M4 DB Data Collection Methods

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The process of gathering information regarding certain issues or topics is known as data collection. There are several types of data collection methods such as questionnaires, interviews, and reporting, etc. There are two ways through which the patient’s satisfaction level is evaluated. One is qualitative while other is quantitative. The method I choose for data collection is questionnaire. It is a quantitative method to collect data (Al-Abri & Al-Balushi, 2014). Many hospitals are now conducting surveys so that they can evaluate patient satisfaction levels that will help them in determining the strengths and weaknesses of their current services. A questionnaire not only contains questions regarding the hospital environment but also about nurses' and physicians' performance as well. Patients are required to answer the questions based on their experience with the hospital staff. Although, this method of collecting data is very useful yet it has some flaws as well. Demographics play a key factor in this method (Jackson & Kroenke, 2001). Also, people who have lost their loved ones are already in trauma so they will give a negative response to the hospital staff services. Therefore, it is necessary to develop a more improved and standardized tool to evaluate the patient’s satisfaction level to improve the quality of health care.

**References**

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