

Supplementary file 1: Questionnaire in English, Amharic and Wolaita Donna. (PDF)

Questionnaire: English version

Interviewer: Please read the following paragraph to the respondent

Dear Respondent,

Good morning/good afternoon. Thank you for your willingness to with me today.

My name is----- I am working as a data collector in this study to assess patient satisfaction on regular hospital meal service and associated factors. Your name will not be written on this form, and the information that I got from you will never be used for other purposes. The data will keep confidential. Your frank answers will help us to better understanding patient satisfaction with Hospital meal service and to improve the provision of hospital meal service. We would greatly appreciate your participation in this study by genuinely responding to the interviews. The interview will take 20-30 minutes. Would you be willing to participate?

Agree_____ Disagree_____

Thank you.

Code number of questionnaire_____

Name of interviewer_____ Signature

Date of interview_____

Name of supervisor _____Signature_____ Date_____

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Wolaita sodo university p.o. box 138

Part 1 Socio demographic			
101	Admission hospital	1. Ottona teaching Hospital 2. Dubbo hospital 3. Christian hospital	
102	How old are you	_____ years	
103	Sex	1. Male 2. Female	
104	Where is your address?	1. Urban 2. Rural	
105	What is your Marital Status?	1. Single 2. Married 3. Divorced 4. Widowed	
107	What is your religion?	1. Orthodox 2. Protestant 3. Muslim 4. Catholic 5. Others specify	
108	What is your Occupation?	1. Government employee 2. Merchant 3. Student 4. Daily labor worker 5. Farmer 6. House wife 7. Others specify	
109	What is your Educational Status?	1. Unable to read and write 2. Can read and write but no formal education 3. Primary school completed 4. Secondary school completed 5. Higher education completed	
1010	How much is your monthly income in Ethiopian Birr /Average /	-----in Birr	
1011	Number of days after admission	-----days	
Part 2: Meal characteristic			
		Yes	No
201	Do you get three meals daily?		

202	Is the meal flavoured enough to eat?					
203	Is there provision of water with your meal?					
204	Do you avoid meal because of meal taste aversion?					
205	Is the meal can be chewed easily?					
206	Do you skip meals because of new meal type?					
Part 3: Serving Approach						
301	Is the meal served at regular meal time?					
302	Are the meal served with clean dishes?					
303	Are the drinks served with clean Cups?					
304	Staffs who deliver your meals are neat?					
305	Staffs who deliver your meals are polite?					
Part 4: Physical environment						
401	Is the bed can be flexible in different position to eat?					
402	Is the room clean for you to eat in?					
403	Are there means of hygiene?					
404	Is the level of privacy in your room is arranged to eat freely?					
Part 5: Patient satisfaction: tick under the respective rate assigned as follows based on the patient response						
1=Strongly disagree, 2=Disagree, 3= I don't know , 4=Agree, and 5=Strongly agree						
	Satisfaction level	1	2	3	4	5
501	The meal served is testy					
502	The meal appearance is good					
503	The variety of the meal is enough					
504	The meal served is warm is good					
505	The time of meal distribution is timely					
506	The amount of the meal served is enough					
507	Dishes are clean					
508	Cups are clean					
509	Staff approach is good					
5010	Number of meals served per day is enough					
5011	The meal served is good for my health					
5012	The general cleanliness of the room is good					
5013	I am comfortable with the eating position					
5014	The level of room privacy is good					

Questionnaire: Amharic version

የስምምነት ማረጋገጫ

ስሜ _____ ይባላል። እኔ በሆስፒታል ምግብና በምግብ አገልግሎት እርካታ ላይ በሚደረግ ጥናት አብሬ እሰራለሁ።

የዚህ ጥናት ዓላማ በሆስፒታል ተኝተው ለሚታከሙ የሚሰጠውን ምግብና የምግብ አገልግሎት በተመለከተ የህመማችን እርካታ በማጥናትና አገልግሎቱ እንዲሻሻል ለማድረግ ነው። በዚህም መሰረት እኔ አንዳንድ ጥያቄዎችን ለመጠየቅ እፈልጋለሁ። ስሞችን ሆነ ማንኛውን ከእርሶዎ የምወስዳቸውን መረጃዎች ለሌሎች ላለመስጠትና ለመጠበቅ ቃል እገባለሁ። ለጥያቄዎ ፈቃደኛ ባይሆኑም አናስገድዶትም ። በዚህም መብትዎ የተጠበቀ ነው። ለምናደርገው መጠይቅ ለሚያደርጉት ማንኛውም ትብብር ከልብ እናመሰግናለን።

