4	5			
P10	Nurses did not tell me exactly when nursing services will be performed ...	1	2	3	4	5			
P15	I felt safe in the interactions with nurses ...	1	2	3	4	5			
P22	Nurses did not offer nursing services at times convenient for me	1	2	3	4	5			

موسم سرما کے موسم

[illegible][illegible][illegible]

[illegible]

9630243 ۹۶۳۰۲۴۳

کتاب: **تاریخ اسلام**

وَدَّ بَرَّوْ جَرَّ مَشُو بَرَّوْ

خروج من مصر في سنة ١٢٠٤ هـ

مَنْ مَاتَ وَجْهًا مَاتَ سِرًّا، كَمَا سَرَّ دَارَ السُّرُورِ

(v) မြန်မာနိုင်ငံ၊ ဗဟိုနှင့် အရှေ့တောင်ဒေသများတွင် ရွှေအား ထုတ်လုပ်ရာတွင် ပါဝင်မှုကြီးမားသည်။

2. چھ سو: پچیس سو دس سو

[illegible]

<input type="checkbox"/> جہانگیر، ہرست ستر ستر <input type="checkbox"/> سہارن، ہرست ستر <input type="checkbox"/> جہانگیر، ہرست ستر	<input type="checkbox"/> جہانگیر، ہرست ستر <input type="checkbox"/> سہارن، ہرست ستر <input type="checkbox"/> جہانگیر، ہرست ستر	<input type="checkbox"/> جہانگیر، ہرست ستر <input type="checkbox"/> سہارن، ہرست ستر <input type="checkbox"/> جہانگیر، ہرست ستر
--	--	--

..... (سہارن، ہرست ستر)

5. نَمِیْدِیْدِ دَرِ سَمْعِ خُدی دَیْدِ دَجِ نَمِیْدِیْدِ دَرِ سَمْعِیْدِ

6. دوزخ میں جس شخص کو بھی اللہ تعالیٰ نے داخل کیا ہو، وہ اللہ تعالیٰ سے نفرت کرے..... قرآن

[illegible]

[illegible][illegible]

[illegible]

سندھ صوبہ - B: سرگودھا، راجستھان، دہلی، گجرات، سندھ (سرگودھا، دہلی، گجرات، سندھ)

=1		=2		=3		=4		=5	
P1		P5		P10					
...						
1		1		1					
2		2		2					
3		3		3					
4		4		4					
5		5		5					

$=1 \text{ อนุกรมเรขาคณิต } \text{ อนุกรมเรขาคณิต } \text{ อนุกรมเรขาคณิต}$ $=2 \text{ อนุกรมเรขาคณิต } \text{ อนุกรมเรขาคณิต}$ $=3 \text{ อนุกรมเรขาคณิต } \text{ อนุกรมเรขาคณิต}$ $=4 \text{ อนุกรมเรขาคณิต}$ $=5 \text{ อนุกรมเรขาคณิต } \text{ อนุกรมเรขาคณิต}$					
อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	
อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	อนุกรมเรขาคณิต	
5	4	3	2	1	P15
5	4	3	2	1	P22

APPENDIX D

List of Experts

Panels of experts for the content validation of nurses and patients SERVQUAL scale are as follows:

1. Professor Dr.Wipada Kunaviktikul

Faculty of Nursing, Chiang Mai University

Chiang Mai, Thailand

2. Associate Professor Dr. Raymoul Nantsupawat

Faculty of Nursing, Chiang Mai University

Chiang Mai, Thailand

3. Lecturer Dr.Orn-anong Wichaikhum

Faculty of Nursing, Chiang Mai University

Chiang Mai, Thailand

4. Senior Nurse Manager Niyaza Adam

Pediatric Department

Indira Gandhi Memorial Hospital, Male', Maldives

5. Lecturer Asiya Ibrahim

Faculty of Health Sciences

Maldives College of Higher Education, Male', Maldives

APPENDIX E

Calculation of the CVI on SERVQUAL scale of Nurses

The CVI was calculated by using the following formula by Davis (1992).

