

**Table 2. Percentage of client satisfaction surveys with negative response cases, mean level of dissatisfaction and selected actions for improvement, 1993–1996**

Question	% with negative response cases	Mean level of dissatisfaction	Selected actions for Improvement
Were you attended to quickly?	69.7	19.5	Implement group/individual appointment system. Offer promotional discounts to clients who visit during off-peak hours. Encourage clients to call for estimated waiting times. Separate reproductive health visits from family planning visits (triage). Improve control over doctors' schedules. Provide additional medical staff and consultation rooms. Restructure clinic hours so staff work through lunch time.
Was it easy to get to the clinic/site?	53.9	11.8	Improve outreach activities. Inform clients of community-based distribution posts near their homes. Relocate clinic to a more accessible area. Add signs in front of clinic and signs from main roads.
Was the cost for your service appropriate?	46.8	9.7	Implement sliding scale. Waive some fees. Review fee structure relative to other service providers. Designate certain clinics in low-income areas as free clinics. Survey community to assess how much clients are willing to pay. To cross-subsidize, market services to higher income groups.
Are the clinic hours convenient?	23.6	10.4	Expand hours to include early morning, late evening and/or Saturday. Rotate staff during lunch hour to eliminate lunchtime break.
Were you informed about other contraceptive methods?	22.4	17.0	Conduct refresher courses in counseling. Expand counseling services. Hire a doctor experienced in providing family planning.
Was the time spent in consultation sufficient to discuss your needs?	16.9	7.5	Control doctors' schedules more effectively. Contract with more doctors and add consultation rooms.
Did you feel you had the opportunity to ask questions and clarify doubts?	12.4	15.1	Conduct refresher training in counseling.
Was the use of the method(s) explained clearly to you?	10.5	15.8	Conduct refresher courses in group counseling and quality of care. Review counseling procedures.
Did you have sufficient privacy (during your consultation)?	9.5	7.9	Conduct courses in human relations for medical and counseling staff. Add new, more private consultation rooms.
Did you find the clinic area to be clean?	2.2	7.7	
Were you treated in a friendly and respectful way?	0.0	0.0	