

Appendix 2

Personal characteristics test

Education levele – Expectation

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الملموسية	Between Groups	10.203	3	3.401	11.997	.000
	Within Groups	108.571	383	.283		
	Total	118.774	386			
mean الاستجابة	Between Groups	3.535	3	1.178	3.333	.020
	Within Groups	133.660	378	.354		
	Total	137.195	381			
mean التعاطف	Between Groups	.553	3	.184	.452	.716
	Within Groups	153.407	376	.408		
	Total	153.960	379			
mean الاعتمادية	Between Groups	6.241	3	2.080	5.139	.002
	Within Groups	154.647	382	.405		
	Total	160.888	385			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) education level	(J) education level	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الملموسية	primary	secondary	-.0600845	.0824016	.885	-.272709	.152540
		university	-.3127299*	.0816041	.001	-.523297	.102163
		post graduate	-.5902299*	.1380626	.000	-.946479	.233981
	secondary	primary	.0600845	.0824016	.885	-.152540	.272709
		university	-.2526454*	.0606155	.000	-.409054	.096236
		post graduate	-.5301454*	.1267923	.000	-.857313	.202978
	university	primary	.3127299*	.0816041	.001	.102163	.523299
		secondary	.2526454*	.0606155	.000	.096236	.409054
		post graduate	-.2775000	.1262754	.126	-.603334	.048334
	post graduate	primary	.5902299*	.1380626	.000	.233981	.946479

mean الاستجابة	secondary	.5301454*	.126792	.000	.202978	.85731	
			3			3	
	university	.2775000	.126275	.126	-.048334	.60333	
			4			4	
	secondary	-.0291383	.093992	.990	-.271684	.21340	
			0			8	
	primary	university	-.2044792	.092946	.125	-.444327	.03536
			5			9	
	post graduate		-.2650000	.155270	.322	-.665675	.13567
			7			5	
	primary		.0291383	.093992	.990	-.213408	.27168
			0			4	
	secondary	university	-.1753408*	.067936	.050	-.350652	-
			9			.00003	
post graduate		-.2358617	.141722	.344	-.601577	.12985	
		8			3		
primary		.2044792	.092946	.125	-.035369	.44432	
		5			7		
university	secondary	.1753408*	.067936	.050	.000030	.35065	
		9			2		
post graduate		-.0605208	.141031	.973	-.424452	.30341	
		6			1		
primary		.2650000	.155270	.322	-.135675	.66567	
		7			5		
post graduate	secondary	.2358617	.141722	.344	-.129853	.60157	
		8			7		
university		.0605208	.141031	.973	-.303411	.42445	
		6			2		
mean التعاطف	primary	secondary	-.0092154	.101057	1.00	-.270000	.25157
		7	0		0		

		university	-.0321326	.099920	.988	-.289984	.22571
				8			9
		post graduate	.1431818	.166787	.826	-.287223	.57358
				4			6
		primary	.0092154	.101057	1.00	-.251570	.27000
				7	0		0
	secondary	university	-.0229172	.073215	.989	-.211854	.16602
				6			0
		post graduate	.1523973	.152297	.749	-.240614	.54540
				1			8
		primary	.0321326	.099920	.988	-.225719	.28998
				8			4
	university	secondary	.0229172	.073215	.989	-.166020	.21185
				6			4
		post graduate	.1753145	.151545	.654	-.215756	.56638
				1			5
		primary	-.1431818	.166787	.826	-.573586	.28722
				4			3
	post graduate	secondary	-.1523973	.152297	.749	-.545408	.24061
				1			4
		university	-.1753145	.151545	.654	-.566385	.21575
				1			6
		secondary	-.1657735	.098566	.335	-.420111	.08856
				2			4
		university	-.3271193*	.097520	.005	-.578757	-
				0			.07548
mean الاعتمادية	primary						1
		post graduate	-.4614943*	.164990	.028	-.887230	-
				0			.03575
		graduate					8

	primary	.1657735	.098566	.335	-.088564	.42011
			2			1
secondary	university	-.1613457	.072564	.119	-.348589	.02589
			4			8
	post graduate	-.2957207	.151582	.209	-.686860	.09541
			2			8
	primary	.3271193*	.097520	.005	.075481	.57875
			0			7
university	secondary	.1613457	.072564	.119	-.025898	.34858
			4			9
	post graduate	-.1343750	.150904	.810	-.523764	.25501
			0			4
	primary	.4614943*	.164990	.028	.035758	.88723
			0			0
post graduate	secondary	.2957207	.151582	.209	-.095418	.68686
			2			0
	university	.1343750	.150904	.810	-.255014	.52376
			0			4

*. The mean difference is significant at the 0.05 level.

Education Level – Perception

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الاستجابية	Between Groups	10.866	3	3.622	9.887	.000
	Within Groups	134.813	368	.366		
	Total	145.679	371			
mean التعاطف	Between Groups	9.130	3	3.043	7.336	.000
	Within Groups	152.669	368	.415		
	Total	161.799	371			
mean الملموسية	Between Groups	11.393	3	3.798	9.698	.000
	Within Groups	144.101	368	.392		
	Total	155.495	371			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) education level	(J) education level	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الاستجابة	primary	secondary	-.0279592	.0966743	.992	-.277457	.221539
		university	-.2805963*	.0956430	.019	-.527432	-.033760
		post graduate	-.6467446*	.1584334	.000	-1.055631	-.237859
		primary	.0279592	.0966743	.992	-.277457	.221539
	secondary	university	-.2526371*	.0701806	.002	-.433760	-.071515
		post graduate	-.6187854*	.1444952	.000	-.991700	-.245871
		primary	.2805963*	.0956430	.019	.033760	.527432
		secondary	.2526371*	.0701806	.002	.071515	.433760
	university	post graduate	-.3661482	.1438073	.055	-.737287	.004991
		primary	.6467446*	.1584334	.000	.237859	1.055631
		post graduate	.6187854*	.1444952	.000	.245871	.991700
		secondary	-.0279592	.0966743	.992	-.277457	.221539

mean التعاطف	primary	universit	.3661482	.1438073	.055	-	.737287
		y				.004991	
		second	-.1010964	.1028774	.759	-	.164410
		ary				.366603	
		universit	-	.1017799	.043	-	-
		y	.2686579*			.531332	.005983
		post	-	.1685993	.000	-	-
	secondary	graduat	.6945988*			1.12972	.259476
		e				1	
		primary	.1010964	.1028774	.759	-	.366603
						.164410	
		universit	-.1675615	.0746837	.114	-	.025183
		y				.360306	
		post	-	.1537668	.001	-	-
university	graduat	.5935023*			.990345	.196660	
	e						
	primary	.2686579*	.1017799	.043	.005983	.531332	
	second	.1675615	.0746837	.114	-	.360306	
	ary				.025183		
	post	-	.1530347	.029	-	-	
	graduat	.4259409*			.820894	.030988	
post graduate	e						
	primary	.6945988*	.1685993	.000	.259476	1.12972	
	second	.5935023*	.1537668	.001	.196660	.990345	
primary	ary					1	
	universit	.4259409*	.1530347	.029	.030988	.820894	
mean الملموسية	primary	y					
		second	.0011223	.0999490	1.00	-	.259071
		ary			0	.256827	

	universit	-.2113899	.0988828	.143	-	.043808
	y				.466587	
	post	-	.1638001	.000	-	-
	graduat	.7216049*			1.14434	.298868
	e				2	
	primary	-.0011223	.0999490	1.00	-	.256827
				0	.259071	
secondary	universit	-	.0725579	.019	-	-
	y	.2125122*			.399770	.025254
	post	-	.1493898	.000	-	-
	graduat	.7227273*			1.10827	.337181
	e				4	
	primary	.2113899	.0988828	.143	-	.466587
					.043808	
university	second	.2125122*	.0725579	.019	.025254	.399770
	ary					
	post	-	.1486786	.004	-	-
	graduat	.5102151*			.893926	.126504
	e					
	primary	.7216049*	.1638001	.000	.298868	1.14434
						2
post graduate	second	.7227273*	.1493898	.000	.337181	1.10827
	ary					4
	universit	.5102151*	.1486786	.004	.126504	.893926
	y					

*. The mean difference is significant at the 0.05 level.

Number of times Deals with hospital – Expectation

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الملموسية	Between Groups	1.293	2	.646	2.106	.123
	Within Groups	116.941	381	.307		
	Total	118.234	383			
mean الاستجابة	Between Groups	2.703	2	1.352	3.807	.023
	Within Groups	133.495	376	.355		
	Total	136.198	378			
mean التعاطف	Between Groups	.040	2	.020	.049	.952
	Within Groups	153.695	374	.411		
	Total	153.735	376			
mean الاعتمادية	Between Groups	1.037	2	.519	1.232	.293
	Within Groups	159.904	380	.421		
	Total	160.941	382			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) Number of times deals with hospital	(J) Number of times deals with hospital	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الملموسية	new	2-6	-.1142967	.0632650	.169	-.263154	.034560
		7-10	.0052646	.0823015	.998	-.188383	.198912
	2-6	new	.1142967	.0632650	.169	-.034560	.263154
		7-10	.1195613	.0782656	.279	-.064591	.303713
	7-10	new	-.0052646	.0823015	.998	-.198912	.188383
		2-6	-.1195613	.0782656	.279	-.303713	.064591
mean الاستجابية	new	2-6	-.1405134	.0685007	.102	-.301698	.020671
		7-10	.0656620	.0897292	.745	-.145474	.276798
	2-6	new	.1405134	.0685007	.102	-.020671	.301698
		7-10	.2061754*	.0850835	.042	.005971	.406380
	7-10	new	-.0656620	.0897292	.745	-.276798	.145474
		2-6	-.2061754*	.0850835	.042	-.406380	-.005971
mean التعاطف	new	2-6	-.0118971	.0740367	.986	-.186111	.162317
		7-10	.0161594	.0967955	.985	-.211608	.243927
	2-6	new	.0118971	.0740367	.986	-.162317	.186111
		7-10	.0280564	.0915378	.950	-.187340	.243452
	7-10	new	-.0161594	.0967955	.985	-.243927	.211608
		2-6	-.0280564	.0915378	.950	-.243452	.187340
mean الاعتمادية	new	2-6	-.0690847	.0742407	.621	-.243768	.105599
		7-10	.0687945	.0964924	.756	-.158246	.295835
	2-6	new	.0690847	.0742407	.621	-.105599	.243768
		7-10	.1378791	.0916407	.290	-.077745	.353504
	7-10	new	-.0687945	.0964924	.756	-.295835	.158246
		2-6	-.1378791	.0916407	.290	-.353504	.077745

*. The mean difference is significant at the 0.05 level.

