

Table 6 Main reason for dissatisfaction with service provider among urban and rural residents in Marvdasht, 2014

Service provider	No. dissatisfied	Poor quality		Inappropriate behaviour		Time consuming		Cost	
		No.	%	No.	%	No.	%	No.	%
Urban									
Health house	NA	-	-	-	-	-	-	-	-
Health centre	6	5	83.3	1	16.7	0	0.0	0	0.0
Family physician	175	139	79.4	25	14.3	11	6.3	0	0.0
Private physician	117	60	51.3	13	11.1	14	12.0	30	25.6
Government hospital	48	22	45.8	6	12.5	20	41.7	0	0.0
Private hospital	5	0	0.0	2	40.0	0	0.0	3	60.0
Other	0	0	0.0	0	0.0	0	0.0	0	0.0
Total	351	226	64.4	47	13.4	45	12.8	33	9.4
Rural									
Health house	30	26	86.7	1	3.3	3	10.0	0	0.0
Health centre	14	14	100.0	0	0.0	0	0.0	0	0.0
Family physician	179	123	68.7	37	20.7	19	10.6	0	0.0
Private physician	67	20	29.9	7	10.4	18	26.9	22	32.8
Government hospital	40	11	27.5	2	5.0	27	67.5	0	0.0
Private hospital	3	0	0.0	0	0.0	2	66.7	1	33.3
Other	4	4	100.0	0	0.0	0	0.0	0	0.0
Total	337	198	58.8	47	13.9	69	20.5	23	6.8
Overall total									
Health house	30	26	86.7	1	3.3	3	10.0	0	0.0
Health centre	20	19	95.0	1	5.0	0	0.0	0	0.0
Family physician	354	262	74.0	62	17.5	30	8.5	0	0.0
Private physician	184	80	43.5	20	10.9	32	17.4	52	28.3
Government hospital	88	33	37.5	8	9.1	47	53.4	0	0.0
Private hospital	8	0	0.0	2	25.0	2	25.0	4	50.0
Other	4	4	100.0	0	0.0	0	0.0	0	0.0
Total	688	424	61.6	94	13.7	114	16.6	56	8.1

NA = not available.