

Level of Satisfaction among Patients in Multispecialty Hospitals With reference to Nursing Services

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Abstract. *Nursing services are the part of total health care organization which aims at satisfying the nursing needs of the patients/community. Patients' safety is an essential and vital component of quality nursing care. This study attempt to describe nurses understanding and patient satisfaction in relation to patients of Multispecialty hospitals. The main stress is on nurse's communication skills and usage of interpersonal services with patients of multispecialty hospitals. Study mainly focused on responsiveness of nursing staff towards needs, waiting time on call light, explanation of tests and reports, medical knowledge of nursing staff and their behavior with family and others.*

Keywords: patient satisfaction, nurse- patient relationship.

1. Introduction

Patients are the foundation of our medical practice. It is very obvious that they must be satisfied while in or out of the hospital. Nurse is the core of all activities in a hospital centered on the patient. Nursing services are also known as patient care services is the largest component of the hospital. Patient safety and quality improvements efforts have grown impressively in recent years. Relationship between nursing staff and quality of care continues to be a significant concern for health services researchers. Satisfaction is a person

feeling of pleasure or disappointment resulting from comparing a product or services perceived performance in relation to his or her expectation. If performance falls short of expectations, the patient is dissatisfied, if performance matches, the patient is satisfied, if performance exceeds expectation, and the patient is highly satisfied or delighted.

□ Kunaviktikul W. et al. (2008) studies the relationship between nurse staff and patient outcomes. Descriptive correlation design was used to show positive relation between nursing working hours per patient day.

Stratified sampling was used and 98 nursing units of 15 public hospitals located in northern region of Thailand participated in the study.

□ Yesilada and Direktor (2010) extracted the dimensions of the SERVQUAL model in both public and private hospitals. In the survey, 990 people living in Northern Cyprus, above 18 years of age were selected for the survey. 806 people contributed their responses. A 22 items-SERVQUAL model with 5-point “agree-disagree” Likert scale was used. Three factors were extracted through factor analysis, with 61.5% explained variance. Reliability –confidence, empathy and tangibility appeared as the most important dimensions of service quality. Private hospitals appeared with smaller gaps between expectations and perceptions (not negligibly small), as compared to the public hospitals and were perceived as better service providers.

□ Itumalla (2011), study shows patients negative response related to unreliable supply of medicines in hospitals, cleanliness and non-availability of diagnosis services. But overall results based on perceived quality of care at the hospitals OPD as favourable.

□ Narang (2011), study reveals that opinions of the respondents toward health care quality were unfavourable. Education level, income of the patient and gender were found to be linked with patient perception. Negative responses were given by the patients related to availability of medical equipments and availability of doctors especially for women. Study used 23-item scale that tested for reliability and construct validity for the study. Mixed sampling was used to select the sample.

2. Research Methodology

The current study is aimed to describe nurse-patient relationship with inpatients of multispecialty hospitals of Haryana, Chandigarh and Punjab. The target population was more than 500 patients from which the sample was drawn. In this, the target population was the inpatients of multispecialty hospitals, to answers of various questions. The questionnaire is divided into different categories in addition to demographic questions in the first part, it include nurse patient relationship, nursing services i.e. nursing attending and responsiveness to needs, waiting time on call light,

explanation of tests and reports, medical knowledge of nursing staff and their behavior with family and others. The data of study were obtained from primary as well as from secondary sources such as various websites, journals, magazines and books. We have adopted analytical, descriptive and comparative methodology for the study.

3. Objective of the study

- To determine the patient satisfaction level regarding quality of services especially nursing services provided by multispecialty hospitals.
- To study the challenges for nurses and patient satisfaction.

- To study the relationship between nurses and patient.