Number of times Deals with hospital – Perceptions

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الاستجابة	Between Groups	.516	2	.258	.650	.523
	Within Groups	145.206	366	.397		
	Total	145.722	368			
mean التعاطف	Between Groups	.034	2	.017	.039	.962
	Within Groups	161.875	366	.442		
	Total	161.909	368			
mean الملموسية	Between Groups	1.440	2	.720	1.710	.182
	Within Groups	154.081	366	.421		
	Total	155.521	368			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) Number of times deals with hospital	(J) Number of times deals with hospital	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الاستجابة	new	2-6	-.0744849	.0735044	.569	-.247462	.098492
		7-10	.0010250	.0952374	1.000	-.223096	.225146
	2-6	new	.0744849	.0735044	.569	-.098492	.247462
		7-10	.0755099	.0904193	.681	-.137273	.288293
	7-10	new	-.0010250	.0952374	1.000	-.225146	.223096
		2-6	-.0755099	.0904193	.681	-.288293	.137273
mean التعاطف	new	2-6	-.0159782	.0776088	.977	-.198614	.166658

		7-10	-.0261688	.1005554	.963	-.262804	.210467
	2-6	new	.0159782	.0776088	.977	-.166658	.198614
		7-10	-.0101905	.0954682	.994	-.234855	.214474
	7-10	new	.0261688	.1005554	.963	-.210467	.262804
		2-6	.0101905	.0954682	.994	-.214474	.234855
	new	2-6	-.1222643	.0757175	.241	-.300449	.055921
		7-10	.0077391	.0981048	.997	-.223130	.238608
	2-6	new	.1222643	.0757175	.241	-.055921	.300449
mean الملموسية		7-10	.1300034	.0931416	.344	-.089186	.349192
	7-10	new	-.0077391	.0981048	.997	-.238608	.223130
		2-6	-.1300034	.0931416	.344	-.349192	.089186

Years with hospital – expectation

Group Statistics

	numbers of years	N	Mean	Std. Deviation	Std. Error Mean
mean الملموسية	1-5	258	1.699742	.5673548	.0353220
	6-10	49	1.688095	.5314637	.0759234
mean الاستجابية	1-5	255	1.717778	.6330431	.0396427
	6-10	49	1.552381	.5448836	.0778405
mean التعاطف	1-5	253	1.553360	.6363015	.0400039
	6-10	49	1.377551	.5257001	.0751000
mean الاعتمادية	1-5	258	1.750646	.6830427	.0425244
	6-10	49	1.646259	.6015342	.0859335

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
mean الملموسية	Equal variances assumed	.048	.828	.133	305	.894	.0116464	.0875565	-.1606448	.1839375
	Equal variances not assumed			.139	70.411	.890	.0116464	.0837377	-.1553461	.1786388
mean الاستجابية	Equal variances assumed	.000	.992	1.71	302	.088	.1653968	.0966872	-.0248691	.3556628
	Equal variances not assumed			1.89	75.173	.062	.1653968	.0873538	-.0086143	.3394080
mean التعاطف	Equal variances assumed	1.264	.262	1.81	300	.070	.1758087	.0967586	-.0146029	.3662203
	Equal variances not assumed			2.06	77.909	.042	.1758087	.0850901	.0064042	.3452132
mean الاعتمادية	Equal variances assumed	.095	.758	.998	305	.319	.1043875	.1045445	-.1013322	.3101072
	Equal variances not assumed			1.08	73.563	.280	.1043875	.0958795	-.0866755	.2954505

Years with hospital- perceptions

Group Statistics

	numbers of years	N	Mean	Std. Deviation	Std. Error Mean
mean	1-5	251	1.738427	.6152246	.0388326
الاستجابية	6-10	47	1.643490	.6184997	.0902174
mean	1-5	251	1.760292	.6591908	.0416078
التعاطف	6-10	47	1.712766	.6995531	.1020403
mean	1-5	251	1.699867	.6389262	.0403287
الملموسية	6-10	47	1.709220	.7310142	.1066294

Independent Samples Test

		Levene's Test for Equality of Variances		t-test for Equality of Means						
		F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
									Lower	Upper
mean الاستجابية	Equal variances assumed	.129	.720	.970	296	.333	.0949369	.0978624	-.0976574	.2875312
	Equal variances not assumed			.967	64.219	.337	.0949369	.0982200	-.1012672	.2911409
mean التعاطف	Equal variances assumed	.962	.328	.449	296	.654	.0475262	.1057916	-.1606729	.2557253
	Equal variances not assumed			.431	62.252	.668	.0475262	.1101972	-.1727372	.2677896
mean الملموسية	Equal variances assumed	2.742	.099	-.090	296	.928	-.0093527	.1039582	-.2139436	.1952383
	Equal variances not assumed			-.082	59.876	.935	-.0093527	.1140010	-.2373983	.2186930

Job- expectations

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الملموسية	Between Groups	4.425	5	.885	2.925	.013
	Within Groups	112.249	371	.303		
	Total	116.674	376			
mean الاستجابية	Between Groups	3.039	5	.608	1.695	.135
	Within Groups	131.242	366	.359		
	Total	134.281	371			
mean التعاطف	Between Groups	3.010	5	.602	1.518	.183
	Within Groups	144.317	364	.396		
	Total	147.327	369			
mean الاعتمادية	Between Groups	2.424	5	.485	1.171	.323
	Within Groups	153.211	370	.414		
	Total	155.635	375			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) job	(J) job	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الملموسية	handicraft	employee	-.1439304	.0984331	.689	-.425910	.138049
		business man	-.0839431	.1413721	.991	-.488929	.321043

	retired	-.0413992	.1526552	1.000	-.478707	.395909
	studen	-.3336743 [*]	.1031154	.017	-.629067	-.038282
	other	-.1164310	.1084637	.892	-.427145	.194283
	handicraft	.1439304	.0984331	.689	-.138049	.425910
	business man	.0599873	.1221319	.996	-.289881	.409856
employee	retired	.1025311	.1350324	.974	-.284293	.489355
	studen	-.1897439	.0745850	.114	-.403406	.023918
	other	.0274994	.0818200	.999	-.206889	.261887
	handicraft	.0839431	.1413721	.991	-.321043	.488929
	employee	-.0599873	.1221319	.996	-.409856	.289881
business man	retired	.0425439	.1689104	1.000	-.441330	.526418
	studen	-.2497312	.1259362	.354	-.610498	.111035
	other	-.0324879	.1303515	1.000	-.405903	.340927
	handicraft	.0413992	.1526552	1.000	-.395909	.478707
	employee	-.1025311	.1350324	.974	-.489355	.284293
retired	business man	-.0425439	.1689104	1.000	-.526418	.441330
	studen	-.2922750	.1384827	.284	-.688983	.104433
	other	-.0750318	.1425098	.995	-.483276	.333213
	handicraft	.3336743 [*]	.1031154	.017	.038282	.629067
	employee	.1897439	.0745850	.114	-.023918	.403406
studen	business man	.2497312	.1259362	.354	-.111035	.610498
	retired	.2922750	.1384827	.284	-.104433	.688983
	other	.2172433	.0873969	.131	-.033121	.467607
	handicraft	.1164310	.1084637	.892	-.194283	.427145
	employee	-.0274994	.0818200	.999	-.261887	.206889
other	business man	.0324879	.1303515	1.000	-.340927	.405903
	retired	.0750318	.1425098	.995	-.333213	.483276
	studen	-.2172433	.0873969	.131	-.467607	.033121
	employee	.0383761	.1093290	.999	-.274839	.351591
mean الاستجابة	handicraft	.0368590	.1553561	1.000	-.408218	.481936
	retired	.2259930	.1740336	.786	-.272593	.724579

	student	-.1123794	.1142376	.923	-.439657	.214898
	other	.1149387	.1199640	.931	-.228744	.458622
	handicraft	-.0383761	.1093290	.999	-.351591	.274839
	business man	-.0015171	.1330390	1.000	-.382658	.379624
employee	retired	.1876169	.1544395	.830	-.254834	.630068
	student	-.1507554	.0813271	.433	-.383748	.082237
	other	.0765626	.0891921	.956	-.178962	.332087
	handicraft	-.0368590	.1553561	1.000	-.481936	.408218
	employee	.0015171	.1330390	1.000	-.379624	.382658
business man	retired	.1891340	.1898269	.919	-.354698	.732966
	student	-.1492384	.1371013	.886	-.542018	.243541
	other	.0780797	.1419081	.994	-.328470	.484630
	handicraft	-.2259930	.1740336	.786	-.724579	.272593
	employee	-.1876169	.1544395	.830	-.630068	.254834
retired	business man	-.1891340	.1898269	.919	-.732966	.354698
	student	-.3383723	.1579524	.268	-.790888	.114143
	other	-.1110543	.1621422	.984	-.575573	.353464
	handicraft	.1123794	.1142376	.923	-.214898	.439657
	employee	.1507554	.0813271	.433	-.082237	.383748
student	business man	.1492384	.1371013	.886	-.243541	.542018
	retired	.3383723	.1579524	.268	-.114143	.790888
	other	.2273181	.0951453	.163	-.045262	.499898
	handicraft	-.1149387	.1199640	.931	-.458622	.228744
	employee	-.0765626	.0891921	.956	-.332087	.178962
other	business man	-.0780797	.1419081	.994	-.484630	.328470
	retired	.1110543	.1621422	.984	-.353464	.575573
	student	-.2273181	.0951453	.163	-.499898	.045262
	employee	-.0743590	.1149601	.987	-.403716	.254998
	business man	-.0368590	.1633579	1.000	-.504874	.431156
handicraft	retired	.1193910	.1869377	.988	-.416179	.654961
mean التعاطف	student	-.0178372	.1203143	1.000	-.362534	.326859
	other	.1705686	.1261429	.755	-.190827	.531964
	handicraft	.0743590	.1149601	.987	-.254998	.403716
employee	business man	.0375000	.1398913	1.000	-.363284	.438284

