

ZADOVOLJSTVO KORISNIKA USLUGAMA NA  
ODELJENJU DIJALIZE OB SMEDEREVSKA PALANKA  
2023.G

Organizaciona jedinica

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid SEK/TER	20	100.0	100.0	100.0

Opština organizacione jedinice

	Frequency	Percent	Valid Percent
Valid Smederevska Palanka	20	100.0	100.0

Opština organizacione jedinice

	Cumulative Percent
Valid Smederevska Palanka	100.0

Vrsta dijalizne delatnosti: Dijalizni centar ili odeljenje za dijalizu

	Frequency	Percent	Valid Percent
Valid 2 - Odeljenje za dijalizu	20	100.0	100.0

Vrsta dijalizne delatnosti: Dijalizni centar ili odeljenje za dijalizu

	Cumulative Percent
Valid 2 - Odeljenje za dijalizu	100.0

P1 - Pol

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Muško	7	35.0	35.0	35.0
Žensko	13	65.0	65.0	100.0
Total	20	100.0	100.0	

P2 - Godine starosti

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 28	1	5.0	5.3	5.3
37	1	5.0	5.3	10.5
42	1	5.0	5.3	15.8
43	1	5.0	5.3	21.1
45	1	5.0	5.3	26.3
50	1	5.0	5.3	31.6
51	1	5.0	5.3	36.8
54	1	5.0	5.3	42.1
59	1	5.0	5.3	47.4
64	1	5.0	5.3	52.6
65	2	10.0	10.5	63.2
67	1	5.0	5.3	68.4
68	1	5.0	5.3	73.7
69	1	5.0	5.3	78.9
70	3	15.0	15.8	94.7
71	1	5.0	5.3	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P3 - Završena škola

	Frequency	Percent
Valid	2	10.0
1 - Nepotpuna osnovna škola	2	10.0
2 - Osnovna škola	4	20.0
3 - Srednja škola	10	50.0
4 - Viša i visoka škola	2	10.0
Total	20	100.0

P3 - Završena škola

	Valid Percent	Cumulative Percent
Valid	10.0	10.0
1 - Nepotpuna osnovna škola	10.0	20.0
2 - Osnovna škola	20.0	40.0
3 - Srednja škola	50.0	90.0
4 - Viša i visoka škola	10.0	100.0
Total	100.0	

P4 - Materijalno stanje domaćinstva

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid	2	10.0	10.0	10.0
3 - Osrednje	9	45.0	45.0	55.0
4 - Dobro	8	40.0	40.0	95.0
5 - Veoma dobro	1	5.0	5.0	100.0
Total	20	100.0	100.0	

P5 - Da li je dijalizni centar u kome se trenutno dijalizirate?

	Frequency	Percent
Valid	1	5.0
1 - U vašoj matičnoj ustanovi	18	90.0
2 - U drugoj zdravstvenoj ustanovi u koju ste poslali iz Vaše matične ustanove zbog postavljanja venskog katetera/AB fistule ili pratećih oboljenja	1	5.0
Total	20	100.0

P5 - Da li je dijalizni centar u kome se trenutno dijalizirate?

	Valid Percent	Cumulative Percent
Valid	5.0	5.0
1 - U vašoj matičnoj ustanovi	90.0	95.0
2 - U drugoj zdravstvenoj ustanovi u koju ste poslali iz Vaše matične ustanove zbog postavljanja venskog katetera/AB fistule ili pratećih oboljenja	5.0	100.0
Total	100.0	

P6 - Koju vrstu transporta koristite za dolazak u centar za dijalizu?

	Frequency	Percent
Valid	1	5.0
1 - Privatni automobil: (vozač, putnik) / Autobus / Taksi / Volonterski vozač	2	10.0
2 - Organizovani transport zdravstvene ustanove u kojoj je dijalizni centar	12	60.0
3 - Organizovani transport druge zdravstvene ustanove	4	20.0
4 - Ostalo	1	5.0
Total	20	100.0

P6 - Koju vrstu transporta koristite za dolazak u centar za dijalizu?

