

CUSTOMER SATISFACTION WITH THE QUALITY OF AESTHETIC SERVICES AT SELECTED HOSPITALS IN CAN THO, VIETNAM

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Data Availability

The data that support the findings of this study are available from the corresponding author (i.e., upon reasonable request).

Ethics approval

The study was approved by the Medical Ethics Council of Can Tho University of Medicine and Pharmacy, Can Tho, Vietnam (No. 23.372.HV/PCT-HĐĐĐ). Participants were informed that taking part in the study was voluntary.

Declaration of Competing Interest

None.

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KEYWORDS

customer satisfaction, aesthetic services, marital status, Vietnam

ABSTRACT

Background: Evaluating patient satisfaction with service quality and related factors in the cosmetic department plays a crucial role in helping hospital managers develop improvement strategies. However, in Can Tho, Vietnam, studies on patient satisfaction with cosmetic services remain limited.

Objective: This study aims to assess satisfaction levels and explore factors related to customer satisfaction with the quality of cosmetic services at hospitals in Can Tho City.

Method: A cross-sectional descriptive study was conducted on 268 patients receiving treatment at the Department of Aesthetics and Aesthetic Clinics of three public hospitals in Can Tho City. These patients participated in aesthetic services during the study period from April 2023 to June 2024.

Results: Satisfaction rates with aesthetic services across five aspects were as follows: tangibility (77.6%), reliability (74.6%), service efficiency (73.1%), assurance (79.5%), and empathy (65.3%), with an overall satisfaction rate of 49.3%. Factors associated with overall customer satisfaction in aesthetic services included marital status and the number of times patients participated in aesthetic services ($p < 0.05$).

Conclusion: Overall satisfaction with aesthetic services remains low, and marital status and the number of times a patient participates in aesthetic services is an independently related factor. These findings suggest that repeated experiences may

improve satisfaction levels, highlighting the need to enhance service quality to increase overall satisfaction.

INTRODUCTION

In today's era, as society develops, people's demand for beauty is increasing and becoming more diverse. The advancement of science and technology has transformed this need into a profession—aesthetic services, which encompass various fields such as cosmetics, spas, cosmetic surgery, and cosmetic dermatology. To meet the growing demand for beauty, the field of aesthetic medicine continues to expand each year [1]. According to statistics from the International Society of Aesthetic Plastic Surgery, 10.6 million cosmetic surgeries and 12.7 million non-surgical procedures were performed in 2018, reflecting a growth of 15% and 25%, respectively, compared to 2014 [2]. Currently, the top five countries in terms of the number of cosmetic surgeries are the United States, Brazil, Japan, Italy, and Mexico, accounting for 41.4% of cases worldwide[3]. In Asia, beauty technology is also rapidly developing, including in Vietnam [4]. Despite the risks and potential side effects, cosmetic services have become a societal trend. The increasing emphasis on appearance in the modern world, coupled with factors such as fashion influences, media exposure, the spread of social networks, social pressure, encouragement from cosmetic doctors, advertising, and the cost-effectiveness of cosmetic procedures, has contributed to the rising prevalence of these services globally. However, in Can Tho, Vietnam, statistics on the current state of cosmetic services remain limited.

Additionally, hospitals today operate under a self-financing policy, where revenue generation depends on the number of patients seeking examination and treatment. Patient satisfaction directly influences their choices and contributes to competition among service providers. Therefore, assessing patient satisfaction with service quality and identifying related factors is crucial for hospital managers in planning improvement strategies [5]. Among hospital departments, the aesthetic department caters to a highly specialized clientele—not only patients but also customers who seek beauty enhancements and have high expectations for optimal service quality. Therefore, this study aims to determine the satisfaction rate and explore factors related to customer satisfaction with the quality of aesthetic services at three hospitals in Can Tho, Vietnam.

METHODS

Study design and setting

Study design

A cross-sectional descriptive study was conducted on 268 patients who were receiving treatment at the Department of Aesthetics and the Aesthetic Clinic of three public hospitals in Can Tho and had undergone aesthetic services during the study period. The inclusion criteria were patients who agreed to participate in the study. Exclusion criteria included patients who were not competent to answer the research questions (e.g., those with mental illness, severe dementia, or acute illness with severe progression) and patients with severe vision or hearing impairment.

Questionnaire

The survey instrument consisted of three main sections.

