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### Original Article

#### Verona Service Satisfaction Scale- 32 (VSS-32): Persian Translation and Cultural Adaptation

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## Abstract:

### Objective:

To translate Verona Service Satisfaction Scale-32 (VSSS-32) to Persian, to adapt it for Iranian culture and to investigate the performance characteristics of the Persian version intended to measure patient satisfaction with psychiatric care.

### Method:

The VSSS-32 was translated to Persian using an elaborated methodology according to World Health Organization guideline. In addition, understandability and feasibility, of the measure were investigated in 121 patients and 74 relatives.

### Results :

Few changes or few adaptations were made to bring about crosscultural comparability. The VSSS-32 questions were generally understandable and acceptable for Iranian patients and relatives. The instrument was feasible to be administered in both participants and interviewers point of view.

Conclusion: The VSSS-32 Persian version appears to be a good crossculturally equivalent of the original English version. Understandability and applicability of the instrument was good.

## Keywords:

[Cross-cultural comparison](#) , [Patient satisfaction](#) , [Translation](#) , [Iran](#)

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