The role of perceived responsibility in patient complaint management

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Abstract

When customers complain, they express their dissatisfaction with a company or a service provider and request that their complaints are processed. Accordingly, this paper tries to determine the role of perceived responsibility in managing complaints following a service dysfunction. After a review of the relevant literature, we propose a research model that estimates how perceived responsibility mediates the contribution of justice dimensions to customer satisfaction and this latter’s effect on the relationship between perceived quality and perceived justice dimensions. The proposed model is tested on a sample of 350 patients from several private clinics located in Tunis.

mwfq@ktby@msbq@llmshrkyjn@lbgyn@fy@drs@'lmy@

'n, .................., 'qr b'ny mryD mntwd fy lmSH@ lkhS@, "Ty mwfqty lkml@ wGyr lmshrWT@fy@ldr@sl'Dr@l'my@lmldhkw@'dh:

\textbf{sm ldrs@ l'lmy@:} dwr lmsw'wly@ lmtSwr@fy@dr@shkw lmRd .

lhdf mn ldrs@: tHwI lddh lwrq@ tHdyd dwr lmsw'wly@ lmtSwr@fy@dr@lshkw b'd khll fy lkhdm@. tm khtbr lmwdhj lmqtrH 'l 'yn@ mn 350 mryDan mn 'd@ 'ydt khhS@ tq@ fy twns.

\textbf{lmnf@lmtwq@llmshrkyjn:} t'kyd ldwr lmhm lnZry@ l'dl@ w'b'dh ltlhlh@ lm'lj@ l'ml wtkml lmsw'wly@ kmntGyr m'tdl byn l'dl@ lmtSwr@wrD m b'd lshkw wblyn jwd@ lkhdm@ w'l'dl@ lmtSwr@.

\textbf{jrt ldrs@:} ttkwn 'yntn mn mrD lqmn@lqSy@wITwyl@fy l'ydt lkhS@ ltwnsy@. kmrHL@khtbr msbq, qmn bdr@ khmsmy'@ sbym lktrwny 'br Sndyd lbryd lktrwny lshbklt ljtm'y@ (facebook, twitter...). 'khyran, tly hnr 200 sbym fQ'T. tt'lf lmrHL@ltmny@ mn mqblt wjhan lwjh m' 350 mryDan. fy drsnt, khtrn Tryq@'khdh l'nnt Gyr lHTmly@I'mn lnmk q'd@skny@. khtrn 'yn@mn 350 mryD fy 'd@'ydt tq'fy mtTq@twns lkbr. t'kd mn 'n lwqt nmsb (w'n lshkhS ynmkh lrd bHry@). ytmkn lmryD mn ltwqf 'n lrd 'l bwnwd fy 'y wqt dwn 'y tHyz.

\textbf{lmkhTr lmHtml@:} I twjd 'y mkhTr mHtml@ I lmshrkyjn thn wb'd lmshrk@ fy hdh l'ml 'lmy.

\textbf{ljr@ l'khlqy@wlkhSwSy@:} sytm lt'ml m' jny' lm'lwnmIty tm jm'h fy hdh ldr@ l' 'nh sry@ wstytm stklhdmh fQ'T l'GrD lmHdl@fy hdh ldr@. ln ytm stklhdm 'y 'sn. sykwn lkl msbrk mznh lkhS fy hdh ldr@, stkwn msbrk@lmrD Tw'y@. sytm lt'ml m' lqym l'wly@ltym'h lmrD bTryq@tDmn 'QS qdr mn lsr@.

'n 'drk 'nnly Idy lHq fy shH lmfq@fy 'y wqt dwn 'y tHyz.
Informed written consent of adults

I, ........................................, I declare that I am a patient in private clinic, hereby give my full and unconditional consent to participate in the scientific study mentioned below:

Title of the manuscript: The role of perceived responsibility in patient complaint management.

Aim of the study: This paper tries to determine the role of perceived responsibility in managing complaints following a service dysfunction. The proposed model is tested on a sample of 350 patients from several private clinics located in Tunis.

Expected benefits for the participant: confirmation of the important role of the theory of justice and its three dimensions to customer complaint processing, and the integration of responsibility as a moderating variable between perceived justice and post-complaint satisfaction and between service quality and perceived justice.

Study procedures: Our sample consists of short- and long-stay patients in Tunisian private clinics. As a pre-test stage, we administered five hundred electronic questionnaires via e-mail boxes of social networks (facebook, twitter ...). Finally, we received only 200 questionnaires. The second stage consisted of face-to-face interviews of 350 patients. In our study, we chose a non-probabilistic sampling method because we do not have a population base. We chose a sample size of 350 patients in several clinics located in the Greater Tunis area. Make sure the time is right (and that the person can answer freely). The patient will be able to stop answering the items at any time without any prejudice.

Assessment of potential risks to participants: There are no potential risks to the participants during and after participating in this scientific work.

Ethical procedures and respect for privacy: All information collected in this study will be treated as confidential and will be used only for the purposes defined by this study. No names will be used; each participant will have his or her own code in this study. Patient participation will be voluntary. The raw values collected by the patient will be treated in a way that ensures maximum confidentiality.

I understand that I have the right to withdraw my consent at any time without prejudice.

I agree to participate in the above-mentioned scientific study and confirm that I have read, understood and accepted the contents of this informed written consent.

Date: Patient’s signature

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