

Healthcare Service Quality Assessment: A Case Study of Kuwait

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Abstract

This study evaluates the quality of public healthcare services and patient satisfaction in Kuwait, encompassing both Kuwaiti nationals and expatriate residents. The relationship between sociodemographic variables and patient satisfaction level is also explored. Service quality was assessed using a modified SERVQUAL model developed by Parasuraman et al. (1988), which measures the gap between patient expectations and perceived service across five dimensions: tangibility, reliability, responsiveness, assurance, and empathy. A cross-sectional survey questionnaire was used to collect data through field research involving 399 patients. Statistical analysis was conducted using SPSS and Excel, including non-parametric tests (Mann–Whitney and Kruskal–Wallis). A significant difference in satisfaction levels was observed between Kuwaiti and non-Kuwaiti patients. Non-Kuwaitis were more satisfied across all service dimensions (P -value < 0.001). Patients with a postgraduate degree were the most satisfied compared to other education groups in all dimensions. Females were the least satisfied in all service dimensions. Backward regression was used to build the best model that includes the most impactful variables on overall patient satisfaction. This study provides valuable insights into service quality gaps within Kuwait's healthcare system and highlights areas requiring immediate intervention. Furthermore, the findings may support policymakers and healthcare administrators in developing targeted strategies, ultimately improving the quality of care and long-term healthcare outcomes.

Keywords: Kuwait; Patient satisfaction; Public HealthCare Service; Quality management; SERVQUAL