The first section collected general characteristics of participants, including age, gender (male, female), education level (illiterate, primary school, secondary school, high school, and higher), occupation (student, office worker, actor/singer/entertainment industry, other), marital status (single, married, cohabiting, divorced, separated, widowed), place of residence (Can Tho, other provinces), and income (under 5 million VND, 5–10 million VND, 10–20 million VND, and over 20 million VND).

The second section surveyed participants' choices related to cosmetic services, including the type of service, number of times they had undergone the service, source of

information, reasons for selecting the hospital for cosmetic procedures, and reasons for choosing cosmetic services.

The third section assessed customer satisfaction with the quality of cosmetic services. Satisfaction was measured across six dimensions: tangibles, reliability, service efficiency, assurance, empathy, and overall satisfaction, using the SERVPERF service quality questionnaire [6]. Each item in the SERVPERF questionnaire was rated on a 5-point Likert scale from 1 (very dissatisfied) to 5 (very satisfied). The score for each dimension was calculated as the average score of the corresponding items.

Data Analysis

IBM SPSS Statistics 22 software was used for data entry and analysis. Categorical variables were analyzed using frequency and percentage distributions, with comparisons performed using the Chi-square test (for normally distributed data) or Fisher's exact test (for non-normally distributed data).

RESULTS

Demographic Characteristics and Choice of Cosmetic Services

Regarding the general characteristics of the study subjects (Table 1), the average age was 39.19 ± 15.15 years. Women accounted for 78.7% of the study population, and the majority were married (63.8%). The highest proportion of participants had an education level of high school or higher (68.3%). The average income of the study subjects was mostly between 5 - <10 million VND, accounting for 37.7%.

Regarding the choice to participate in cosmetic services (Table 2), the majority of patients were first-time users, accounting for 49.6%. The primary source of information about cosmetic services was friends and relatives (66.8%). Additionally, 75% of the study subjects selected services based on the safety provided by the medical facility. The most common reason for choosing cosmetic services was the desire to look more beautiful and attractive (50.4%).

Customer Satisfaction with Service Quality

When evaluating customer satisfaction with the quality of cosmetic services at hospitals (Table 3), we noted that the overall satisfaction rate was 49.3%. Regarding tangibility, 77.6% of respondents were satisfied with cosmetic services. Regarding trust in the hospital, 74.6% of the subjects reported satisfaction. Service efficiency and empathy brought satisfaction to patients at rates of 73.1% and 65.3%, respectively.

The results of the customer satisfaction survey for each question (Table 4) showed that customers felt safe during examinations and care in the department (4.34 ± 0.66 points). The care service met commitments (4.35 ± 0.71 points), and the expertise of doctors and skills of technicians were highly appreciated (4.18 ± 0.66 points). However, quick availability and convenient working hours received the lowest score (3.88 ± 0.65).

Relationship Between Certain Factors and Customer Satisfaction

When analyzing the relationship between overall satisfaction and some characteristics of the study subjects (Table 5), two factors were found to be significantly related to overall satisfaction: marital status ($p = 0.018$) and the number of times participating in cosmetic services ($p = 0.007$). Other characteristics, including age, gender, occupation, education level, and income, were not found to be significantly related to satisfaction with the quality of aesthetic services.

DISCUSSION

Customers participating in cosmetic services range in age from 18 to 94 years old. The average age falls mainly within the middle-aged group (40–60 years old), accounting for 41% of the total number of customers. This can be explained by the fact that individuals in this age group undergo significant physical changes and seek to maintain their appearance and health to sustain stable social relationships. Regarding gender, the research results show that women account for an overwhelming proportion (78.7%) of those using cosmetic services [7]. This

reflects the consistently high demand for beauty enhancements among women in modern society, where personal appearance is highly valued. Regarding occupation, most customers using cosmetic services are office workers, accounting for 20.9%. These individuals generally have stable jobs that do not require manual labor, making self-care and beauty enhancement more accessible and relevant to their professional and social lives. In terms of place of residence, customers from provinces outside Can Tho account for a higher proportion (51.9%), compared to 48.1% from Can Tho. This trend can be attributed to Can Tho's status as the economic and medical center of the Mekong Delta region, attracting customers from neighboring provinces seeking high-quality cosmetic services [8]. Finally, regarding income level, customers with an income of over 20 million VND/month are less likely to use cosmetic services at public hospitals (10.1%), as they tend to prefer high-end services at private facilities that better meet their expectations for quality and service efficiency. Meanwhile, the group earning 5–10 million VND/month accounts for the highest proportion (37.7%), as they can afford cosmetic services at public hospitals while ensuring safety and legal compliance during the treatment process [9].

