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**Client Satisfaction at a University
Outpatient Psychology Clinic**

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of the requirements for the degree of
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ABSTRACT

The present study surveyed client satisfaction at the Massey University Psychology Clinic. It aimed to provide feedback to the Psychology Clinic while at the same time investigating the broader issues of data collection and analysis. In an effort to collect honest opinions, and not just "grateful testimonials" from clients, special consideration was given to the methodology used. In particular a standardised scale was employed (the Client Satisfaction Questionnaire -31) and efforts were made to enhance the response rate, while keeping reactivity to a minimum. Forty of the forty eight clients surveyed returned the questionnaire by mail. In the absence of guidelines on how to analyse the data, a variety of techniques were employed designed specifically to answer the questions posed by the Psychology Clinic. While clients were generally satisfied with the Psychology Clinic, some aspects of the service which could be improved were identified. Confidence in the results is strengthened by the methodology used, and by the finding that client satisfaction with the Psychology Clinic was unrelated to their satisfaction with life in general. The methodology used to collect and analyse data proved useful and it is suggested that providers of similar services adopt the same strategies, thus enabling meaningful comparisons to be made between facilities.

Dedicated in loving memory to my
grandfather Jack Morris Blakeney

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TABLE OF CONTENTS

Chapter	Page
Abstract	ii
Dedication	iii
Acknowledgements	iv
Table of contents	v
List of tables	vi
1 SERVICE EVALUATION	1
Introduction	1
Models of Service Evaluation	2
Research Based Rationale for Choosing the Consumer Evaluation Model ..	6
Defining Client Satisfaction	9
Reservations of Using Client Satisfaction Data	11
2 METHODOLOGICAL CONSIDERATIONS	14
Methods of Client Satisfaction Data Collection	14
Obstacles to Overcome in the Collection of Client Satisfaction Data ..	16
Methods of Data Analysis	19
3. RELATIONSHIP OF CLIENT VARIABLES TO SERVICE SATISFACTION	20
Demographic Variables	20
Treatment Variables	21
Life Satisfaction	21
4 THE PRESENT STUDY	24
Objectives and Hypotheses	25

5	METHOD	28
	Research Setting	28
	The Researcher	29
	The Participants	29
	Measures	31
	Procedure	36
	Ethical issues	39
6	RESULTS	41
	Objective 1. Scientific investigation	41
	Objective 2. Feedback to the Psychology Clinic	47
7	DISCUSSION: FEEDBACK TO THE PSYCHOLOGY CLINIC . . .	61
	Suggestions for future research	66
8	DISCUSSION: DATA COLLECTION AND ANALYSIS	67
	Obstacles in the Measurement of Client Satisfaction Data	67
	The Analysis of Client Satisfaction Data	71
	Client Satisfaction as a Psychological Construct	74
	Suggestions for Future Research	76
9	CONCLUSION	79
	REFERENCES	79
	APPENDICES	86
	I The Client Satisfaction Questionnaire	87
	II Memo to all therapists	98
	III Information sheet	99
	IV Consent form	100
	V Covering letter (group one)	101
	VI Covering letter (group two)	102
	VII Follow up telephone call	103

LIST OF TABLES

TABLE	Page
1.1 Summary of the five models proposed by Lebow (1982a) to evaluate mental health services	5
2.1 Response rates for five methods of data collection (Lebow 1983b)	17
5.1 Characteristics of the sample	30
5.2 Dimensions and example questions from the CSQ-31	32
6.1 Results from the in-person and by-telephone groups	42
6.2 Response rates before and after follow up for the in person and by telephone groups	43
6.3 Simple correlations among Physical surroundings (Physical), Support staff, Type of service (Type), Treatment staff, Quality of service (Quality) Outcome, Quantity of service (Quantity), General satisfaction (General), and Office procedures (Procedures)	46
6.4 Alpha coefficients of the nine dimensions of satisfaction measured by the CSQ-31	48
6.5 Results of the Client Satisfaction Questionnaire for each item (N=40)	50
6.6 Percent satisfied, means, and standard deviations for the nine dimensions of satisfaction measured by the CSQ-31, N = 40.	53
6.7 Multiple regression analysis of Type of service, Support staff, Physical surroundings, Outcome, Office procedures, Quantity of service and Life satisfaction, (N=40)	57