Table 1. The Absolute and Relative Frequency of Demographic Information of Veterans and Chemical injured subjects (N=270)

Demographic characteristics	Frequency	Percentage
Age, year		
40-50	23	8.5
51-60	174	64.4
61-70	56	20.7
> 71	17	6.3
Marital status		
Married	196	72.6
Single	18	6.7
Divorced or widow	56	20.7
Educational level		
Illiterate	14	5.2
Elementary	33	12.2
Guidance school	48	17.8
Diploma	71	26.3
Associate degree	27	10.0
Undergraduate	43	15.09
Masters	26	9.6
PhD	8	3.0
Percentage of injuries, %		
25-35	75	27.8
36-45	112	41.5
46-55	42	15.5
56-65	33	12.2
66-75	8	3.0
Duration of treatment, year		
< 30	7	2.6
30-35	228	84.4
> 35	35	13.0
Type of insurance		
Social security insurance	2	0.7
Medical services insurance	144	53.3
Rural	0	0
Armed force	123	45.6
Other	1	0.4
Complementary insurance		
Yes	256	94.8
No	14	5.2

Table 2. The mean, skewness and elongation of research variables

Variables	Expected quality			Perceived quality		
	Mean	Skewness	Elongation	Mean	Skewness	Elongation
Tangibility	3.11±0.69	0.106	-0.314	4.01±0.70	-0.760	0.990
Reliability	4.28±0.67	-1.364	1.359	3.48±0.56	-0.134	1.45
Accountability	3.74±0.84	-0.718	0.002	3.56±0.54	-0.520	1.270
Assurance	3.46±0.66	-0.407	0.389	2.90±0.60	-0.097	0.180
Empathy	1.70±0.82	1. 21	1.54	4.00±0.72	-0.802	0.754
Total	3.26±0.33	-0.414	1.195	3.59±0.43	-0.702	1.55

Table 3. Evaluation of service quality gap in each six dimensions of SERVQUAL model using the T-paired test

Variables	Mean difference	t
Tangibility	-0.90±0.58	-13.99
Reliability	0.80±0.59	17.21
Accountability	0.22±0.67	4.28
Assurance	0.56±0.51	10.64
Empathy	-2.30±0.65	29.80
Total	-0.32±0.41	-15.38