የምንጠይቀውን ቃለ መጠይቅ ለመመለስ ፈቃደኛ ነዎት ፣ አዎ _____ አይደለም _____

ፊርማ _____

የጥያቄዎች መለያ ቁጥር _____

ቃለ መጠይቁን ያደረገው ሰው ስም _____ ፊርማ _____

ቃለ መጠይቁ የተደረገበት ቀን _____

የተቆጣጣሪው ስም _____ ፊርማ _____ ቀን _____

መመሪያ :- የሚሰጠው ምላሽ በፁሁፍ መሙላት ወይም ከቁጥሮች መርሶ በመክበብ ያሳዩ

መለያ ቁጥር _____

ኢሜይል: meskiteka@yahoo.com

ወላታ ሰዶ ዩኒቨርሲቲ p.o. box 138

መጠይቅ ክፍል 1 የቤተሰብ ማህበራዊ ገጽታ			
	ጥያቄ	በየክፍሉ የተሰጠ መልስ	ምርመራ
101	የተኙበት ሆስፒታል	<ol style="list-style-type: none"> 1. አቶና ሆስፒታል 2. ዱቦ ሆስፒታል 3. ክርስቲያን ሆስፒታል 	
102	ዕድሜዎት ስንት ነዉ ፡	-----ዓመት	
103	ፆታ	<ol style="list-style-type: none"> 1. 1.ወንድ 2. 2.ሴት 	
104	አድራሻ	<ol style="list-style-type: none"> 1. ከተማ 2. ገጠር 	
105	የጋብቻ ሁኔታ	<ol style="list-style-type: none"> 1. ያላገባ(ች) 2. ያገባ(ች) 3. የሞተችበት (ባት) 4. የፈታ(ች) 	
106	ብሄረሰብዎ ምንድነዉ ፡	<ol style="list-style-type: none"> 1. ወላይታ 2. ጉራጌ 3. አማራ 4. ከንባታ 5. ሌሎች 	
107	ሃይማኖትዎ ምንድነዉ ፡	<ol style="list-style-type: none"> 1. ኦርቶዶክስ 2. ፕሮቴስታንት 3. ሙስሊም 4. ካቶሊክ 5. ሌሎች 	
108	ሥራዎ ምንድነዉ።	<ol style="list-style-type: none"> 1. የመንግስት ሰራተኛ 2. ነጋዴ 3. ተማሪ 4. የቀን ሰራተኛ 5. ገበሬ 6. የቤት እመቤት 7. ሌላ ከሆነ ይግለጹ 	
109	የትምህርት ደረጃዎት	<ol style="list-style-type: none"> 1. ማንበብና መጻፍ የማትችል /የማይችል 2. ማንበብና መጻፍ የምትችል /የሚችል ግን መደበኛ ትምህርት ያልወሰደች /ያልወሰደ 3. አንደኛ ደረጃ 4. ሁለተኛ ደረጃ 5. ከፍተኛ ደረጃ 	

