

عنوان مقاله:

The Impact of Medical Emergency base on the Quality of Services to Passengers in Tehran Metro Stations

محل انتشار:

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خلاصه مقاله:

INTRODUCTION: Providing medical services to injured passengers and personnel in a short time is the major goal of Tehran metro superior services regarding the progressive increase in population in metropolises; the importance of public transportation network development and also the role of metro in transporting a large number of passengers. This research aims to study the effect of medical emergency bases on the quality of the passenger services in Tehran metro station. **METHODS:** In this cross-sectional research which is case study, about ۴۰۲ persons including emergency personnel (۳۷); customers of main stations (۱۸۵) and customers of secondary (۱۸۰) were surveyed by using three separate kinds of questionnaires, which their validity was confirmed by Cronbach's Alfa test (۰.۸۲ for emergency personnel and ۰.۹۰ for customers of the main and secondary stations). The scoring system was determined based on Likert and the related experts' viewpoints. **FINDINGS:** The findings show the major factors of satisfaction are as follows: the quality indicator of "providing services" in viewpoint of personnel ($pvalue=0.004$); the indicator of "transportation" in the viewpoint of the main stations customers ($pvalue=0.027$); and the quality of "reception" in view of secondary stations customers. More satisfaction was gained from the main stations in comparison to secondary ones ($pvalue=0.000$) and also passengers were more satisfied with medical emergency bases than the referred personnel ($pvalue=0.096$). **CONCLUSION:** According to the results, establishment of medical emergency base is the major factor of customers' satisfaction from main stations and it has a great effect on the quality of passenger services despite less satisfaction of personnel.

کلمات کلیدی:

,customer, medical emergency ba, metro main and secondary stations, quality, passenger service

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