	retired	.1937500	.1668217	.855	-.284189	.671689
	studen	.0565217	.0857864	.986	-.189254	.302297
	other	.2449275	.0937860	.097	-.023766	.513621
	handicraft	.0368590	.1633579	1.000	-.431156	.504874
	employee	-.0375000	.1398913	1.000	-.438284	.363284
business man	retired	.1562500	.2032227	.973	-.425976	.738476
	studen	.0190217	.1443236	1.000	-.394460	.432504
	other	.2074275	.1492173	.733	-.220075	.634930
	handicraft	-.1193910	.1869377	.988	-.654961	.416179
	employee	-.1937500	.1668217	.855	-.671689	.284189
retired	business man	-.1562500	.2032227	.973	-.738476	.425976
	studen	-.1372283	.1705555	.967	-.625864	.351408
	other	.0511775	.1747160	1.000	-.449378	.551733
	handicraft	.0178372	.1203143	1.000	-.326859	.362534
	employee	-.0565217	.0857864	.986	-.302297	.189254
studen	business man	-.0190217	.1443236	1.000	-.432504	.394460
	retired	.1372283	.1705555	.967	-.351408	.625864
	other	.1884058	.1002772	.417	-.098885	.475697
	handicraft	-.1705686	.1261429	.755	-.531964	.190827
	employee	-.2449275	.0937860	.097	-.513621	.023766
other	business man	-.2074275	.1492173	.733	-.634930	.220075
	retired	-.0511775	.1747160	1.000	-.551733	.449378
	studen	-.1884058	.1002772	.417	-.475697	.098885
	employee	-.1826018	.1162457	.618	-.515613	.150409
	business man	-.1777778	.1661494	.893	-.653749	.298194
handicraft	retired	.0375000	.1792931	1.000	-.476124	.551124
	studen	-.2313172	.1216743	.403	-.579880	.117245
	other	-.2040459	.1278802	.602	-.570387	.162295
mean الاعتمادية	handicraft	.1826018	.1162457	.618	-.150409	.515613
	business man	.0048240	.1428792	1.000	-.404485	.414133
employee	retired	.2201018	.1579711	.731	-.232441	.672645
	studen	-.0487154	.0872552	.994	-.298677	.201246
	other	-.0214441	.0957192	1.000	-.295653	.252765

	handicraft	.1777778	.1661494	.893	-.298194	.653749
	employee	-.0048240	.1428792	1.000	-.414133	.404485
business man	retired	.2152778	.1976042	.885	-.350803	.781358
	studen	-.0535394	.1473297	.999	-.475598	.368519
	other	-.0262681	.1524951	1.000	-.463124	.410587
	handicraft	-.0375000	.1792931	1.000	-.551124	.476124
	employee	-.2201018	.1579711	.731	-.672645	.232441
retired	business man	-.2152778	.1976042	.885	-.781358	.350803
	studen	-.2688172	.1620075	.560	-.732923	.195289
	other	-.2415459	.1667187	.697	-.719148	.236056
	handicraft	.2313172	.1216743	.403	-.117245	.579880
	employee	.0487154	.0872552	.994	-.201246	.298677
studen	business man	.0535394	.1473297	.999	-.368519	.475598
	retired	.2688172	.1620075	.560	-.195289	.732923
	other	.0272713	.1022436	1.000	-.265628	.320170
	handicraft	.2040459	.1278802	.602	-.162295	.570387
	employee	.0214441	.0957192	1.000	-.252765	.295653
other	business man	.0262681	.1524951	1.000	-.410587	.463124
	retired	.2415459	.1667187	.697	-.236056	.719148
	studen	-.0272713	.1022436	1.000	-.320170	.265628

*. The mean difference is significant at the 0.05 level.

Job – perception

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الاستجابة	Between Groups	2.429	5	.486	1.228	.295
	Within Groups	140.822	356	.396		
	Total	143.251	361			
mean التعاطف	Between Groups	.737	5	.147	.334	.893
	Within Groups	157.330	356	.442		
	Total	158.067	361			
mean الملموسية	Between Groups	3.900	5	.780	1.866	.100
	Within Groups	149.237	357	.418		
	Total	153.137	362			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) job	(J) job	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
						الاستجابة mean	handicraft
business	-.1752802	.1648423	.896	-.647605	.297044		
man							
retired	.1203693	.1842815	.987	-.407655	.648393		
studen	-.1952078	.1230268	.608	-.547718	.157302		
other	-.1230135	.1281557	.930	-.490219	.244192		
handicraft	.1827797	.1176029	.629	-.154189	.519749		
business	.0074995	.1400764	1.000	-.393863	.408862		
employee	man						
	retired	.3031490	.1625057	.425	-.162480		.768778
	studen	-.0124281	.0870862	1.000	-.261957		.237101
	other	.0597662	.0941928	.988	-.210126		.329658
	handicraft	.1752802	.1648423	.896	-.297044		.647605
	employee	-.0074995	.1400764	1.000	-.408862		.393863
	business						
	retired	.2956495	.1993757	.675	-.275624		.866923
man	studen	-.0199277	.1446601	1.000	-.434424		.394569
	other	.0522666	.1490464	.999	-.374798		.479331
	handicraft	-.1203693	.1842815	.987	-.648393		.407655
	employee	-.3031490	.1625057	.425	-.768778		.162480
	business	-.2956495	.1993757	.675	-.866923		.275624
	man						
	studen	-.3155772	.1664730	.406	-.792574		.161420
	other	-.2433829	.1702984	.709	-.731341		.244575
retired	handicraft	.1952078	.1230268	.608	-.157302		.547718
	employee	.0124281	.0870862	1.000	-.237101		.261957

mean	التعاطف	business man	.0199277	.1446601	1.000	-.394569	.434424	
		retired	.3155772	.1664730	.406	-.161420	.792574	
		other	.0721943	.1008833	.980	-.216868	.361256	
		handicraft	.1230135	.1281557	.930	-.244192	.490219	
		employee	-.0597662	.0941928	.988	-.329658	.210126	
		other	business man	-.0522666	.1490464	.999	-.479331	.374798
			retired	.2433829	.1702984	.709	-.244575	.731341
			studen	-.0721943	.1008833	.980	-.361256	.216868
		handicraft	employee	-.0671207	.1243049	.994	-.423293	.289051
			business man	-.0360360	.1742364	1.000	-.535278	.463205
			retired	.1257287	.1947834	.987	-.432386	.683844
			studen	-.0791072	.1300379	.990	-.451706	.293492
			other	-.0408670	.1354590	1.000	-.428999	.347265
		employee	handicraft	.0671207	.1243049	.994	-.289051	.423293
			business man	.0310847	.1480591	1.000	-.393151	.455320
			retired	.1928494	.1717666	.872	-.299315	.685014
			studen	-.0119865	.0920491	1.000	-.275736	.251763
		business man	other	.0262537	.0995607	1.000	-.259019	.311526
			handicraft	.0360360	.1742364	1.000	-.463205	.535278
			employee	-.0310847	.1480591	1.000	-.455320	.393151
retired	.1617647		.2107377	.973	-.442064	.765594		
studen	-.0430712		.1529041	1.000	-.481189	.395047		
retired	other	-.0048309	.1575403	1.000	-.456233	.446571		
	handicraft	-.1257287	.1947834	.987	-.683844	.432386		
	employee	-.1928494	.1717666	.872	-.685014	.299315		
	business man	-.1617647	.2107377	.973	-.765594	.442064		
	studen	-.2048359	.1759600	.854	-.709016	.299344		
		other	-.1665956	.1800034	.940	-.682361	.349170	

mean الملموسية	studen	handicraft	.0791072	.1300379	.990	-.293492	.451706
		employee	.0119865	.0920491	1.000	-.251763	.275736
		business	.0430712	.1529041	1.000	-.395047	.481189
		man					
		retired	.2048359	.1759600	.854	-.299344	.709016
		other	.0382402	.1066325	.999	-.267295	.343775
	other	handicraft	.0408670	.1354590	1.000	-.347265	.428999
		employee	-.0262537	.0995607	1.000	-.311526	.259019
		business	.0048309	.1575403	1.000	-.446571	.456233
		man					
		retired	.1665956	.1800034	.940	-.349170	.682361
		studen	-.0382402	.1066325	.999	-.343775	.267295
	handicraft	employee	-.1416040	.1196599	.845	-.484462	.201254
		business	-.0979532	.1685785	.992	-.580976	.385069
		man					
		retired	-.0750774	.1886552	.999	-.615625	.465470
		studen	-.3351567	.1252907	.083	-.694148	.023835
		other	-.1776634	.1306108	.751	-.551898	.196572
	employee	handicraft	.1416040	.1196599	.845	-.201254	.484462
		business	.0436508	.1439986	1.000	-.368944	.456245
		man					
		retired	.0665266	.1670560	.999	-.412133	.545187
		studen	-.1935527	.0895247	.258	-.450065	.062959
		other	-.0360594	.0968303	.999	-.313504	.241385
	business	handicraft	.0979532	.1685785	.992	-.385069	.580976
		employee	-.0436508	.1439986	1.000	-.456245	.368944
		man					
		retired	.0228758	.2049583	1.000	-.564385	.610136
studen		-.2372035	.1487107	.602	-.663299	.188892	
other		-.0797101	.1532198	.995	-.518726	.359306	
retired	handicraft	.0750774	.1886552	.999	-.465470	.615625	
	employee	-.0665266	.1670560	.999	-.545187	.412133	

	business man	-.0228758	.2049583	1.000	-.610136	.564385
	student	-.2600793	.1711343	.652	-.750425	.230266
	other	-.1025860	.1750668	.992	-.604199	.399027
	handicraft	.3351567	.1252907	.083	-.023835	.694148
	employee	.1935527	.0895247	.258	-.062959	.450065
student	business man	.2372035	.1487107	.602	-.188892	.663299
	retired	.2600793	.1711343	.652	-.230266	.750425
	other	.1574934	.1037081	.652	-.139658	.454645
	handicraft	.1776634	.1306108	.751	-.196572	.551898
	employee	.0360594	.0968303	.999	-.241385	.313504
other	business man	.0797101	.1532198	.995	-.359306	.518726
	retired	.1025860	.1750668	.992	-.399027	.604199
	student	-.1574934	.1037081	.652	-.454645	.139658

