

**Table(1):ExpectationMean,perception mean and gap scoresoftangibles' statements**

Statements of "tangibility dimension"	Expectation Mean	Perception Mean	Gap score (perception-expectation)
Having up-to-date equipment.	4.55	3.71	-0.84
Good appealing of the physical facilities	4.74	3.82	-0.65
Neat appearing of employees	4.43	3.89	-0.54
Mean tangibility gap scoring	-2.03		

*table (2):Expectation Mean, mean perception and gap scores of reliabilitystatements*

Statements of “reliability dimension”	Expectation Mean	Perception Mean	Gap score (perception-expectation)
Providing services at the time it promises to do so.	4.48	3.9	-0.57
Sympathy and reassuring of employees when patients have problems	4.53	3.81	-0.72
Current hospital is accurate in its billing.	4.64	3.63	-0.1
Mean reliability gap scoring	-2.2		

***Table (3):Expectation Mean, perception mean and gap scores of responsivenessstatements***

Statementsof“responsiveness dimension”	Expectation Mean	Perception Mean	Gap score (perception-expectation)
Telling patients the exact time of services performance	4.57	3.71	-0.84
Receiving prompt service from employees.	4.74	3.82	-0.96
Continuous willing of the employees to help patients.	4.57	3.72	-0.85
Mean responsiveness gap scoring	-2.5		

***Table (4):Expectation Mean, perception mean and gap scores of assurance statements***

Statements of “assurance dimension”	Expectation Mean	Perception Mean	Gap score (perception - expectation)
Patients’ feeling safe in their interactions with hospital employees.	4.64	3.72	-0.92
Knowledge of employees	4.54	3.9	-0.65
Politeness of employees	4.58	3.75	-0.83
Employees are knowledgeable in answering patients’ questions	4.59	3.99	-0.59
Mean assurance gap scoring	-2.9		

***Table (5): Table (4): Expectation Mean, perception mean and gap scores of empathy statements***

Statements of “empathy dimension”	Expectation Mean	Perception Mean	Gap score (perception-expectation)
Giving patients personal attention.	4.6	3.8	-0.9
Doing best to help patients	4.6	3.7	-0.9
Mean empathy gap scoring	-1.8		