

how to speed up the code generation. The staffs at the code generation unit are not motivated enough and training/re- training will suffice. These are factors for further studies.

Despite the higher proportion of respondents satisfied with the different points of service, out of pocket expenses, waiting time by most respondents is prolonged. Further improvements in overall satisfaction of the clinic would require more investigation into the extent to which some variables in the clinics' structural, interpersonal, and technical components of health care workers has affected overall satisfaction.

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