Location of hospital – Expectation

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الموسمية	Between Groups	1.990	8	.249	.753	.645
	Within Groups	108.440	328	.331		
	Total	110.430	336			
mean الاستجابة	Between Groups	1.554	8	.194	.532	.832
	Within Groups	118.339	324	.365		
	Total	119.893	332			

mean التعاطف	Between Groups	9.576	8	1.197	3.399	.001
	Within Groups	113.397	322	.352		
	Total	122.973	330			
mean الاعتمادية	Between Groups	2.150	8	.269	.635	.748
	Within Groups	138.423	327	.423		
	Total	140.573	335			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) hospital location	(J) hospital location	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الملموسية	alkalakla	omdurman	-.1035268	.0913347	.969	-.388732	.181679
		nyala	.0366486	.1492061	1.000	-.429269	.502566
		port sudan	-.0087055	.1307927	1.000	-.417124	.399713
		medani	-.0247549	.3392128	1.000	-1.083995	1.034485
		riad	-.0502757	.1001384	1.000	-.362972	.262421
		kassala	.1974673	.1435453	.906	-.250773	.645708
		medani	-.1183446	.1325809	.993	-.532347	.295658
	omdurman	damazeen	-.0033263	.1687511	1.000	-.530276	.523623
		alkalakla	.1035268	.0913347	.969	-.181679	.388732
		nyala	.1401754	.1445014	.988	-.311051	.591402
		port sudan	.0948213	.1253991	.998	-.296755	.486398
		medani	.0787719	.3371699	1.000	-.974089	1.131633
		riad	.0532511	.0929833	1.000	-.237102	.343605
		kassala	.3009942	.1386487	.427	-.131956	.733944

	medani	-.0148178	.1272631	1.000	-.412215	.382579
	damazeen	.1002005	.1646060	1.000	-.413805	.614206
	alkalakla	-.0366486	.1492061	1.000	-.502566	.429269
	omdurman	-.1401754	.1445014	.988	-.591402	.311051
	port sudan	-.0453541	.1721783	1.000	-.583005	.492297
nyala	medani	-.0614035	.3572169	1.000	-1.176864	1.054057
	riad	-.0869243	.1502209	1.000	-.556010	.382162
	kassala	.1608187	.1820546	.994	-.407673	.729310
	medani	-.1549933	.1735405	.993	-.696898	.386912
	damazeen	-.0399749	.2025230	1.000	-.672382	.592432
	alkalakla	.0087055	.1307927	1.000	-.399713	.417124
	omdurman	-.0948213	.1253991	.998	-.486398	.296755
	nyala	.0453541	.1721783	1.000	-.492297	.583005
port sudan	medani	-.0160494	.3499260	1.000	-1.108743	1.076644
	riad	-.0415702	.1319493	1.000	-.453601	.370460
	kassala	.2061728	.1672966	.949	-.316235	.728580
	medani	-.1096391	.1579892	.999	-.602983	.383705
	damazeen	.0053792	.1893669	1.000	-.585946	.596704
	alkalakla	.0247549	.3392128	1.000	-1.034485	1.083995
	omdurman	-.0787719	.3371699	1.000	-1.131633	.974089
	nyala	.0614035	.3572169	1.000	-1.054057	1.176864
medani	port sudan	.0160494	.3499260	1.000	-1.076644	1.108743
	riad	-.0255208	.3396604	1.000	-1.086159	1.035117
	kassala	.2222222	.3548898	.999	-.885972	1.330416
	medani	-.0935897	.3505983	1.000	-1.188383	1.001203
	damazeen	.0214286	.3658120	1.000	-1.120871	1.163729
riad	alkalakla	.0502757	.1001384	1.000	-.262421	.362972
	omdurman	-.0532511	.0929833	1.000	-.343605	.237102

	nyala	.0869243	.1502209	1.000	-.382162	.556010
	port sudan	.0415702	.1319493	1.000	-.370460	.453601
	medani	.0255208	.3396604	1.000	-1.035117	1.086159
	kassala	.2477431	.1445999	.738	-.203791	.699277
	medani	-.0680689	.1337220	1.000	-.485635	.349497
	damazeen	.0469494	.1696491	1.000	-.482804	.576703
	alkalakla	-.1974673	.1435453	.906	-.645708	.250773
	omdurman	-.3009942	.1386487	.427	-.733944	.131956
	nyala	-.1608187	.1820546	.994	-.729310	.407673
kassala	port sudan	-.2061728	.1672966	.949	-.728580	.316235
	medani	-.2222222	.3548898	.999	-1.330416	.885972
	riad	-.2477431	.1445999	.738	-.699277	.203791
	medani	-.3158120	.1686983	.634	-.842596	.210973
	damazeen	-.2007937	.1983894	.985	-.820293	.418705
	alkalakla	.1183446	.1325809	.993	-.295658	.532347
	omdurman	.0148178	.1272631	1.000	-.382579	.412215
	nyala	.1549933	.1735405	.993	-.386912	.696898
medani	port sudan	.1096391	.1579892	.999	-.383705	.602983
	medani	.0935897	.3505983	1.000	-1.001203	1.188383
	riad	.0680689	.1337220	1.000	-.349497	.485635
	kassala	.3158120	.1686983	.634	-.210973	.842596
	damazeen	.1150183	.1906064	1.000	-.480177	.710214
	alkalakla	.0033263	.1687511	1.000	-.523623	.530276
	omdurman	-.1002005	.1646060	1.000	-.614206	.413805
damazeen	nyala	.0399749	.2025230	1.000	-.592432	.672382
	port sudan	-.0053792	.1893669	1.000	-.596704	.585946
	medani	-.0214286	.3658120	1.000	-1.163729	1.120871
	riad	-.0469494	.1696491	1.000	-.576703	.482804

mean الاستجابة	alkalakla	kassala	.2007937	.1983894	.985	-.418705	.820293
		medani	-.1150183	.1906064	1.000	-.710214	.480177
		omdurman	-.0834163	.0968440	.995	-.385851	.219018
		nyala	-.0699660	.1570821	1.000	-.560518	.420586
		port sudan	.0591763	.1377642	1.000	-.371048	.489400
		medani	.0499171	.3566504	1.000	-1.063867	1.163701
		riad	-.0747357	.1056331	.999	-.404617	.255146
		kassala	.0451552	.1511423	1.000	-.426847	.517158
		medani	-.2158607	.1416375	.844	-.658181	.226459
		damazeen	-.0754797	.1775959	1.000	-.630094	.479135
	omdurman	alkalakla	.0834163	.0968440	.995	-.219018	.385851
		nyala	.0134503	.1521537	1.000	-.461711	.488611
		port sudan	.1425926	.1321171	.977	-.269996	.555181
		medani	.1333333	.3545074	1.000	-.973758	1.240425
		riad	.0086806	.0981545	1.000	-.297846	.315207
		kassala	.1285714	.1460135	.994	-.327414	.584557
		medani	-.1324444	.1361511	.988	-.557631	.292742
		damazeen	.0079365	.1732519	1.000	-.533112	.548985
		alkalakla	.0699660	.1570821	1.000	-.420586	.560518
		omdurman	-.0134503	.1521537	1.000	-.488611	.461711
	nyala	port sudan	.1291423	.1809722	.999	-.436016	.694301
		medani	.1198830	.3754617	1.000	-1.052647	1.292413
		riad	-.0047697	.1578934	1.000	-.497855	.488316
		kassala	.1151211	.1913530	1.000	-.482455	.712698
		medani	-.1458947	.1839379	.997	-.720315	.428525
		damazeen	-.0055138	.2128668	1.000	-.670276	.659248
		alkalakla	-.0591763	.1377642	1.000	-.489400	.371048
		omdurman	-.1425926	.1321171	.977	-.555181	.269996
		nyala	-.1291423	.1809722	.999	-.694301	.436016
		port sudan	-.0092593	.3677984	1.000	-1.157857	1.139339
port sudan	riad	-.1339120	.1386885	.989	-.567023	.299199	

	kassala	-.0140212	.1758413	1.000	-.563156	.535114
	medani	-.2750370	.1677419	.782	-.798878	.248804
	damazeen	-.1346561	.1990388	.999	-.756235	.486922
	alkalakla	-.0499171	.3566504	1.000	-1.163701	1.063867
	omdurman	-.1333333	.3545074	1.000	-1.240425	.973758
	nyala	-.1198830	.3754617	1.000	-1.292413	1.052647
medani	port sudan	.0092593	.3677984	1.000	-1.139339	1.157857
	riad	-.1246528	.3570085	1.000	-1.239555	.990249
	kassala	-.0047619	.3730157	1.000	-1.169653	1.160129
	medani	-.2657778	.3692667	.998	-1.418961	.887406
	damazeen	-.1253968	.3844958	1.000	-1.326139	1.075345
	alkalakla	.0747357	.1056331	.999	-.255146	.404617
	omdurman	-.0086806	.0981545	1.000	-.315207	.297846
	nyala	.0047697	.1578934	1.000	-.488316	.497855
riad	port sudan	.1339120	.1386885	.989	-.299199	.567023
	medani	.1246528	.3570085	1.000	-.990249	1.239555
	kassala	.1198909	.1519853	.997	-.354744	.594526
	medani	-.1411250	.1425367	.987	-.586253	.304003
	damazeen	-.0007440	.1783138	1.000	-.557601	.556112
	alkalakla	-.0451552	.1511423	1.000	-.517158	.426847
	omdurman	-.1285714	.1460135	.994	-.584557	.327414
	nyala	-.1151211	.1913530	1.000	-.712698	.482455
kassala	port sudan	.0140212	.1758413	1.000	-.535114	.563156
	medani	.0047619	.3730157	1.000	-1.160129	1.169653
	riad	-.1198909	.1519853	.997	-.594526	.354744
	medani	-.2610159	.1788920	.873	-.819678	.297646
	damazeen	-.1206349	.2085221	1.000	-.771829	.530559
	alkalakla	.2158607	.1416375	.844	-.226459	.658181
medani	omdurman	.1324444	.1361511	.988	-.292742	.557631
	nyala	.1458947	.1839379	.997	-.428525	.720315
	port sudan	.2750370	.1677419	.782	-.248804	.798878

		medani	.2657778	.3692667	.998	-.887406	1.418961
		riad	.1411250	.1425367	.987	-.304003	.586253
		kassala	.2610159	.1788920	.873	-.297646	.819678
		damazeen	.1403810	.2017391	.999	-.489630	.770392
		alkalakla	.0754797	.1775959	1.000	-.479135	.630094
		omdurman	-.0079365	.1732519	1.000	-.548985	.533112
		nyala	.0055138	.2128668	1.000	-.659248	.670276
	damazeen	port sudan	.1346561	.1990388	.999	-.486922	.756235
		medani	.1253968	.3844958	1.000	-1.075345	1.326139
		riad	.0007440	.1783138	1.000	-.556112	.557601
		kassala	.1206349	.2085221	1.000	-.530559	.771829
		medani	-.1403810	.2017391	.999	-.770392	.489630
		omdurman	.0927207	.0957272	.988	-.206239	.391680
		nyala	-.4441786	.1545017	.099	-.926693	.038335
		port sudan	-.0949883	.1374067	.999	-.524114	.334137
	alkalakla	medani	.0909091	.3503198	1.000	-1.003151	1.184969
		riad	-.0913826	.1041076	.994	-.416514	.233749
		kassala	.0194805	.1486794	1.000	-.444850	.483811
		medani	-.2872960	.1374067	.481	-.716422	.141830
		damazeen	-.5043290	.1746151	.095	-1.049658	.041000
		alkalakla	-.0927207	.0957272	.988	-.391680	.206239
		nyala	-.5368993*	.1495421	.011	-1.003924	-.069874
		port sudan	-.1877090	.1318054	.888	-.599342	.223923
	omdurman	medani	-.0018116	.3481609	1.000	-1.089129	1.085506
		riad	-.1841033	.0965942	.610	-.485770	.117564
		kassala	-.0732402	.1435186	1.000	-.521454	.374973
		medani	-.3800167	.1318054	.097	-.791649	.031616
		damazeen	-.5970497*	.1702424	.015	-1.128722	-.065377
		alkalakla	.4441786	.1545017	.099	-.038335	.926693
	nyala	omdurman	.5368993*	.1495421	.011	.069874	1.003924
		port sudan	.3491903	.1791082	.580	-.210171	.908551