	Valid Percent	Cumulative Percent
Valid	5.0	5.0
1 - Privatni automobil: (vozač, putnik) / Autobus / Taksu / Volonterski vozač	10.0	15.0
2 - Organizovani transport zdravstvene ustanove u kojoj je dijalizni centar	60.0	75.0
3 - Organizovani transport druge zdravstvene ustanove	20.0	95.0
4 - Ostalo	5.0	100.0
Total	100.0	

P6.2 - Vrsta transporta - ostalo

	Frequency	Percent
Missing System	20	100.0

P7.1 - Vrsta prevoza/transporta koju koristite

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	10.0	10.5	10.5
3	2	10.0	10.5	21.1
4	1	5.0	5.3	26.3
5	14	70.0	73.7	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P7.2 - Vreme koje provedete u prevozu od kuće do dijaliznog centra

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	3	15.0	17.6	17.6
4	2	10.0	11.8	29.4
5	12	60.0	70.6	100.0
Total	17	85.0	100.0	

P7.2 - Vreme koje provedete u prevozu od kuće do dijaliznog centra

	Frequency	Percent
Missing System	3	15.0
Total	20	100.0

P7.3 - Uslovi na parking prostoru

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	15.0	16.7	16.7
2	1	5.0	5.6	22.2
3	2	10.0	11.1	33.3
4	1	5.0	5.6	38.9
5	10	50.0	55.6	94.4
6	1	5.0	5.6	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P7.4 - Pristup liftu

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	5.0	11.1	11.1
3	2	10.0	22.2	33.3
4	2	10.0	22.2	55.6
5	3	15.0	33.3	88.9
6	1	5.0	11.1	100.0
Total	9	45.0	100.0	
Missing System	11	55.0		
Total	20	100.0		

P7.5 - Pristup i oprema ukoliko Vam je potrebna pomoć za kretanje (npr. kolica)

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	5.0	7.7	7.7
2	1	5.0	7.7	15.4
3	2	10.0	15.4	30.8
4	2	10.0	15.4	46.2
5	6	30.0	46.2	92.3
6	1	5.0	7.7	100.0

P7.5 - Pristup i oprema ukoliko Vam je potrebna pomoć za kretanje (npr.kolica)

	Frequency	Percent	Valid Percent
Valid Total	13	65.0	100.0
Missing System	7	35.0	
Total	20	100.0	

P8 - Vreme koje obično provedete u prevozu od kuće do dijaliznog centra, broj minuta

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	1	5.0	5.6	5.6
5	1	5.0	5.6	11.1
10	2	10.0	11.1	22.2
15	3	15.0	16.7	38.9
20	4	20.0	22.2	61.1
30	2	10.0	11.1	72.2
40	3	15.0	16.7	88.9
60	2	10.0	11.1	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P9.1 - Radno vreme dijaliznog centra

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 3	2	10.0	10.0	10.0
4	2	10.0	10.0	20.0
5	16	80.0	80.0	100.0
Total	20	100.0	100.0	

P9.2 - Mogućnost da birate dane koji Vam odgovaraju za dijalizu

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2	1	5.0	5.3	5.3
3	2	10.0	10.5	15.8
4	2	10.0	10.5	26.3
5	14	70.0	73.7	100.0
Total	19	95.0	100.0	

P9.2 - Mogućnost da birate dane koji Vam odgovaraju za dijalizu

	Frequency	Percent
Missing System	1	5.0
Total	20	100.0

P9.3 - Mogućnost da birate periode tokom dana (smenu) koji Vam odgovaraju za dijalizu

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	10.0	10.5	10.5
3	1	5.0	5.3	15.8
4	5	25.0	26.3	42.1
5	11	55.0	57.9	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P10.1 - Raspoloživi prostor

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	9	45.0	47.4	47.4
2	2	10.0	10.5	57.9
3	4	20.0	21.1	78.9
4	2	10.0	10.5	89.5
5	2	10.0	10.5	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P10.2 - Prostor za odmor

