

# THE DEGREE OF SATISFACTION PERCEIVED BY HEALTHCARE SERVICES CONSUMERS IN STATE HOSPITALS – CASE STUDY EMERGENCY COUNTY HOSPITAL FROM ALBA IULIA

Muntean Andreea<sup>1</sup>  
Lazea Ruxandra<sup>2</sup>

*ABSTRACT: The paper investigates the degree of satisfaction of the patients that accessed the medical services provided by the Emergency County Hospital from Alba Iulia. The key factors considered important in establishing the degree of satisfaction were the following: the endowment with new generation of portable medical equipment (ultrasound machine, portable oxygen, resuscitation equipment); the endowment with new generation of fixed medical equipment (ray machine, CT); the hospital furniture; the endowment with non-medical equipment for physical comfort of patients (climate equipment); skills of medical staff; the waiting time until the takeover by a doctor/nurse; the effectiveness of doctors; nurses efficiency, cleaning efficiency of support staff perceived patient in the respective unit.*

*KEYWORDS: satisfaction, healthcare consumers, patients*

JEL CODES: M 31; I1

---

<sup>1</sup> “1 Decembrie 1918” University of Alba Iulia, 11-13, Nicolae Iorga Street, Alba Iulia, Postal code: 510009, [munteanandreea2009@yahoo.com](mailto:munteanandreea2009@yahoo.com)

<sup>2</sup> “1 Decembrie 1918” University of Alba Iulia, Telephone number: +40724308546, 11-13, Nicolae Iorga Street, Alba Iulia, Postal code: 510009, [ruxandra\\_rdvc@yahoo.com](mailto:ruxandra_rdvc@yahoo.com)