	medani	.5350877	.3686775	.877	-.616304	1.686480
	riad	.3527961	.1550404	.360	-.131400	.836992
	kassala	.4636591	.1878954	.252	-.123144	1.050463
	medani	.1568826	.1791082	.994	-.402478	.716243
	damazeen	-.0601504	.2090205	1.000	-.712928	.592627
	alkalakla	.0949883	.1374067	.999	-.334137	.524114
	omdurman	.1877090	.1318054	.888	-.223923	.599342
	nyala	-.3491903	.1791082	.580	-.908551	.210171
port sudan	medani	.1858974	.3618465	1.000	-.944161	1.315956
	riad	.0036058	.1380121	1.000	-.427411	.434622
	kassala	.1144689	.1741106	.999	-.429284	.658222
	medani	-.1923077	.1645891	.962	-.706325	.321709
	damazeen	-.4093407	.1967216	.488	-1.023709	.205027
	alkalakla	-.0909091	.3503198	1.000	-1.184969	1.003151
	omdurman	.0018116	.3481609	1.000	-1.085506	1.089129
	nyala	-.5350877	.3686775	.877	-1.686480	.616304
medani	port sudan	-.1858974	.3618465	1.000	-1.315956	.944161
	riad	-.1822917	.3505577	1.000	-1.277095	.912511
	kassala	-.0714286	.3662756	1.000	-1.215319	1.072462
	medani	-.3782051	.3618465	.981	-1.508264	.751853
	damazeen	-.5952381	.3775483	.817	-1.774334	.583858
	alkalakla	.0913826	.1041076	.994	-.233749	.416514
	omdurman	.1841033	.0965942	.610	-.117564	.485770
	nyala	-.3527961	.1550404	.360	-.836992	.131400
riad	port sudan	-.0036058	.1380121	1.000	-.434622	.427411
	medani	.1822917	.3505577	1.000	-.912511	1.277095
	kassala	.1108631	.1492391	.998	-.355215	.576942
	medani	-.1959135	.1380121	.890	-.626930	.235103
	damazeen	-.4129464	.1750919	.311	-.959764	.133871
kassala	alkalakla	-.0194805	.1486794	1.000	-.483811	.444850
	omdurman	.0732402	.1435186	1.000	-.374973	.521454

		nyala	-.4636591	.1878954	.252	-1.050463	.123144
		port sudan	-.1144689	.1741106	.999	-.658222	.429284
		medani	.0714286	.3662756	1.000	-1.072462	1.215319
		riad	-.1108631	.1492391	.998	-.576942	.355215
		medani	-.3067766	.1741106	.707	-.850530	.236977
		damazeen	-.5238095	.2047543	.209	-1.163264	.115645
		alkalakla	.2872960	.1374067	.481	-.141830	.716422
		omdurman	.3800167	.1318054	.097	-.031616	.791649
		nyala	-.1568826	.1791082	.994	-.716243	.402478
	medani	port sudan	.1923077	.1645891	.962	-.321709	.706325
		medani	.3782051	.3618465	.981	-.751853	1.508264
		riad	.1959135	.1380121	.890	-.235103	.626930
		kassala	.3067766	.1741106	.707	-.236977	.850530
		damazeen	-.2170330	.1967216	.973	-.831401	.397335
		alkalakla	.5043290	.1746151	.095	-.041000	1.049658
		omdurman	.5970497*	.1702424	.015	.065377	1.128722
		nyala	.0601504	.2090205	1.000	-.592627	.712928
	damazeen	port sudan	.4093407	.1967216	.488	-.205027	1.023709
		medani	.5952381	.3775483	.817	-.583858	1.774334
		riad	.4129464	.1750919	.311	-.133871	.959764
		kassala	.5238095	.2047543	.209	-.115645	1.163264
		medani	.2170330	.1967216	.973	-.397335	.831401
		omdurman	.0214716	.1037979	1.000	-.302659	.345602
		nyala	-.0574758	.1691085	1.000	-.585552	.470600
		port sudan	-.0594251	.1483116	1.000	-.522559	.403708
mean	الاعتمادية	alkalakla	-.0223881	.3839560	1.000	-1.221370	1.176594
		riad	-.1812422	.1137205	.808	-.536358	.173873
		kassala	.0411040	.1627139	1.000	-.467004	.549212
		medani	-.1313624	.1503308	.994	-.600801	.338076
		damazeen	-.1057214	.1911928	1.000	-.702760	.491318

omdurman	alkalakla	-.0214716	.1037979	1.000	-.345602	.302659
	nyala	-.0789474	.1635100	1.000	-.589541	.431646
	port sudan	-.0808967	.1418949	1.000	-.523993	.362199
	medani	-.0438596	.3815233	1.000	-1.235245	1.147526
	riad	-.2027138	.1052149	.596	-.531269	.125841
	kassala	.0196324	.1568874	1.000	-.470281	.509546
	medani	-.1528340	.1440040	.979	-.602516	.296848
	damazeen	-.1271930	.1862593	.999	-.708826	.454440
	alkalakla	.0574758	.1691085	1.000	-.470600	.585552
nyala	omdurman	.0789474	.1635100	1.000	-.431646	.589541
	port sudan	-.0019493	.1948277	1.000	-.610339	.606440
	medani	.0350877	.4042075	1.000	-1.227134	1.297309
	riad	-.1237664	.1699819	.998	-.654570	.407037
	kassala	.0985798	.2060032	1.000	-.544708	.741867
	medani	-.0738866	.1963691	1.000	-.687090	.539317
	damazeen	-.0482456	.2291641	1.000	-.763858	.667367
	alkalakla	.0594251	.1483116	1.000	-.403708	.522559
	omdurman	.0808967	.1418949	1.000	-.362199	.523993
port sudan	nyala	.0019493	.1948277	1.000	-.606440	.610339
	medani	.0370370	.3959575	1.000	-1.199422	1.273496
	riad	-.1218171	.1493067	.996	-.588058	.344424
	kassala	.1005291	.1893039	1.000	-.490611	.691670
	medani	-.0719373	.1787721	1.000	-.630190	.486316
	damazeen	-.0462963	.2142775	1.000	-.715422	.622829
	alkalakla	.0223881	.3839560	1.000	-1.176594	1.221370
	omdurman	.0438596	.3815233	1.000	-1.147526	1.235245
	nyala	-.0350877	.4042075	1.000	-1.297309	1.227134
medani	-.0370370	.3959575	1.000	-1.273496	1.199422	

	riad	-.1588542	.3843415	1.000	-1.359040	1.041331
	kassala	.0634921	.4015742	1.000	-1.190506	1.317490
	medani	-.1089744	.3967182	1.000	-1.347809	1.129860
	damazeen	-.0833333	.4139332	1.000	-1.375925	1.209259
	alkalakla	.1812422	.1137205	.808	-.173873	.536358
	omdurman	.2027138	.1052149	.596	-.125841	.531269
	nyala	.1237664	.1699819	.998	-.407037	.654570
riad	port sudan	.1218171	.1493067	.996	-.344424	.588058
	medani	.1588542	.3843415	1.000	-1.041331	1.359040
	kassala	.2223462	.1636215	.912	-.288596	.733288
	medani	.0498798	.1513126	1.000	-.422625	.522385
	damazeen	.0755208	.1919658	1.000	-.523932	.674974
	alkalakla	-.0411040	.1627139	1.000	-.549212	.467004
	omdurman	-.0196324	.1568874	1.000	-.509546	.470281
	nyala	-.0985798	.2060032	1.000	-.741867	.544708
kassala	port sudan	-.1005291	.1893039	1.000	-.691670	.490611
	medani	-.0634921	.4015742	1.000	-1.317490	1.190506
	riad	-.2223462	.1636215	.912	-.733288	.288596
	medani	-.1724664	.1908900	.993	-.768560	.423627
	damazeen	-.1468254	.2244868	.999	-.847832	.554181
	alkalakla	.1313624	.1503308	.994	-.338076	.600801
	omdurman	.1528340	.1440040	.979	-.296848	.602516
	nyala	.0738866	.1963691	1.000	-.539317	.687090
medani	port sudan	.0719373	.1787721	1.000	-.486316	.630190
	medani	.1089744	.3967182	1.000	-1.129860	1.347809
	riad	-.0498798	.1513126	1.000	-.522385	.422625
	kassala	.1724664	.1908900	.993	-.423627	.768560
	damazeen	.0256410	.2156800	1.000	-.647864	.699146

damazeen	alkalakla	.1057214	.1911928	1.000	-.491318	.702760
	omdurman	.1271930	.1862593	.999	-.454440	.708826
	nyala	.0482456	.2291641	1.000	-.667367	.763858
	port sudan	.0462963	.2142775	1.000	-.622829	.715422
	medani	.0833333	.4139332	1.000	-1.209259	1.375925
	riad	-.0755208	.1919658	1.000	-.674974	.523932
	kassala	.1468254	.2244868	.999	-.554181	.847832
	medani	-.0256410	.2156800	1.000	-.699146	.647864

*. The mean difference is significant at the 0.05 level.