The research results show that eyelid surgery is the most common cosmetic procedure at hospitals, accounting for 23.5% of cases [10]. Double eyelids are considered a hallmark of beauty and youthfulness in East Asian culture [11]. However, the proportion of people with naturally occurring double eyelids in Asia and Vietnam is relatively low. Some studies suggest that only about 50% of Asians have fully formed double eyelids, while the rest have monolids or hidden eyelids [12], [13]. As a result, the demand for eyelid surgery is particularly high. Other popular cosmetic services include acne treatment, cosmetic sutures, scar treatment, and laser procedures, mainly due to their affordability and minimally invasive nature [10], [14], [15]. On the other hand, major procedures such as breast augmentation and rhinoplasty are less commonly chosen due to their higher cost and risk of complications. Regarding hospital selection, safety is the primary consideration, with three out of four customers choosing a hospital based on this factor. In addition, low cost and clear legal regulations are also important considerations. Although private cosmetic services have been expanding rapidly, public hospitals continue to maintain customer trust due to their reputation and service quality.

The research results indicate that satisfaction rates for various service aspects are as follows: tangibles (77.6%), reliability (74.6%), service efficiency (73.1%), assurance (79.5%), and empathy (65.3%). These findings are consistent with previous studies by Le Thi Thanh Dung, Nguyen Van Tham, Ta Van Tinh, and Pradeep Ghimire, which also reported high satisfaction levels across different service dimensions [7], [16], [17], [18]. However, when analyzing overall satisfaction, the proportion of unsatisfied customers remains high at 50.7%. This suggests that cosmetic services at public hospitals have not fully met customer expectations. Key factors contributing to dissatisfaction include service costs that do not match quality, an unappealing hospital environment and uniforms, and a shortage of medical staff to address mental health and emotional support needs. Additionally, many public hospitals have long-established facilities primarily designed for medical examination and treatment, making it challenging to adopt a professional service approach comparable to that of modern private cosmetic facilities.

When examining the relationship between various factors and overall satisfaction with service quality, the study found that single customers tend to be less satisfied than married customers. This may be explained by the fact that single customers often have higher expectations for appearance and cosmetic services, requiring a more meticulous and personalized service experience. In contrast, married customers generally have a lower threshold for satisfaction, as they have already achieved certain life milestones and experienced various challenges in marriage, leading to more moderate demands for cosmetic services. Additionally, first-time customers are typically less satisfied than those who have used cosmetic services multiple times

[19]. This is likely because repeat customers already have high aesthetic needs, possess greater mental readiness, and have developed trust in the service provider based on past experiences, resulting in higher satisfaction levels. This is the only factor found to have an independent influence on customer satisfaction, with repeat customers reporting significantly higher satisfaction rates than first-time users [19].

CONCLUSION

The study found that overall satisfaction with cosmetic services was low and that the number of cosmetic service visits was independently associated with overall customer satisfaction. These findings suggest that repeat visits can enhance satisfaction levels, emphasizing the need to improve service quality to increase overall satisfaction. To achieve this, hospitals should regularly assess and enhance service quality to provide the best possible experience for their patients or customers.

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Table 1. Characteristics of study participants (n = 268)

Variables		Number (n)	Percentage (%)
Age (years)	18-30	91	34.0
	30-40	47	17.5
	40-60	110	41.0
	> 60	20	7.5
Gender	Woman	211	78.7
	Man	57	21.3
Occupation	Student	42	15.7
	Office staff	56	20.9
	Actors, artists, entertainment-related occupations.	0	0.0
	Other	170	63.4
Residential distribution	Can Tho	129	48.1
	Other provinces	139	51.9
Educational Level	Illiterate	3	1.1
	Primary school	18	6.7
	Secondary school	64	23.9
	High school/ College/University, Postgraduate	183	68.3
Income	< 5.000.000 VND	63	23.5
	5.000.000 VND-10 .000.000 VND	101	37.7
	10.000.000 VND – 20 .000.000 VND	77	28.7
	≥ 20 .000.000 VND	27	10.1

