

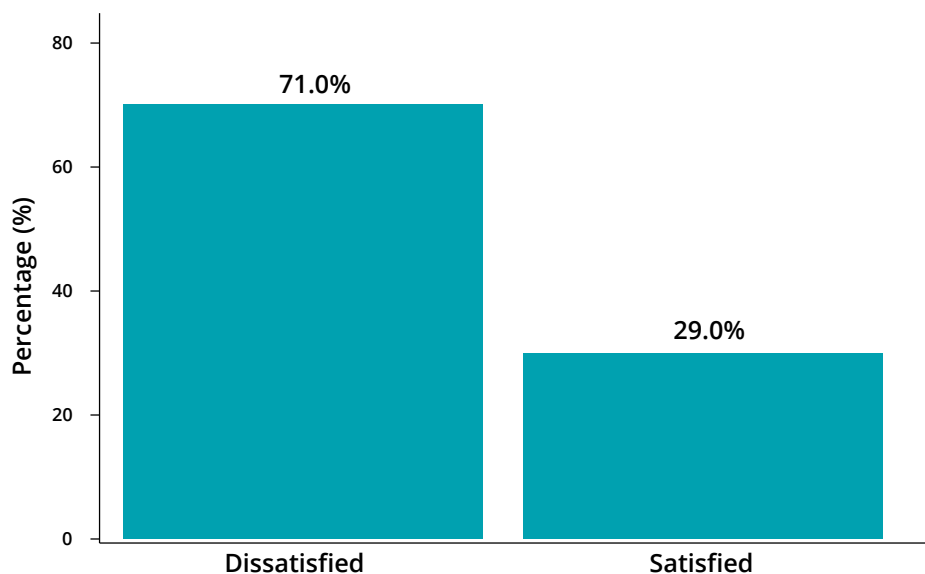
April, 2022 | Michael C. Gallego

Spotlight on Satisfaction with Public Health Services in Bolivia

Satisfaction with public health services in Bolivia has steadily deteriorated

A minority of Bolivians say they are satisfied with public health services

Satisfaction with Public Health Services in Bolivia, 2021



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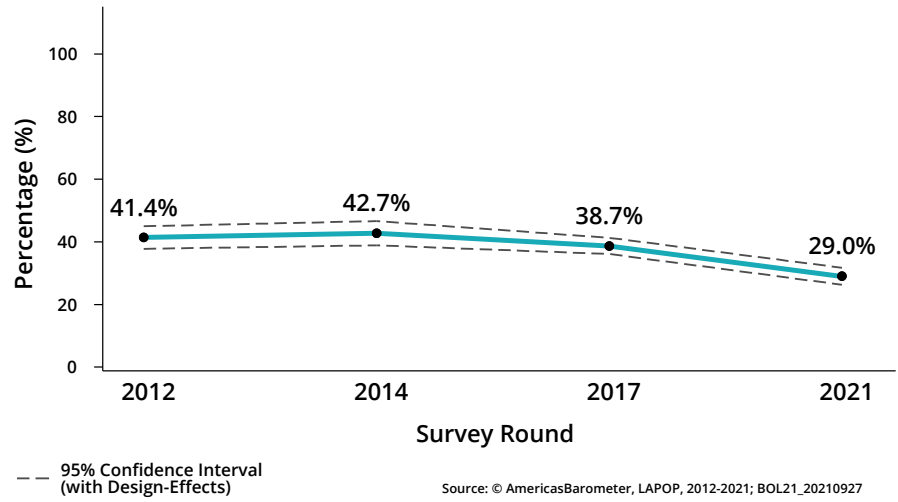
Since 2012, LAPOP's AmericasBarometer has measured satisfaction with public health services in Bolivia by asking the following question: **SD6NEW2. And with the quality of public medical and health services? Are you... very satisfied, satisfied, dissatisfied, or very dissatisfied?** Here we recode responses into a dichotomous variable, which allows us to estimate the percentage of people in Bolivia that are satisfied with public health services. Specifically, those who responded that they are "satisfied" or "very satisfied" with public health services are combined to capture those perceiving a satisfactory level of public health services, while the "dissatisfied" and "very dissatisfied" responses are combined to capture those who are generally dissatisfied with public health services.