Location – perception

ANOVA

		Sum of Squares	df	Mean Square	F	Sig.
mean الاستجابة	Between Groups	1.391	8	.174	.415	.912
	Within Groups	133.800	319	.419		
	Total	135.192	327			
mean التعاطف	Between Groups	1.569	8	.196	.437	.899
	Within Groups	143.281	319	.449		
	Total	144.850	327			
mean الملموسية	Between Groups	.840	8	.105	.250	.981
	Within Groups	133.990	319	.420		
	Total	134.831	327			

Multiple Comparisons

Tukey HSD

Dependent Variable	(I) hospital location	(J) hospital location	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
						Lower Bound	Upper Bound
mean الاستجابة	alkalakla	omdurman	-.0764718	.1045019	.998	-.402856	.249912
		nyala	-.0899325	.1683326	1.000	-.615675	.435810
		port sudan	.0390441	.1517818	1.000	-.435006	.513094
		medani	.0026949	.3821943	1.000	-1.190987	1.196377
		riad	-.1061172	.1136573	.991	-.461095	.248861
		kassala	.0608959	.1619673	1.000	-.444966	.566758
		medani	-.1671769	.1496410	.971	-.634541	.300187
		damazeen	.0389760	.1903155	1.000	-.555424	.633376
		alkalakla	.0764718	.1045019	.998	-.249912	.402856
		nyala	-.0134607	.1635115	1.000	-.524145	.497224
	omdurman	port sudan	.1155159	.1464168	.997	-.341778	.572810
		medani	.0791667	.3800955	1.000	-1.107961	1.266294
		riad	-.0296454	.1063867	1.000	-.361916	.302625
		kassala	.1373677	.1569509	.994	-.352827	.627562
		medani	-.0907051	.1441963	.999	-.541064	.359654
		damazeen	.1154478	.1860650	.999	-.465677	.696572
	nyala	alkalakla	.0899325	.1683326	1.000	-.435810	.615675
		omdurman	.0134607	.1635115	1.000	-.497224	.524145
		port sudan	.1289766	.1971118	.999	-.486650	.744603
		medani	.0926274	.4023529	1.000	-1.164015	1.349270
		riad	-.0161846	.1695091	1.000	-.545601	.513232
		kassala	.1508285	.2050580	.998	-.489616	.791273
		medani	-.0772444	.1954681	1.000	-.687737	.533248
		damazeen	.1289086	.2281126	1.000	-.583541	.841358
		alkalakla	-.0390441	.1517818	1.000	-.513094	.435006
		omdurman	-.1155159	.1464168	.997	-.572810	.341778
	port sudan	nyala	-.1289766	.1971118	.999	-.744603	.486650
		medani	-.0363492	.3957141	1.000	-1.272257	1.199559
		riad	-.1451612	.1530856	.990	-.623283	.332961

	kassala	.0218519	.1917046	1.000	-.576886	.620590
	medani	-.2062210	.1814102	.968	-.772807	.360365
	damazeen	-.0000680	.2161879	1.000	-.675274	.675137
	alkalakla	-.0026949	.3821943	1.000	-1.196377	1.190987
	omdurman	-.0791667	.3800955	1.000	-1.266294	1.107961
	nyala	-.0926274	.4023529	1.000	-1.349270	1.164015
medani	port sudan	.0363492	.3957141	1.000	-1.199559	1.272257
	riad	-.1088120	.3827139	1.000	-1.304117	1.086493
	kassala	.0582011	.3997316	1.000	-1.190254	1.306656
	medani	-.1698718	.3948979	1.000	-1.403230	1.063487
	damazeen	.0362812	.4120339	1.000	-1.250597	1.323160
	alkalakla	.1061172	.1136573	.991	-.248861	.461095
	omdurman	.0296454	.1063867	1.000	-.302625	.361916
	nyala	.0161846	.1695091	1.000	-.513232	.545601
riad	port sudan	.1451612	.1530856	.990	-.332961	.623283
	medani	.1088120	.3827139	1.000	-1.086493	1.304117
	kassala	.1670131	.1631898	.983	-.342667	.676693
	medani	-.0610598	.1509632	1.000	-.532553	.410434
	damazeen	.1450932	.1913570	.998	-.452559	.742746
	alkalakla	-.0608959	.1619673	1.000	-.566758	.444966
	omdurman	-.1373677	.1569509	.994	-.627562	.352827
	nyala	-.1508285	.2050580	.998	-.791273	.489616
kassala	port sudan	-.0218519	.1917046	1.000	-.620590	.576886
	medani	-.0582011	.3997316	1.000	-1.306656	1.190254
	riad	-.1670131	.1631898	.983	-.676693	.342667
	medani	-.2280729	.1900141	.956	-.821531	.365386
	damazeen	-.0219199	.2234568	1.000	-.719828	.675988
	alkalakla	.1671769	.1496410	.971	-.300187	.634541
	omdurman	.0907051	.1441963	.999	-.359654	.541064
medani	nyala	.0772444	.1954681	1.000	-.533248	.687737
	port sudan	.2062210	.1814102	.968	-.360365	.772807
	medani	.1698718	.3948979	1.000	-1.063487	1.403230
	riad	.0610598	.1509632	1.000	-.410434	.532553

mean	التعاطف	kassala	.2280729	.1900141	.956	-.365386	.821531	
		damazeen	.2061530	.2146903	.989	-.464375	.876681	
		alkalakla	-.0389760	.1903155	1.000	-.633376	.555424	
		omdurman	-.1154478	.1860650	.999	-.696572	.465677	
		nyala	-.1289086	.2281126	1.000	-.841358	.583541	
		damazeen	port sudan	.0000680	.2161879	1.000	-.675137	.675274
			medani	-.0362812	.4120339	1.000	-1.323160	1.250597
			riad	-.1450932	.1913570	.998	-.742746	.452559
			kassala	.0219199	.2234568	1.000	-.675988	.719828
		alkalakla	medani	-.2061530	.2146903	.989	-.876681	.464375
			omdurman	.0721255	.1081409	.999	-.265624	.409875
			nyala	.1777298	.1741943	.984	-.366320	.721779
			port sudan	.0686070	.1570671	1.000	-.421950	.559164
			medani	.1119403	.3955030	1.000	-1.123308	1.347189
			riad	.0537392	.1176150	1.000	-.313600	.421079
			kassala	.1238451	.1676074	.998	-.399632	.647322
			medani	-.1060084	.1548518	.999	-.589647	.377630
		omdurman	damazeen	-.0963930	.1969427	1.000	-.711491	.518705
			alkalakla	-.0721255	.1081409	.999	-.409875	.265624
			nyala	.1056043	.1692053	.999	-.422864	.634072
			port sudan	-.0035185	.1515153	1.000	-.476736	.469699
			medani	.0398148	.3933312	1.000	-1.188651	1.268280
			riad	-.0183862	.1100913	1.000	-.362227	.325455
			kassala	.0517196	.1624162	1.000	-.455544	.558983
			medani	-.1781339	.1492176	.957	-.644175	.287907
			damazeen	-.1685185	.1925441	.994	-.769879	.432842
			alkalakla	-.1777298	.1741943	.984	-.721779	.366320
			omdurman	-.1056043	.1692053	.999	-.634072	.422864
port sudan	-.1091228		.2039757	1.000	-.746187	.527941		
nyala	medani	-.0657895	.4163636	1.000	-1.366190	1.234611		
	riad	-.1239905	.1754118	.999	-.671842	.423861		
	kassala	-.0538847	.2121985	1.000	-.716630	.608861		
port sudan	medani	-.2837382	.2022747	.896	-.915489	.348013		
	damazeen	-.2741228	.2360560	.964	-1.011381	.463135		
	alkalakla	-.0686070	.1570671	1.000	-.559164	.421950		
	omdurman	.0035185	.1515153	1.000	-.469699	.476736		

	nyala	.1091228	.2039757	1.000	-.527941	.746187
	medani	.0433333	.4094937	1.000	-1.235611	1.322278
	riad	-.0148677	.1584163	1.000	-.509639	.479903
	kassala	.0552381	.1983801	1.000	-.564349	.674826
	medani	-.1746154	.1877272	.991	-.760931	.411701
	damazeen	-.1650000	.2237160	.998	-.863718	.533718
	alkalakla	-.1119403	.3955030	1.000	-1.347189	1.123308
	omdurman	-.0398148	.3933312	1.000	-1.268280	1.188651
	nyala	.0657895	.4163636	1.000	-1.234611	1.366190
medani	port sudan	-.0433333	.4094937	1.000	-1.322278	1.235611
	riad	-.0582011	.3960408	1.000	-1.295129	1.178727
	kassala	.0119048	.4136511	1.000	-1.280024	1.303834
	medani	-.2179487	.4086491	1.000	-1.494255	1.058358
	damazeen	-.2083333	.4263818	1.000	-1.540023	1.123357
	alkalakla	-.0537392	.1176150	1.000	-.421079	.313600
	omdurman	.0183862	.1100913	1.000	-.325455	.362227
	nyala	.1239905	.1754118	.999	-.423861	.671842
riad	port sudan	.0148677	.1584163	1.000	-.479903	.509639
	medani	.0582011	.3960408	1.000	-1.178727	1.295129
	kassala	.0701058	.1688724	1.000	-.457322	.597534
	medani	-.1597477	.1562201	.984	-.647660	.328164
	damazeen	-.1501323	.1980204	.998	-.768596	.468332
	alkalakla	-.1238451	.1676074	.998	-.647322	.399632
	omdurman	-.0517196	.1624162	1.000	-.558983	.455544
	nyala	.0538847	.2121985	1.000	-.608861	.716630
kassala	port sudan	-.0552381	.1983801	1.000	-.674826	.564349
	medani	-.0119048	.4136511	1.000	-1.303834	1.280024
	riad	-.0701058	.1688724	1.000	-.597534	.457322
	medani	-.2298535	.1966308	.962	-.843977	.384270
	damazeen	-.2202381	.2312380	.990	-.942448	.501972
	alkalakla	.1060084	.1548518	.999	-.377630	.589647
	omdurman	.1781339	.1492176	.957	-.287907	.644175
	nyala	.2837382	.2022747	.896	-.348013	.915489
medani	port sudan	.1746154	.1877272	.991	-.411701	.760931
	medani	.2179487	.4086491	1.000	-1.058358	1.494255
	riad	.1597477	.1562201	.984	-.328164	.647660
	kassala	.2298535	.1966308	.962	-.384270	.843977

		damazeen	.0096154	.2221663	1.000	-.684262	.703493
		alkalakla	.0963930	.1969427	1.000	-.518705	.711491
		omdurman	.1685185	.1925441	.994	-.432842	.769879
		nyala	.2741228	.2360560	.964	-.463135	1.011381
	damazeen	port sudan	.1650000	.2237160	.998	-.533718	.863718
		medani	.2083333	.4263818	1.000	-1.123357	1.540023
		riad	.1501323	.1980204	.998	-.468332	.768596
		kassala	.2202381	.2312380	.990	-.501972	.942448
		medani	-.0096154	.2221663	1.000	-.703493	.684262
		omdurman	-.0505252	.1045761	1.000	-.377141	.276090
		nyala	.0299817	.1684520	1.000	-.496133	.556097
		port sudan	.0191045	.1518895	1.000	-.455282	.493491
	alkalakla	medani	.0124378	.3824654	1.000	-1.182091	1.206967
		riad	.0547659	.1137379	1.000	-.300464	.409996
		kassala	.1235489	.1620822	.998	-.382672	.629770
		medani	-.0516648	.1497471	1.000	-.519360	.416031
		damazeen	-.0232765	.1904505	1.000	-.618098	.571545
		alkalakla	.0505252	.1045761	1.000	-.276090	.377141
		nyala	.0805068	.1636275	1.000	-.430540	.591554
		port sudan	.0696296	.1465206	1.000	-.387989	.527248
	omdurman	medani	.0629630	.3803651	1.000	-1.125006	1.250932
mean	الموسيقية	riad	.1052910	.1064622	.987	-.227215	.437797
		kassala	.1740741	.1570622	.973	-.316468	.664616
		medani	-.0011396	.1442986	1.000	-.451818	.449539
		damazeen	.0272487	.1861969	1.000	-.554288	.608785
		alkalakla	-.0299817	.1684520	1.000	-.556097	.496133
		omdurman	-.0805068	.1636275	1.000	-.591554	.430540
		port sudan	-.0108772	.1972517	1.000	-.626940	.605186
	nyala	medani	-.0175439	.4026383	1.000	-1.275077	1.239990
		riad	.0247842	.1696293	1.000	-.505008	.554576
		kassala	.0935673	.2052035	1.000	-.547331	.734466
		medani	-.0816464	.1956068	1.000	-.692572	.529279
		damazeen	-.0532581	.2282744	1.000	-.766213	.659696
	port sudan	alkalakla	-.0191045	.1518895	1.000	-.493491	.455282