Table 2. Characteristics of choosing to participate in cosmetic services (n = 268)

Characteristics		Number, (n)	Percentage, (%)
Types of cosmetic services	Breast augmentation	3	1.1
	Rhinoplasty	6	2.2
	Atrophic scar treatment	17	6.3
	Filler or Botox injections	21	7.8
	Scar or laser treatment	27	10.1
	Cosmetic wound suturing	29	10.8
	Acne treatment	30	11.2
	Eyelid surgery	63	23.5
	Others	72	26.9
Number of cosmetic service visits	First-time visit	133	49.6
	2 to 4 visits	119	44.4
	More than 4 visits	16	6.0
Reasons for undergoing cosmetic procedures	To look more attractive due to dissatisfaction with body image	135	50.4
	To restore skin or organ damage	78	29.1
	To look good without makeup	33	12.3
	To appear younger	91	34.0
	Marriage-related reasons	13	4.9
	Job-related reasons	24	9.0
	Others	12	4.5
Sources of information	Facebook	26	9.7
	News, media, and internet sources	59	22.0
	Recommendations from friends and family	179	66.8
	Others	4	1.5
Reasons for choosing a hospital for cosmetic services	Tính an toàn cao	201	75.0
	High safety standards	99	36.9
	Clear legal regulations	88	32.8
	Affordable cost	12	4.5
	Availability of consultations and treatments by appointment	3	1.1
Trust in private cosmetic services	Yes	138	51.5
	No	130	48.5

Table 3. Customer satisfaction with service quality (n = 268)

Service quality aspects	Dissatisfied (%)	Satisfied (%)
Tangibles (Facilities, equipment, cleanliness)	60 (22,4)	208 (77,6)
Reliability (Trust in service outcomes)	68 (25,4)	200 (74,6)
Service efficiency (Effectiveness, timeliness)	72 (26,9)	196 (73,1)
Assurance (Safety, professionalism of staff)	55 (20,5)	213 (79,5)
Empathy (Understanding and care from staff)	93 (34,7)	175 (65,3)
Overall Satisfaction	136 (50,7)	132 (49,3)

Table 4. Customer satisfaction by five aspects (n = 268)

Variables	Satisfaction level n (%)					Mean (SD)
	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied	
Tangibles						
Clean and green environment	0 (0)	0 (0)	37 (13,8)	160 (59,7)	71 (26,5)	4,13 ± 0,62
Clean and professional staff attire	0 (0)	0 (0)	33 (12,3)	149 (55,6)	86 (32,1)	4,2 ± 0,64
Modern and well-equipped facilities	0 (0)	1 (0,4)	27 (10,1)	138 (51,5)	102 (38,1)	4,27 ± 0,65
Easy to locate, private and comfortable clinic	0 (0)	0 (0)	42 (15,7)	159 (59,3)	67 (25)	4,09 ± 0,63
Reliability						
Feeling safe during consultation and care	0 (0)	1 (0,4)	25 (9,3)	124 (46,3)	118 (44)	4,34 ± 0,66
Reasonable service costs	0 (0)	0 (0)	42 (15,7)	150 (56)	76 (28,4)	4,13 ± 0,65
Concerns about aesthetic needs are addressed	1 (0,4)	2 (0,7)	23 (8,6)	130 (48,5)	112 (41,8)	4,31 ± 0,69
Service quality meets expectations and commitments	2 (0,7)	2 (0,7)	19 (7,1)	121 (45,1)	124 (46,3)	4,35 ± 0,71
Effective results with no medical errors	3 (1,1)	2 (0,7)	23 (8,6)	129 (48,1)	111 (41,4)	4,28 ± 0,74
Service efficiency						
Staff responsiveness to customer needs	2 (0,7)	2 (0,7)	18 (6,7)	133 (49,6)	113 (42,2)	4,32 ± 0,7
Clear communication about service timelines	1 (0,4)	7 (2,6)	35 (13,1)	169 (63,1)	56 (20,9)	4,01 ± 0,69
Quick availability and convenient working hours	1 (0,4)	6 (2,2)	51 (19)	177 (66)	33 (12,3)	3,88 ± 0,65
Willingness to assist customers	1 (0,4)	3 (1,1)	38 (14,2)	174 (64,9)	52 (19,4)	4,02 ± 0,64
Assurance						
Respect for customer privacy	0 (0)	0 (0)	24 (9)	147 (54,9)	97 (36,2)	4,27 ± 0,62
Thorough examination and attentive care	2 (0,7)	3 (1,1)	31 (11,6)	169 (63,1)	63 (23,5)	4,07 ± 0,68
Professional expertise of doctors and staff	2 (0,7)	3 (1,1)	18 (6,7)	168 (62,7)	77 (28,7)	4,18 ± 0,66
Staff knowledge in addressing customer concerns	1 (0,4)	3 (1,1)	20 (7,5)	182 (67,9)	62 (23,1)	4,12 ± 0,61
Empathy						
Medical staff's empathy and understanding	1 (0,4)	4 (1,5)	54 (20,1)	163 (60,8)	46 (17,2)	3,93 ± 0,68
Attention to customer concerns and difficulties	0 (0)	4 (1,5)	45 (16,8)	181 (67,5)	38 (14,2)	3,94 ± 0,61
Caring and professional attitude of staff	0 (0)	4 (1,5)	40 (14,9)	176 (65,7)	48 (17,9)	4 ± 0,62
Reasonable consultation and care time	1 (0,4)	4 (1,5)	50 (18,7)	170 (63,4)	43 (16)	3,93 ± 0,66
Easy access to staff for discussions and concerns	1 (0,4)	2 (0,7)	31 (11,6)	166 (61,9)	68 (25,4)	4,11 ± 0,65