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	9	45.0	50.0	50.0
2	3	15.0	16.7	66.7
3	4	20.0	22.2	88.9
4	1	5.0	5.6	94.4
5	1	5.0	5.6	100.0
Total	18	90.0	100.0	



P10.2 - Prostor za odmor

	Frequency	Percent
Missing System	2	10.0
Total	20	100.0

P10.3 - Temperatura prostorije

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	4	20.0	22.2	22.2
2	1	5.0	5.6	27.8
3	8	40.0	44.4	72.2
4	3	15.0	16.7	88.9
5	2	10.0	11.1	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P10.4 - Osvjetljenje prostorije

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	25.0	27.8	27.8
2	2	10.0	11.1	38.9
3	6	30.0	33.3	72.2
4	3	15.0	16.7	88.9
5	2	10.0	11.1	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P10.5 - Nivo buke

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	5	25.0	26.3	26.3
2	3	15.0	15.8	42.1
3	5	25.0	26.3	68.4
4	3	15.0	15.8	84.2
5	3	15.0	15.8	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P10.6 - Drugi aspekt

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	15.0	42.9	42.9
2	1	5.0	14.3	57.1
3	1	5.0	14.3	71.4
4	2	10.0	28.6	100.0
Total	7	35.0	100.0	
Missing System	13	65.0		
Total	20	100.0		

P10.7 - Drugi aspekt, tekstualni unos

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	5.0	100.0	100.0
Missing System	19	95.0		
Total	20	100.0		

P11.1 - Instalacijama u fotelji ili dijelnoj postelji

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	15.0	15.0	15.0
2	3	15.0	15.0	30.0
3	2	10.0	10.0	40.0
4	6	30.0	30.0	70.0
5	6	30.0	30.0	100.0
Total	20	100.0	100.0	

P11.2 - Načinom da se zabavite tokom postupka dijalize

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	3	15.0	15.8	15.8
2	5	25.0	26.3	42.1
3	4	20.0	21.1	63.2
4	5	25.0	26.3	89.5
5	2	10.0	10.5	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P11.3 - Laganim obrokom koji vam se paslužuje

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	11	55.0	57.9	57.9
2	3	15.0	15.8	73.7
3	3	15.0	15.8	89.5
4	1	5.0	5.3	94.7
5	1	5.0	5.3	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P11.4 - Pristupom garderobi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	8	40.0	47.1	47.1
2	7	35.0	41.2	88.2
3	1	5.0	5.9	94.1
5	1	5.0	5.9	100.0
Total	17	85.0	100.0	
Missing System	3	15.0		
Total	20	100.0		

P11.5 - Uslovima u čekaonici

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	10	50.0	55.6	55.6
2	4	20.0	22.2	77.8
3	3	15.0	16.7	94.4
5	1	5.0	5.6	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P11.6 - Uslovima u garderobi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	9	45.0	50.0	50.0
2	5	25.0	27.8	77.8
3	3	15.0	16.7	94.4

P11.6 - Uslovima u garderobi

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 4	1	5.0	5.6	100.0
Total	18	90.0	100.0	
Missing System	2	10.0		
Total	20	100.0		

P11.7 - Uslovima u toaletu

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	6	30.0	31.6	31.6
2	6	30.0	31.6	63.2
3	5	25.0	26.3	89.5
4	1	5.0	5.3	94.7
5	1	5.0	5.3	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		

P12.1 - Vreme koje Vam posveti za slušanje

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	1	5.0	5.0	5.0
2	2	10.0	10.0	15.0
4	2	10.0	10.0	25.0
5	15	75.0	75.0	100.0
Total	20	100.0	100.0	

P12.2 - Hitno odazivanje na Vaš poziv

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1	2	10.0	10.5	10.5
3	1	5.0	5.3	15.8
5	16	80.0	84.2	100.0
Total	19	95.0	100.0	
Missing System	1	5.0		
Total	20	100.0		