

Appendix 5 :KPI04 PS

Month	Total	sample size 20%	satisfied	Dissatisfied	Percentage of Satisfied
Jan-15	4473	895	690	205	77.10%
Feb-15	4479	896	691	205	77.13%
Mar-15	4507	901	696	206	77.17%
Apr-15	4398	880	679	201	77.19%
May-15	4563	913	705	208	77.20%
Total	22420	4484	3460	1024	77.16%

Key performance indicator code	kpi04
Key performance indicator name	paient satisfaction
Key performance indicator rlateive value	15
Key performance indicator contribution	11.57