	omdurman	-.0696296	.1465206	1.000	-.527248	.387989
	nyala	.0108772	.1972517	1.000	-.605186	.626940
	medani	-.0066667	.3959948	1.000	-1.243451	1.230118
	riad	.0356614	.1531942	1.000	-.442800	.514123
	kassala	.1044444	.1918405	1.000	-.494718	.703607
	medani	-.0707692	.1815388	1.000	-.637757	.496219
	damazeen	-.0423810	.2163413	1.000	-.718065	.633304
	alkalakla	-.0124378	.3824654	1.000	-1.206967	1.182091
	omdurman	-.0629630	.3803651	1.000	-1.250932	1.125006
	nyala	.0175439	.4026383	1.000	-1.239990	1.275077
medani	port sudan	.0066667	.3959948	1.000	-1.230118	1.243451
	riad	.0423280	.3829854	1.000	-1.153825	1.238481
	kassala	.1111111	.4000152	1.000	-1.138230	1.360452
	medani	-.0641026	.3951781	1.000	-1.298336	1.170131
	damazeen	-.0357143	.4123262	1.000	-1.323506	1.252077
	alkalakla	-.0547659	.1137379	1.000	-.409996	.300464
	omdurman	-.1052910	.1064622	.987	-.437797	.227215
	nyala	-.0247842	.1696293	1.000	-.554576	.505008
riad	port sudan	-.0356614	.1531942	1.000	-.514123	.442800
	medani	-.0423280	.3829854	1.000	-1.238481	1.153825
	kassala	.0687831	.1633055	1.000	-.441258	.578824
	medani	-.1064306	.1510703	.999	-.578259	.365397
	damazeen	-.0780423	.1914927	1.000	-.676119	.520034
	alkalakla	-.1235489	.1620822	.998	-.629770	.382672
	omdurman	-.1740741	.1570622	.973	-.664616	.316468
	nyala	-.0935673	.2052035	1.000	-.734466	.547331
kassala	port sudan	-.1044444	.1918405	1.000	-.703607	.494718
	medani	-.1111111	.4000152	1.000	-1.360452	1.138230
	riad	-.0687831	.1633055	1.000	-.578824	.441258
	medani	-.1752137	.1901489	.992	-.769093	.418666
	damazeen	-.1468254	.2236153	.999	-.845228	.551577
medani	alkalakla	.0516648	.1497471	1.000	-.416031	.519360
	omdurman	.0011396	.1442986	1.000	-.449539	.451818

	nyala	.0816464	.1956068	1.000	-.529279	.692572
	port sudan	.0707692	.1815388	1.000	-.496219	.637757
	medani	.0641026	.3951781	1.000	-1.170131	1.298336
	riad	.1064306	.1510703	.999	-.365397	.578259
	kassala	.1752137	.1901489	.992	-.418666	.769093
	damazeen	.0283883	.2148426	1.000	-.642615	.699392
	alkalakla	.0232765	.1904505	1.000	-.571545	.618098
	omdurman	-.0272487	.1861969	1.000	-.608785	.554288
	nyala	.0532581	.2282744	1.000	-.659696	.766213
damazeen	port sudan	.0423810	.2163413	1.000	-.633304	.718065
	medani	.0357143	.4123262	1.000	-1.252077	1.323506
	riad	.0780423	.1914927	1.000	-.520034	.676119
	kassala	.1468254	.2236153	.999	-.551577	.845228
	medani	-.0283883	.2148426	1.000	-.699392	.642615

Loyalty

Group Statistics

	gender	N	Mean	Std. Deviation	Std. Error Mean
mean الولاء	male	221	1.581768	.6699883	.0450683
	female	145	1.607605	.6708662	.0557124

Independent Samples Test

	Levene's Test for Equality of Variances		t-test for Equality of Means						
	F	Sig.	t	df	Sig. (2-tailed)	Mean Difference	Std. Error Difference	95% Confidence Interval of the Difference	
								Lower	Upper
mean الولاء	.090	.765	-.361	364	.719	-.0258378	.0716395	-.1667171	.1150416
			-.361	307.843	.719	-.0258378	.0716591	-.1668413	.1151658

ANOVA

mean الولاء

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.821	2	1.410	3.153	.044
Within Groups	165.079	369	.447		
Total	167.900	371			

Multiple Comparisons

Dependent Variable: mean الولاء

Tukey HSD

(I) age	(J) age	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
less than 20year	21-40	-.0527308	.0924218	.836	-.270219	.164757
	41- 60	.1556940	.1055946	.304	-.092792	.404180
21-40	less than 20year	.0527308	.0924218	.836	-.164757	.270219
	41- 60	.2084249*	.0831267	.034	.012810	.404039
41- 60	less than 20year	-.1556940	.1055946	.304	-.404180	.092792
	21-40	-.2084249*	.0831267	.034	-.404039	-.012810

*. The mean difference is significant at the 0.05 level.

ANOVA

mean الولاء

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	5.724	3	1.908	4.346	.005
Within Groups	162.016	369	.439		
Total	167.740	372			

Multiple Comparisons

Dependent Variable: mean الولاء

Tukey HSD

(I) education level	(J) education level	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
primary	secondary	-.0895261	.1065583	.835	-.364529	.185477
	university	-.3083607*	.1052657	.019	-.580028	-.036693
	post graduate	-.2917400	.1738896	.337	-.740510	.157030
secondary	primary	.0895261	.1065583	.835	-.185477	.364529
	university	-.2188346*	.0765963	.023	-.416513	-.021157
	post graduate	-.2022139	.1581889	.577	-.610464	.206036
university	primary	.3083607*	.1052657	.019	.036693	.580028

	secondary	.2188346*	.076596	.023	.021157	.416513
			3			
	post graduate	.0166207	.157321	1.000	-.389390	.422631
			1			
	primary	.2917400	.173889	.337	-.157030	.740510
			6			
post graduate	secondary	.2022139	.158188	.577	-.206036	.610464
			9			
	university	-.0166207	.157321	1.000	-.422631	.389390
			1			

*. The mean difference is significant at the 0.05 level.

ANOVA

mean الولاء

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.008	2	.004	.009	.991
Within Groups	167.408	367	.456		
Total	167.416	369			

Multiple Comparisons

Dependent Variable: mean الولاء

Tukey HSD

(I) Number of times deals with hospital	(J) Number of times deals with hospital	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
new	2-6	.0000350	.0785422	1.000	-.184795	.184865
	7-10	-.0122292	.1024849	.992	-.253403	.228944

2-6	new	-.0000350	.0785422	1.000	-.184865	.184795
	7-10	-.0122643	.0974091	.991	-.241493	.216965
7-10	new	.0122292	.1024849	.992	-.228944	.253403
	2-6	.0122643	.0974091	.991	-.216965	.241493

ANOVA

mean الولاء

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.624	5	.125	.276	.926
Within Groups	161.671	358	.452		
Total	162.294	363			

Multiple Comparisons

Dependent Variable: mean الولاء

Tukey HSD

(I) job	(J) job	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
handicraft	employee	-.0602477	.1242575	.997	-.416273	.295778
	business man	-.0344786	.1752156	1.000	-.536511	.467553
	retired	.0851974	.2002717	.998	-.488626	.659021
	studen	-.0176399	.1300069	1.000	-.390139	.354859
	other	.0369184	.1357532	1.000	-.352045	.425882
employee	handicraft	.0602477	.1242575	.997	-.295778	.416273
	business man	.0257692	.1495738	1.000	-.402793	.454331
	retired	.1454451	.1782710	.965	-.365341	.656231
	studen	.0426078	.0925936	.997	-.222694	.307909
	other	.0971661	.1005023	.928	-.190796	.385128
business man	handicraft	.0344786	.1752156	1.000	-.467553	.536511
	employee	-.0257692	.1495738	1.000	-.454331	.402793
	retired	.1196759	.2168896	.994	-.501761	.741113
	studen	.0168386	.1543832	1.000	-.425504	.459181
	other	.0713969	.1592523	.998	-.384897	.527690

	handicraft	-.0851974	.2002717	.998	-.659021	.488626
	employee	-.1454451	.1782710	.965	-.656231	.365341
retired	business man	-.1196759	.2168896	.994	-.741113	.501761
	studen	-.1028373	.1823250	.993	-.625239	.419564
	other	-.0482790	.1864659	1.000	-.582545	.485987
	handicraft	.0176399	.1300069	1.000	-.354859	.390139
	employee	-.0426078	.0925936	.997	-.307909	.222694
studen	business man	-.0168386	.1543832	1.000	-.459181	.425504
	retired	.1028373	.1823250	.993	-.419564	.625239
	other	.0545583	.1075294	.996	-.253537	.362654
	handicraft	-.0369184	.1357532	1.000	-.425882	.352045
	employee	-.0971661	.1005023	.928	-.385128	.190796
other	business man	-.0713969	.1592523	.998	-.527690	.384897
	retired	.0482790	.1864659	1.000	-.485987	.582545
	studen	-.0545583	.1075294	.996	-.362654	.253537

ANOVA

mean الولاء

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	2.652	8	.332	.720	.674
Within Groups	145.897	317	.460		
Total	148.549	325			