We find that a minority of Bolivians (about three in ten, or 29.0%) say they are satisfied with public health services. A clear majority of Bolivians (71.0%) are not satisfied with public health services.

Satisfaction with public health services in Bolivia has steadily declined since 2014

Satisfaction with public health services in Bolivia peaked in the 2014 round of the AmericasBarometer, when more than two in five respondents (42.7%) said that they were satisfied with public health services. Since then, satisfaction with public health services has decreased by 13.7 percentage points. Satisfaction with public health services is currently at its lowest level in the series.

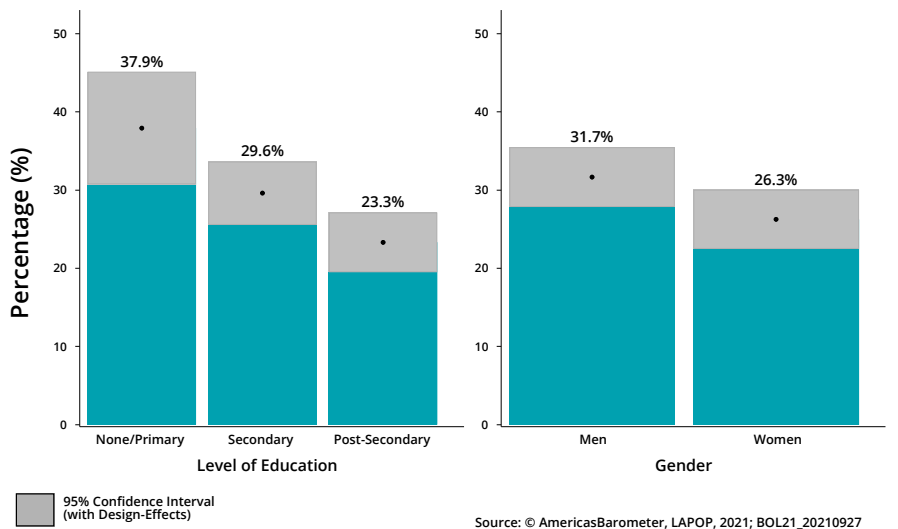
Satisfaction with Public Health Services in Bolivia, 2012 - 2021



Satisfaction with public health services is highest among men and those with the lowest levels of education

What characteristics of individuals predict satisfaction with public health services in Bolivia? Satisfaction with public health services is highest among those with the lowest levels of education (37.9%) compared to those who have a secondary (29.6%) or a post-secondary level of education (23.3%). Additionally, Bolivian men (31.7%) are more satisfied with public health services than women (26.3%).¹

Satisfaction with Public Health Services in Bolivia, 2021



Wealth and age are omitted from the analysis because they are not significantly correlated with satisfaction with public health services.²

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Interested in knowing more about the LAPOP Lab's AmericasBarometer study? Consult the data and our reports at www.vanderbilt.edu/lapop.

As a charter member of the American Association for Public Opinion Research (AAPOR) Transparency Initiative, LAPOP Lab is committed to routine disclosure of our data collection and reporting processes. More information about the AmericasBarometer sample designs can be found at www.vanderbilt.edu/lapop/core-surveys.php

The contents of this Spotlight Report are the sole responsibility of the authors and LAPOP and do not necessarily reflect the views of any supporting organization. LAPOP's AmericasBarometer surveys are supported predominantly by USAID and Vanderbilt University. The 2021 round also had support from IADB, US National Science Foundation (NSF), and academic partners and researchers across the Americas.

¹ In order to avoid excluding non-binary respondents from the analysis, we recode the gender variable to include non-binary respondents with women. In this survey in Bolivia, 0.003% of respondents identified as a gender other than man or woman.

² Due to changes in survey mode in the 2021 AmericasBarometer, place of residence was not analyzed in this Spotlight report.