1010	በአማካይ የወር ገቢዎ ስንት ነው ።(በዓይነት፤ በብር)	-----ብር					
መጠይቅ ክፍል 2: የምግብ ባህሪያት							
			አዎን	አይደለም			
201	በቀን ሶስት ጊዜ ምግብ ያገኛሉ						
202	የምግቡ ጣዕም ጥሩ ነው						
203	ከምግብ አቅርቦት ጋር ውሃ ይቀርባል						
204	በምግብ ጣዕም ጥላቻ ምግብ ትተው ያውቃሉ						
205	ምግቦቹ በቀለሉ ይታኝካሉ						
206	ባለሙዱት ምግብ ምክንያት ሳይበሉ ያልፋሉ						
መጠይቅ ክፍል 3: የምግብ አቀራረብ ሁኔታ							
301	ምግብ በሰዓቱ ይቀርብሎታል						
302	ምግብ የሚቀርብበት ሳህን ንጹህ ናቸው						
303	መጠጫ እቃ ንጹህ ነው						
304	ምግብ የሚቀርቡት ሰራተኞች ንጹህናቸውን ይጠብቃሉ						
305	ምግብ የሚቀርቡት ሰራተኞች ባህሪ ትሁት ናቸው						
መጠይቅ ክፍል 4: የአካባቢ ሁኔታ							
401	አልጋዎት የመንቀሳቀሱ ሁኔታ ምግብ ለመብላት ምቹ ነው						
402	የክፍሉ ንጹህና በውስጡ ለመመገብ አመቺ ነው						
403	ንጹህናዎን ለመጠበቅ በመታጠቢያ ክፍሉ የሚቀመጥ የንጹህና መጠበቂያ አለ						
404	እንደሚመኙት ለመብላት የክፍሉ ግላዊ ነጻነት ጥሩ ነው						
መጠይቅ ክፍል 5: ከምግብና የምግብ አገልግሎት ጋር የህሙማን እርካታን በተመለከተ							
1. በጣም አልስማማም 2. አልስማማም 3. እርግጠኛ አይደለሁም 4. እስማማለሁ 5. በጣም እስማማለሁ							
የእርካታ ልኬት			1	2	3	4	5
501	በሆስፒታሉ የሚቀርቡልኝ ምግብ ጣዕም ጥሩ ነው						
502	የምግብ አቀራረብ ጥሩ ነው						
503	የምግቦች ዓይነት በቂ ነው						
504	የሚቀርቡት ምግቦች ትኩስ ናቸው						
505	ምግብ በሰዓቱ ይቀርባል						
506	የምግብ መጠኑ በቂ ነው						
507	የመመገቢያ ሰሃኖቹ ንጹህናቸውን የጠበቁ ናቸው						
508	የመመገቢያ መጠጫ ንጹህናቸውን የጠበቁ ናቸው						
509	የሰራተኞች ባህሪ ጥሩ ነው						
5010	በቀን የሚቀርበው የምግብ ጊዜ ብዛት በቂ ነው						
5011	የሚቀርበው ምግብ ለጤናዬ ጥሩ ነው						
5012	የክፍሉ ንጹህና ጥሩ ነው						
5013	የአልጋው ተንቀሳቃሽነት ምግብ ለመመገብ ይመቻል						
5014	የክፍል ግላዊ ነጻነት ጥሩ ነው						

Questionnaire: Wolaitegna version

pilggetta oosuwassii maaddiya oyshata

Maayettidoogaa maachchaa

Ta sunntay _____geetettees. geetettiyariira Hosppitaaliya qumaanne qumaa haggaaan de`iya hanotaa issippe xanna`anawu maayaas. |xinaatiya oottanal.

Ha xinaatiyassi bayra halchchoy Hosppitaaliyan zin`idi aakimettiya hargganchchatussi imettiya qumaanne qumaa haggaaazaa xeelliyagan harggiyagectussi immiyo maaduwa xekkaa xanna`idi imettiya haggaaazaa kaseegaappe loyttanaassa.

Hagaappe denddaagan taani issi issi oysshata oychchana koyyayis. Intte sunntaakka gidin hara intteppe ekkiyo naqaashata ubbaakka hara asassi aattada immennaadan naaganawu geppaas. Oychchiyo oyshatussi zaaruwa immanawu eenana xayikkokka wolqqanttokko. Hagaabaggaara intte maatay bonchchettidaagaa. Nu shiishshiyo oyshaassi intte immiyo eenotaassi kechi wozanappe galatoos.

Nuuni oychchiyo oyshaa zaaranaayyoo eeno geetii?