The relevant to the category that to measure by experts:

1 = not relevant

2 = somewhat relevant

3 = quite relevant

4 = very relevant

CVI = Number of items rated 3 or 4 by both experts / Total number of item

The CVI on SERVQUAL scale of nurses between each pair of experts are as follows:

Expert 1 & 2 = $13 / 22 = .59$

1 & 3 = $15 / 22 = .68$

1 & 4 = $15 / 22 = .68$

1 & 5 = $15 / 22 = .68$

Expert 2 & 3 = $19 / 22 = .86$

2 & 4 = $19 / 22 = .86$

2 & 5 = $19 / 22 = .86$

Expert 3 & 4 = $22 / 22 = 1$

3 & 5 = $22 / 22 = 1$

Expert 4 & 5 = $22 / 22 = 1$

The average CVI = $(.59 + .68 + .68 + .68 + .86 + .86 + .86 + 1 + 1 + 1) / 10$

= .82

APPENDIX F

Calculation of the CVI on SERVQUAL scale of Patients

The CVI was calculated by using the following formula by Davis (1992).

The relevant to the category that to measure by experts:

1 = not relevant

2 = somewhat relevant

3 = quite relevant

4 = very relevant

$CVI = \text{Number of items rated 3 or 4 by both experts} / \text{Total number of item}$

The CVI on SERVQUAL scale of patients between each pair of experts are as follows:

Expert 1 & 2 = $13 / 22 = .59$

1 & 3 = $15 / 22 = .68$

1 & 4 = $15 / 22 = .68$

1 & 5 = $15 / 22 = .68$

Expert 2 & 3 = $19 / 22 = .86$

2 & 4 = $19 / 22 = .86$

2 & 5 = $19 / 22 = .86$

Expert 3 & 4 = $22 / 22 = 1$

3 & 5 = $22 / 22 = 1$

Expert 4 & 5 = $22 / 22 = 1$

The average CVI = $(.59 + .68 + .68 + .68 + .86 + .86 + .86 + 1 + 1 + 1) / 10$

= .82

APPENDIX G

Cronbach's alpha of SERVQUAL scale of nurses and patients

Table G1

Cronbach's alpha of SERVQUAL scale of nurses and patients

Dimensions of SERVQUAL scale	No. of items	Cronbach's α	
		Nurses	Patients
Overall SERVQUAL scale	44	.93	.88
Tangibles	8	.75	.76
Reliability	10	.83	.83
Responsiveness	8	.86	.85
Assurance	8	.83	.77
Empathy	10	.80	.88

APPENDIX H

Certificate of Ethical Clearance (Chiang Mai University)



No.135/2010

CERTIFICATE OF ETHICAL CLEARANCE
Research Ethics Review Committee
Faculty of Nursing, Chiang Mai University

The Research Ethics Review Committee of the Faculty of Nursing,
Chiang Mai University declares approval of

Research Project Title : Nursing Service Quality as Perceived by Nurses and
Patients in the Tertiary Care Hospital, Maldives

Principal Investigator : Mrs.Mariyam Nashrath

Participating Institution : International Master Program in Nursing
Administration, Faculty of Nursing, Chiang Mai University

The above research project does not violate rights, well being, and/or
endanger human subjects and is justified to conduct the research procedures as
proposed.

This clearance is valid from the date of approval to October 31, 2011

Date of approval October 1, 2010

(Professor Dr. Wichit Srisuphan)

Chair, Research Ethics Review Committee
Faculty of Nursing, Chiang Mai University

(Associate Professor Dr. Thanaruk Suwanprapisa)
Dean of Faculty of Nursing, Chiang Mai University

APPENDIX I

Approval by Maldives National Health Research Committee

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ



National Health Research Committee
Ministry of Health and Family
Male'
Republic Of Maldives

10th November 2010

Ms. Mariyam Nashrath
G. Oivaali
Male,
Republic of Maldives,

Approval of Research Proposal

Title of Study Proposal:

“Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives”

Researcher:

Mariyam Nashrath. Student of Chiang Mai University/Thailand.

Dear Ms. Mariyam Nashrath

The members of the Health Research Committee have reviewed your revised research proposal “Nursing Service Quality as Perceived by Nurses and Patients in the Tertiary Care Hospital, Maldives”.

The members of the committee after reviewing have approved the proposed study.

It is requested that the final report of the research be forwarded to the Ministry of Health and Family for future local reference and use.