Table 5. Factors related to customer satisfaction (n = 268)

Factor		Overall Satisfaction			Tangibles			Reliability			Service efficiency			Assurance			Empathy		
		Dissatisfied n (%)	Satisfied n (%)	p	Dissatisfied n (%)	Satisfied n (%)	p	Dissatisfied n (%)	Satisfied n (%)	p	Dissatisfied n (%)	Satisfied n (%)	p	Dissatisfied n (%)	Satisfied n (%)	p	Dissatisfied n (%)	Satisfied n (%)	p
Age (years)	18-30	52 (38,2)	39 (29,5)	0,34 4	67 (75,3)	22 (24,7)	0,53	59 (66,3)	30 (33,7)	0,08	60 (67,4)	29 (32,6)	0,36	67 (75,3)	22 (24,7)	0,54	54 (60,7)	35 (39,3)	0,04 5
	30-40	24 (17,6)	23 (17,4)		41 (83,7)	8 (16,3)		35 (71,4)	14 (28,6)		36 (73,5)	13 (26,5)		38 (77,6)	11 (22,4)		28 (57,1)	21 (42,9)	
	40-60	49 (36)	61 (46,2)		83 (75,5)	27 (24,5)		90 (81,8)	20 (18,2)		83 (75,5)	27 (24,5)		91 (82,7)	19 (17,3)		75 (68,2)	35 (31,8)	
	> 60	11 (8,1)	9 (6,8)		17 (85)	3 (15)		16 (80)	4 (20)		17 (85)	3 (15)		17 (85)	3 (15)		18 (90)	2 (10)	
Gender	Man	33 (24,3)	24 (18,2)	0,22 4	42 (72,4)	16 (27,6)	0,28	39 (67,2)	19 (32,8)	0,14	42 (72,4)	16 (27,6)	1,00	42 (72,4)	16 (27,6)	0,13	38 (65,5)	20 (34,5)	0,97
	Woman	103 (75,7)	108 (81,8)		166 (79)	44 (21)		161 (76,7)	49 (23,3)		154 (73,3)	56 (26,7)		171 (81,4)	39 (18,6)		137 (65,2)	73 (34,8)	
Occupation	Student	25 (18,4)	17 (12,9)	0,41 7	32 (76,2)	10 (23,8)	0,96	24 (57,1)	18 (42,9)	0,01	29 (69)	13 (31)	0,41	31 (73,8)	11 (26,2)	0,45	24 (57,1)	18 (42,9)	0,15
	Office staff	29 (21,3)	27 (20,5)		44 (78,6)	12 (21,4)		41 (73,2)	15 (26,8)		38 (67,9)	18 (32,1)		43 (76,8)	13 (23,2)		32 (57,1)	24 (42,9)	
	Other	82 (60,3)	88 (66,7)		132 (77,6)	38 (22,4)					56 (64,4)	31 (35,6)		139 (81,8)	31 (18,2)		119 (70)	51 (30)	
Marital status	Single	53 (39)	34 (25,8)	0,01 8	66 (75,9)	21 (24,1)	0,71	55 (63,2)	32 (36,8)	0,03	134 (78,4)	37 (21,6)	0,04	62 (71,3)	25 (28,7)	0,03	49 (56,3)	38 (43,7)	0,15
	Married	77 (56,6)	94 (71,2)		132 (77,2)	39 (22,8)		137 (80,1)	34 (19,9)		4 (66,7)	2 (33,3)		144 (84,2)	27 (15,8)		120 (70,2)	51 (29,8)	
	Divorced	2 (1,5)	4 (3)		6 (100)	0 (0)		5 (83,3)	1 (16,7)		0 (0)	1 (100)		5 (83,3)	1 (16,7)		4 (66,7)	2 (33,3)	
	Separated	1 (0,7)	0 (0)		1 (100)	0 (0)		1 (100)	0 (0)		2 (66,7)	1 (33,3)		0 (0)	1 (100)		0 (0)	1 (100)	

