

RESEARCH QUESTIONNAIRES

1. AGE: _____ Years

2. Gender:

☐	Male
☐	Female

3. Ethnicity:

☐	Malay
☐	Chinese
☐	Indian
☐	Others

4. Current Education Level:

☐	No Formal Education
☐	Primary
☐	Secondary
☐	College - University

5. Estimated monthly TOTAL household income (including spouse and others)?

☐	< RM 3000
☐	RM 3001 – 5000
☐	RM 5001 - 8000
☐	RM 8001 – 10,000
☐	>RM 10,000

6. How FREQUENT do you attend outpatient specialist clinic in a YEAR?

	1-2 time / year
	3-4 times / year
	5-7 times / year
	>8 times / year

7. What is your usual MODE OF PAYMENT at outpatient specialist clinic?

	Self-payment
	Guarantee Letter (Company)
	Insurance
	Copayment (Insurance and self-paid)

8. How long do you think you have to WAIT at average at the outpatient department from the time of registration?

	< 1 hour
	1 – 2 hours
	2 -3 hours
	3 - 4 hours
	>4 hours

9. Have you ever SKIPPED an appointment?

	YES
	NO

10. Have you experienced a LONG WAITING TIME due to others not attending to the given appointment date and time?

	YES
	NO

Please tick ✓

(1) Strongly Disagree (2) Partially Disagree (3) Neutral (4) Partially Agree (5) Strongly Agree

PART 2: TRUST (T)		1	2	3	4	5
1	I find hospital management is trustworthy					
2	Hospital management keeps patient interest in mind					
3	I am sure/certain that the hospital provides services with high responsibility					
4	I trust the decision made by the hospital in relation to a management plan					

PART 3: PERCEIVED USEFULNESS (PU)		1	2	3	4	5
1	Upfront payment would improve the service					
2	Upfront will secure a definite consultation time					
3	Upfront payment prevents customer from not turning up					
4	Upfront payment will increase the commitment of the hospital toward patient needs					

PART 4: INTENTION (I)		1	2	3	4	5
1	I will consider making an upfront payment when it becomes available					
4	I will consider making an upfront payment if someone else has done it before me					
5	I will consider making an upfront payment if it is covered by an insurance company					

THE END

THANK YOU