Decision Support Division
Ministry of Health and Family
(Secretariat of the National Health Research Committee)



Tel: (960) 3328425, Fax: (960) 3330699, Email: moh@dhivehinet.net.mv

APPENDIX J

Permission of Data Collection Letter (IGMH)

Indira Gandhi Memorial Hospital
Male' Health Services Corporation Ltd.
Republic of Maldives
Reg. No.: C-0276/2010




ދިވެހިރާއްޖޭގެ ސަރުކާރުގެ ގެޒެޓް
ދިވެހިރާއްޖޭގެ ސަރުކާރުގެ ގެޒެޓް
ދިވެހިރާއްޖޭގެ ސަރުކާރުގެ ގެޒެޓް

18th October 2010

TO WHOM IT MAY CONCERN

This is to state that I have no objection for Mrs. Mariyam Nashrath to conduct a study in this hospital on "Nursing Service Quality as Perceived by Nurses and Patients in Tertiary Care Hospital, Maldives" as a requirement for her Master of Nursing Administration Course at Chiang Mai University, Thailand.


Maimoona Shujau

Director of Nursing



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APPENDIX K

Mean and SD of SERVQUAL scale Expectation and Performance of Permanent Nurses and Temporary Nurses by Dimensions and Total Score

Table K1

Mean and standard deviation of nursing service quality expectation by permanent nurses (n = 46) and temporary nurses (n = 116)

Dimensions of SERVQUAL	Permanent Nurses		Temporary Nurses	
	Range	Mean (SD)	Range	Mean (SD)
Total expectation score of	68 - 110	91.13 (9.28)	66 - 105	85.81 (7.76)
Tangibles	12 - 20	18.15 (1.71)	9 - 20	16.76 (1.92)
Reliability	18 - 25	23.04 (1.84)	15 - 25	21.84 (2.19)
Responsiveness	7 - 20	14.52 (3.53)	7 - 20	13.97 (2.90)
Assurance	12 - 20	18.87 (1.67)	12 - 20	17.45 (1.91)
Empathy	6 - 25	16.54 (4.53)	5 - 25	15.79 (3.53)

Table K2

Mean and standard deviation of nursing service quality performance as perceived by permanent nurses (n = 46) and temporary nurses (n = 116)

Dimensions of SERVQUAL	Permanent nurses		Temporary nurses	
	Range	Mean (SD)	Range	Mean (SD)
Total expectation score of	66 - 102	85.13 (8.98)	63 - 106	87.41 (7.97)
Tangibles	8 - 20	13.71 (3.16)	10 - 20	16.00 (2.16)
Reliability	15 - 25	21.22 (2.48)	16 - 25	21.44 (2.34)
Responsiveness	8 - 20	15.48 (2.87)	5 - 20	14.33 (3.23)
Assurance	11 - 20	16.28 (2.29)	12 - 20	17.22 (1.83)
Empathy	12 - 25	18.43 (3.65)	6 - 25	18.42 (3.23)

APPENDIX L

Mean and SD of SERVQUAL scale Expectation and Performance of General Ward Patients and Private Ward Patients by Dimensions and Total Score

Table L1

Mean and standard deviation of nursing service quality expectation by general ward patients (n = 285) and private ward patients (n = 98)

Dimensions of SERVQUAL	General ward patients		Private ward patients	
	Range	Mean (SD)	Range	Mean (SD)
Total expectation score of	49 - 110	88.51 (9.08)	66 - 105	86.96 (9.24)
Tangibles	8 - 22	18.19 (2.24)	11 - 20	18.60 (2.06)
Reliability	10 - 25	23.27 (2.52)	15 - 25	23.19 (2.53)
Responsiveness	4 - 20	13.58 (3.63)	4 - 20	11.66 (4.18)
Assurance	8 - 20	18.74 (1.93)	11 - 20	19.02 (1.73)
Empathy	5 - 25	14.73 (4.75)	5 - 25	14.47 (5.37)

Table L2

Mean and standard deviation of nursing service quality performance as perceived by general ward patients (n = 285) and private ward patients (n = 98)

Dimensions of SERVQUAL	General ward patients		Private ward patients	
	Range	Mean (SD)	Range	Mean (SD)
Total expectation score of	40 - 104	74.09 (11.94)	53 - 105	79.86 (11.76)
Tangibles	4 - 20	14.37 (2.98)	7 - 20	15.5 (2.86)
Reliability	5 - 25	18.71 (4.25)	9 - 25	20.49 (3.55)
Responsiveness	4 - 20	11.33 (3.33)	4 - 20	12.21 (3.41)
Assurance	4 - 20	14.99 (3.27)	8 - 20	16.04 (2.74)
Empathy	5 - 25	14.69 (4.07)	5 - 25	15.61 (4.76)

CURRICULUM VITAE

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