Multiple Comparisons

Dependent Variable: mean الولاء

Tukey HSD

(I) hospital location	(J) hospital location	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
alkalakla	omdurman	.0915440	.1099418	.996	-.251845	.434933
	nyala	.1409091	.1803953	.997	-.422532	.704350
	port sudan	.1122424	.1593208	.999	-.385376	.609860

	medani	-.0424242	.4004846	1.000	-1.293286	1.208437	
	riad	.0204064	.1194941	1.000	-.352818	.393631	
	kassala	.1623377	.1699699	.989	-.368541	.693216	
	medani	-.1757576	.1570830	.971	-.666386	.314871	
	damazeen	-.1352814	.1996195	.999	-.758767	.488204	
	alkalakla	-.0915440	.1099418	.996	-.434933	.251845	
	nyala	.0493651	.1751654	1.000	-.497741	.596471	
	port sudan	.0206984	.1533739	1.000	-.458345	.499742	
omdurman	medani	-.1339683	.3981562	1.000	-1.377557	1.109621	
	riad	-.0711376	.1114418	.999	-.419212	.276936	
	kassala	.0707937	.1644086	1.000	-.442715	.584302	
	medani	-.2673016	.1510480	.702	-.739080	.204477	
	damazeen	-.2268254	.1949060	.963	-.835589	.381938	
	alkalakla	-.1409091	.1803953	.997	-.704350	.422532	
	omdurman	-.0493651	.1751654	1.000	-.596471	.497741	
	port sudan	-.0286667	.2097113	1.000	-.683673	.626339	
	medani	-.1833333	.4230646	1.000	-1.504721	1.138054	
	riad	-.1205026	.1813134	.999	-.686811	.445806	
nyala	kassala	.0214286	.2179116	1.000	-.659190	.702047	
	medani	-.3166667	.2080163	.844	-.966378	.333045	
	damazeen	-.2761905	.2417512	.967	-1.031269	.478888	
	alkalakla	-.1122424	.1593208	.999	-.609860	.385376	
	omdurman	-.0206984	.1533739	1.000	-.499742	.458345	
	nyala	.0286667	.2097113	1.000	-.626339	.683673	
	medani	-.1546667	.4145169	1.000	-1.449356	1.140023	
	riad	-.0918360	.1603596	1.000	-.592698	.409026	
	kassala	.0500952	.2008136	1.000	-.577120	.677310	
	medani	-.2880000	.1900301	.848	-.881534	.305534	
port sudan	damazeen	-.2475238	.2264603	.975	-.954843	.459796	
	alkalakla	.0424242	.4004846	1.000	-1.208437	1.293286	
	omdurman	.1339683	.3981562	1.000	-1.109621	1.377557	
	nyala	.1833333	.4230646	1.000	-1.138054	1.504721	
	port sudan	.1546667	.4145169	1.000	-1.140023	1.449356	
	riad	.0628307	.4008990	1.000	-1.189325	1.314987	
	kassala	.2047619	.4187253	1.000	-1.103072	1.512596	
	medani	-.1333333	.4136620	1.000	-1.425353	1.158686	
	medani	port sudan	.1546667	.4145169	1.000	-1.140023	1.449356
		riad	.0628307	.4008990	1.000	-1.189325	1.314987
kassala		.2047619	.4187253	1.000	-1.103072	1.512596	
medani		-.1333333	.4136620	1.000	-1.425353	1.158686	

	damazeen	-.0928571	.4316122	1.000	-1.440942	1.255227
	alkalakla	-.0204064	.1194941	1.000	-.393631	.352818
	omdurman	.0711376	.1114418	.999	-.276936	.419212
	nyala	.1205026	.1813134	.999	-.445806	.686811
riad	port sudan	.0918360	.1603596	1.000	-.409026	.592698
	medani	-.0628307	.4008990	1.000	-1.314987	1.189325
	kassala	.1419312	.1709439	.996	-.391990	.675852
	medani	-.1961640	.1581364	.947	-.690083	.297755
	damazeen	-.1556878	.2004495	.997	-.781766	.470390
	alkalakla	-.1623377	.1699699	.989	-.693216	.368541
	omdurman	-.0707937	.1644086	1.000	-.584302	.442715
	nyala	-.0214286	.2179116	1.000	-.702047	.659190
kassala	port sudan	-.0500952	.2008136	1.000	-.677310	.577120
	medani	-.2047619	.4187253	1.000	-1.512596	1.103072
	riad	-.1419312	.1709439	.996	-.675852	.391990
	medani	-.3380952	.1990428	.747	-.959780	.283589
	damazeen	-.2976190	.2340746	.939	-1.028721	.433482
	alkalakla	.1757576	.1570830	.971	-.314871	.666386
	omdurman	.2673016	.1510480	.702	-.204477	.739080
	nyala	.3166667	.2080163	.844	-.333045	.966378
medani	port sudan	.2880000	.1900301	.848	-.305534	.881534
	medani	.1333333	.4136620	1.000	-1.158686	1.425353
	riad	.1961640	.1581364	.947	-.297755	.690083
	kassala	.3380952	.1990428	.747	-.283589	.959780
	damazeen	.0404762	.2248916	1.000	-.661943	.742896
	alkalakla	.1352814	.1996195	.999	-.488204	.758767
	omdurman	.2268254	.1949060	.963	-.381938	.835589
	nyala	.2761905	.2417512	.967	-.478888	1.031269
damazeen	port sudan	.2475238	.2264603	.975	-.459796	.954843
	medani	.0928571	.4316122	1.000	-1.255227	1.440942
	riad	.1556878	.2004495	.997	-.470390	.781766
	kassala	.2976190	.2340746	.939	-.433482	1.028721
	medani	-.0404762	.2248916	1.000	-.742896	.661943

ANOVA

mean العملاء رضا

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.797	8	.100	.194	.992
Within Groups	158.889	310	.513		
Total	159.687	318			

Multiple Comparisons

Dependent Variable: mean العملاء رضا

Tukey HSD

(I) hospital location	(J) hospital location	Mean Difference (I-J)	Std. Error	Sig.	95% Confidence Interval	
					Lower Bound	Upper Bound
alkalakla	omdurman	.0212587	.1170885	1.000	-.344509	.387027
	nyala	-.0747009	.1906833	1.000	-.670369	.520967
	port sudan	-.0102564	.1684850	1.000	-.536580	.516067
	medani	-.0635897	.4227696	1.000	-1.384263	1.257083
	riad	-.0466406	.1287344	1.000	-.448789	.355508
	kassala	.1268864	.1797006	.999	-.434473	.688246
	medani	-.0507692	.1661284	1.000	-.569731	.468193
	damazeen	-.0969231	.2109402	1.000	-.755871	.562025
omdurman	alkalakla	-.0212587	.1170885	1.000	-.387027	.344509
	nyala	-.0959596	.1852004	1.000	-.674500	.482581
	port sudan	-.0315152	.1622537	1.000	-.538373	.475343
	medani	-.0848485	.4203251	1.000	-1.397885	1.228188
	riad	-.0678993	.1204642	1.000	-.444213	.308414
	kassala	.1056277	.1738717	1.000	-.437523	.648779

	medani	-.0720280	.1598052	1.000	-.571237	.427181
	damazeen	-.1181818	.2059972	1.000	-.761688	.525325
	alkalakla	.0747009	.1906833	1.000	-.520967	.670369
	omdurman	.0959596	.1852004	1.000	-.482581	.674500
	port sudan	.0644444	.2213067	1.000	-.626887	.755776
nyala	medani	.0111111	.4464567	1.000	-1.383557	1.405780
	riad	.0280603	.1927746	1.000	-.574141	.630261
	kassala	.2015873	.2299604	.994	-.516777	.919951
	medani	.0239316	.2195179	1.000	-.661812	.709675
	damazeen	-.0222222	.2551181	1.000	-.819176	.774731
	alkalakla	.0102564	.1684850	1.000	-.516067	.536580
	omdurman	.0315152	.1622537	1.000	-.475343	.538373
	nyala	-.0644444	.2213067	1.000	-.755776	.626887
port sudan	medani	-.0533333	.4374365	1.000	-1.419824	1.313157
	riad	-.0363842	.1708481	1.000	-.570090	.497322
	kassala	.1371429	.2119170	.999	-.524856	.799142
	medani	-.0405128	.2005372	1.000	-.666963	.585937
	damazeen	-.0866667	.2389818	1.000	-.833213	.659879
	alkalakla	.0635897	.4227696	1.000	-1.257083	1.384263
	omdurman	.0848485	.4203251	1.000	-1.228188	1.397885
	nyala	-.0111111	.4464567	1.000	-1.405780	1.383557
medani	port sudan	.0533333	.4374365	1.000	-1.313157	1.419824
	riad	.0169492	.4237169	1.000	-1.306683	1.340582
	kassala	.1904762	.4418776	1.000	-1.189888	1.570840
	medani	.0128205	.4365342	1.000	-1.350851	1.376492
	damazeen	-.0333333	.4554770	1.000	-1.456180	1.389513
	alkalakla	.0466406	.1287344	1.000	-.355508	.448789
	omdurman	.0678993	.1204642	1.000	-.308414	.444213
	nyala	-.0280603	.1927746	1.000	-.630261	.574141
riad	port sudan	.0363842	.1708481	1.000	-.497322	.570090
	medani	-.0169492	.4237169	1.000	-1.340582	1.306683
	kassala	.1735270	.1819181	.989	-.394760	.741814
	medani	-.0041286	.1685246	1.000	-.530576	.522319
	damazeen	-.0502825	.2128325	1.000	-.715142	.614577

kassala	alkalakla	-.1268864	.1797006	.999	-.688246	.434473
	omdurman	-.1056277	.1738717	1.000	-.648779	.437523
	nyala	-.2015873	.2299604	.994	-.919951	.516777
	port sudan	-.1371429	.2119170	.999	-.799142	.524856
	medani	-.1904762	.4418776	1.000	-1.570840	1.189888
	riad	-.1735270	.1819181	.989	-.741814	.394760
	medani	-.1776557	.2100483	.995	-.833817	.478506
	damazeen	-.2238095	.2470171	.993	-.995456	.547837
	alkalakla	.0507692	.1661284	1.000	-.468193	.569731
medani	omdurman	.0720280	.1598052	1.000	-.427181	.571237
	nyala	-.0239316	.2195179	1.000	-.709675	.661812
	port sudan	.0405128	.2005372	1.000	-.585937	.666963
	medani	-.0128205	.4365342	1.000	-1.376492	1.350851
	riad	.0041286	.1685246	1.000	-.522319	.530576
	kassala	.1776557	.2100483	.995	-.478506	.833817
	damazeen	-.0461538	.2373263	1.000	-.787528	.695220
	alkalakla	.0969231	.2109402	1.000	-.562025	.755871
	omdurman	.1181818	.2059972	1.000	-.525325	.761688
damazeen	nyala	.0222222	.2551181	1.000	-.774731	.819176
	port sudan	.0866667	.2389818	1.000	-.659879	.833213
	medani	.0333333	.4554770	1.000	-1.389513	1.456180
	riad	.0502825	.2128325	1.000	-.614577	.715142
	kassala	.2238095	.2470171	.993	-.547837	.995456
	medani	.0461538	.2373263	1.000	-.695220	.787528