Ee _____ Akkay|chii|_____paramaa _____

Oyshatu koordiy _____

Oyshettiyaaoyshaaboxooxissidaagaa sunnta _____paramaa _____

Oyshay oyshettido gallassay _____

Ha hanotaa kaallidi polissiyagaa sunntaa _____paramaa _____gallassaa _____

Kaalataa :Immiyo zaaruwa xuufiyan woykko paydotuppe dooridoogaa irzzoyidi bessite

Oyshaa koordiya: _____

Oyshaa shaahuwa 1: so Asaa Duussaa Hanotaa

M.P 1: He man"iyappe imettida			
	Oyshaa	He man"iyappe imettida zaarota	
101	Zin"idu Hosppitaalaa	Otona hosppitaaliya Dubbo hosppitaaliya kiristtiyaane hosppitaaliya	
102	Layttay woqqee?	_____laytta	
103	mattumaa	1. Attuma _____ 2. macca _____	
104	Qatuwa	1. 1.ambbaa 2. 2.ganddaa	
105	Ekuwa-geluwa hanotay	1. ekkibeenna/gelabaykku 2. ekkidaagaa/gelidaaro 3. hayqqidooga/hayqqidooro 4. birshshidaagaa/birshshettaaro	
107	Ammanoy/goynoy	1. Ortto-dokise 2. Pirotettante 3. Musilime 4. Katolike 5. Haray	
108	Ayba oosuulanaqetii?	1. Kawo oosanchcha 2. Zal"anchcha 3. gallassa oosancha 4. goshshanchcha 5. keettaa ayssiyaro 6. hara ooso gidikko qonccissite	
109	Timirtte xekkaa?	1. nabbabuwanne xaafuuwa danddayennaagaa 2. 1 ^{ro} xekkaa 3. 2 ^{tto} xekkaa 4. 3 ^{tto} xekkaa	
1010	Aginaa damoozay woqqee? biran/hara qommuwan	_____ aginan	
M.P 2: Qumawu de`iya eeshshaa(hanotaa)			Ee
201	qumaa issi galla heezzutoo?		Akkay/chii/
202	qumaassi peenoy 10"0?		
203	qumaara haattay issippe shiiqii?		
204	Imettiya qumaapeenoy injjetana xayin meennan aggido wodee de`ii?		
205	Imettiya qumati waayissennan coomettiyoona?		
206	Meezetibeenna qumay shiiqido gaasuwan meennan aggido de`ii?		
P.M 3: Qumaa shuuushshiyi hanotaa			

		Ee	Akkay/chii/
301	Qumay saatiya naagidi shiiqii ?		
302	Qumay shiiqiyo miishshati geeshshee?		
303	Haatta uyiyo miishshati geeshshee?		
304	Qumaa shiishshiya oosanchchati bantta geeshshatetta naagiyonaa?		
305	Qumaa shiishshiya oosanchchatussi lo “o eeshshay de`ii?”		
M.P 4: Heeraa Hanta			
401	Zin”ido hiixaa hanotay qumaa maanawu injjetii?		
402	Zin”ido kifiliya geeshshatettay qumaa maanawu injjetii?		
403	Udunxee waayissido gaasuwan qumaa muussaa aggi ereetii?		
404	Qumaa bawu injjetiyatto maanawu he zin”ido kifiliyan buzo gidida la`atettay de`ii?		
Oyshaa shaahuwa : Qumaanne qumaa haggaa zaara gayttidaagan aakimettiyageetussi de`iya lojje hanotaa xeelliyagan:			
1=keehippe maayettikke, 2= maayettikke, 3=maacabeykke, 4=maayayis, 5= keehippe maayayis			
P.M	Injje Hanotaa Likkiyo Mahata	1	2
		3	4
		5	
501	Hospitaaliyan imettiya qumaa shonggay/peenoy/lo “o		
502	Qumaa shiishoy lo “o		
503	Qumaa qommati gidiya keena		
504	Shiiqiya qumati ho”iyageeta		
505	Qumay saatiya naagidi shiiqees		
506	Shiiqiya qumay kalissiyagaa		
507	Qumay shiiqiyo miishshati geeshshatettay naagettoogeeta		
508	Haattaa uyiyo miishshati geeshshatettay naagettoogeeta		
509	Oosanchchati lo”o eeshshay de`iyogeeta		
5010	Issi galla qumay shiiqiyo wodiya coratettay gidiyagaa		
5011	Shiiqiya qumay ta payyatettaassi lo”o		
5012	Zin”ido kifiliya geeshshatettay lo”o		
5013	Zin”ido hiixay qumaa maanawu injjetiyagaa		
5014	Zin”ido kifiliyassi de`iya buzo la`atettay lo”o		