

Table 1) Comparison of percentage of satisfaction with the condition after the organization and expectations of the condition after the organization in families of martyrs in Gilan province

Indicator	Satisfaction with the condition after the organization	Expectation of the condition after the organization
Tangible and visible items	79.7±16.1	88.2±8.8
Trust and confidence	74.4±14.4	88.4±9.7
Accountability and reactivity	77.8±15.5	88.8±9.2
Reliability and guarantee	74.6±18.7	88.4±9.8
Empathy and understanding needs	79.4±18.4	93.0±6.7
Total	78.0±14.1	89.4±6.8

Table 2) Comparison of level of satisfaction with tangible and visible items in the martyrs' tomb in Gilan province before and after the organization

Indicator	Before organization	After organization	Changes (%)
Renovation of martyrs' tomb (restoration, alignment, and leveling of graves)	50.6±18.9	82.6±17.5	32
Quality of materials and stones of graves of martyrs in terms of beauty and durability	52.0±19.3	81.0±18.7	29
Quality of the writings engraved on the stone of martyrs' grave and picture of martyrs	53.6±20.1	78.6±21.6	25
Case maintenance and repair of graves	53.8±18.3	76.8±18.9	23
Overall appearance and type of applied architecture in organization of the tomb	49.0±19.3	81.4±18.8	32.4
Cleaning of the tomb	53.4±20.1	77.6±20.7	24.2
Total tangible and visible items	52.0±15.0	79.6±16.1	27.6