	Widowed	3 (2,2)	0 (0)		3(100)	0(0)		2 (66,7)	1 (33,3)		196 (73,1)	72(26,9)		2(66,7)	1(33,3)		2(66,7)	1(33,3)	
Education level	Illiterate	1 (0,7)	2 (1,5)	0,689*	3 (100)	0(0)	0,552	2(66,7)	1 (33,3)	0,98	3 (100)	0 (0)	0,65	3 (100)	0 (0)	0,56	3 (100)	0 (0)	0,75
	Primary School	11 (8,1)	7 (5,3)		15(83,3)	3(16,7)		13 (72,2)	5(27,8)		15(83,3)	3(16,7)		16(88,9)	2(11,1)		11(61,1)	7(38,9)	
	Secondary School	34 (25)	30 (22,7)		46 (71,9)	18 (28,1)		48(75)	16(25)		46 (71,9)	18 (28,1)		48 (75)	16 (25)		43 (67,2)	21 (32,8)	
	High School and Higher	90 (66,2)	93 (70,5)		144 (78,7)	39 (21,3)		137 (74,9)	46 (25,1)		132 (72,1)	51 (27,9)		146 (79,8)	37 (20,2)		118(64,5)	65(35,5)	
Income (million VND)	< 5	35 (25,7)	28 (21,2)	0,053	48 (76,2)	15 (22,8)	0,647	37 (58,7)	26 (41,3)	0,00	47 (74,6)	16 (25,4)	0,42	51 (81)	12 (19)	0,13	42 (66,7)	21 (33,3)	0,49
	5 – <10	58 (42,6)	43 (32,6)		78 (77,2)	23 (22,8)		72 (71,3)	29 (28,7)		69 (68,3)	32 (31,7)		74 (73,3)	27 (26,7)		62 (61,4)	39 (38,6)	
	10 – <20	29 (21,3)	48 (36,4)		63 (81,8)	14 (18,2)		69 (89,6)	8 (10,4)		61 (79,2)	16 (20,8)		63 (81,8)	14 (18,2)		55 (71,4)	22 (28,6)	
	≥ 20	14 (10,3)	13 (9,8)		19 (70,4)	8 (29,6)		22 (81,5)	5 (18,5)		19 (70,4)	8 (29,6)		25 (92,6)	2 (7,4)		16 (59,3)	11 (40,7)	
Number of visits	First time	77 (56,6)	56 (42,4)	0,007	103 (77,4)	30 (22,6)	0,007	93 (69,9)	40 (30,1)	0,21	94 (70,7)	39 (29,3)	0,35	103 (77,4)	30 (22,6)	0,59	87 (65,4)	46 (34,6)	0,36
	2nd time	56 (41,2)	63 (47,7)		92 (77,3)	27 (22,7)		94 (79)	25 (21)		88 (73,9)	31 (26,1)		96 (80,7)	23 (19,3)		75 (63)	44 (37)	
	More than 4 times	3 (2,2)	13 (9,8)		13 (81,2)	3 (18,8)		13 (81,3)	3 (18,7)		14 (87,5)	2 (12,5)		14 (87,5)	2 (12,5)		13 (81,3)	3 (18,7)	