

Table 1) The mean age and satisfaction rate of the subjects under study in Golestan Hospital (Tehran) by the first to fourth quarters of 2016

| Quarter (Time) | Gender | | Number of Subjects | Mean Age | Satisfaction | Dissatisfaction | No Opinion |
|----------------|--------|------|--------------------|-------------|--------------|-----------------|------------|
| | Female | Male | | | | | |
| First | 18 | 29 | 47 | 54.00±42.54 | 52.71 | 13.94 | 14.54 |
| Second | 69 | 81 | 150 | 50.00±41.27 | 45.69 | 14.36 | 16.19 |
| Third | 71 | 95 | 166 | 48.00±30.98 | 64.97 | 11.65 | 23.38 |
| Fourth | 31 | 32 | 63 | 46.66±38.86 | 34.89 | 10.66 | 0 |
| Total | 189 | 237 | 426 | 49.67±38.41 | 82.73 | 12.65 | 13.53 |

Table 2) Frequency distribution of demographic variables and their relationship with the average satisfaction of health services in Golestan Hospital (Tehran), 2016

| Variables | Number (Percentage) | Mean Percentage of Satisfaction | Significance Level |
|-----------------------------------|---------------------|---------------------------------|--------------------|
| Age (Years) | | | |
| Less than 12 | 30(7.0) | 34.55±3.14 | 0.002 |
| 12-29 | 102(23.9) | 69.97±11.25 | |
| 30-59 | 133(31.2) | 72.26±6.93 | |
| 60 and over | 161(37.8) | 86.71±8.47 | |
| Gender | | | |
| Female | 237(55.6) | 70.02±13.42 | 0.052 |
| Male | 189(44.4) | 71.26±9.31 | |
| Marital Status | | | |
| Single | 137(32.2) | 74.45±11.29 | 0.004 |
| Married | 207(48.6) | 70.41±13.70 | |
| Others (widow, widower, divorced) | 82(19.2) | 63.73±28.74 | |
| Level of Education | | | |
| Less Than Diploma | 121(28.4) | 86.49±13.16 | <0.001 |
| Diploma and Post Diploma | 197(46.2) | 71.30±3.55 | |
| University Degree | 108(25.4) | 73.82±12.18 | |