4. Data Analysis and Interpretation

The data is analyzed with the help of statistical package for social science (SPSS). Data were collected from different multispecialty Hospitals of Haryana, Chandigarh and Punjab. Chi square method is used to test the significant level of satisfaction. Chi square method applied to the variables mentioned above and results of the data analyzed and their implications are discussed in the following tables:

Table No. 1

Level of Satisfaction Regarding Nursing service of Multispecialty Hospitals

	Overall Nursing Services												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	144	55.6%	106	40.9%	7	2.7%	0	0	2	0.8%	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	72	88.9%	9	11.1%	0	0	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	114	71.3%	41	25.6%	4	2.5%	1	.6%	0	0	0	0	160	100%
Total	330	66%	156	31.2%	11	2.2%	1	.2%	2	.4%	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	37.399	8	.000

(Significant level of satisfaction is 0.05.)

Table No.1 indicates that 88.9 percent of the patients from Chandigarh perceived that nursing services are highly satisfied in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. When compared all these results against total percentage it is found that percentage of highly satisfied respondents of Chandigarh is greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied

and neutral is very small i.e. 0.4percent, 0.2percent and 2.2percent. Overall we conclude that majority of respondents perceived the nursing services provided by nursing staff of multispecialty hospitals of Haryana, Chandigarh and Punjab are highly satisfied. Calculated value of chi square is 37.399 and significant value is .000 which is less than the table value 0.05, it shows that views of respondents are having significant relationship regarding nursing services provided to them.

Table No. 2

Level of Satisfaction regarding Nursing Attention and Responsiveness to Needs

	Nursing Attention and Responsiveness to Needs												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	69	26.6%	174	67.2%	13	5%	1	.4%	2	.8%	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	28	34.6%	50	61.7%	3	3.7%	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	70	43.8%	81	50.6%	9	5.6%	0	0	0	0	0	0	160	100%
Total	167	33.4%	305	61%	25	5%	1	.2%	2	.4%	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	16.349	8	.038

Table No.2 indicates that 43.8 percent of the patients from Punjab perceived the nursing services are highly satisfied in comparison to Haryana and Chandigarh. As far as

moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Majority of respondents are moderately satisfied because of shortage of staff nurses and too much work load on them. In addition to this, they are not satisfied with night shift nurses staff. When compared all these results against total percentage, it is found that

percentage of highly satisfied respondents of Punjab is greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied and neutral is very small i.e. 0.4percent, 0.2percent and 5 percent. Calculated value of chi square is 16.349 and significant value is .038 which is less than the table value 0.05, it shows that there is significant relationship between satisfaction level and Nursing attention and responsiveness to the needs of multispecialty hospitals of Haryana, Punjab and Chandigarh.

Table No. 3
Level of Satisfaction Regarding Waiting time on call light by Nurses of Multispecialty Hospitals

	Waiting Time on Call Light												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	87	33.6%	153	59.1%	15	5.8%	1	.4%	3	1.2%	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	53	65.4%	27	33.3%	1	1.2%	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	94	58.8%	60	37.5%	6	3.8%	0	0	0	0	0	0	160	100%
Total	234	46.8%	240	48%	22	4.4%	1	.2%	3	.6%	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	41.328	8	.000

Table No.3 indicates that 65.4 percent of the patients from Chandigarh perceived the nursing services are highly satisfied in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied and neutral is very small i.e. 0.6percent, 0.2percent and 4.4percent. Overall we conclude that majority of respondents

perceived the nursing services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are moderately satisfied. Calculated value of chi square is 41.328 and significant value is .000 which is less than the table value 0.05, it shows that views of the respondents are having significant relationship with waiting time on call light services provided by nurses of multispecialty hospitals of Haryana, Punjab and Chandigarh.

Table No.4

Level of Satisfaction Regarding Explanation of Tests and Treatments by Nurses

	Explanation of Tests and Treatments by Nurses												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	80	30.9%	99	38.2%	74	28.6%	0	0	6	2.3%	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	47	58%	21	25.9%	13	16%	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	86	53.8%	41	25.6%	33	20.6%	0	0	0	0	0	0	160	100%
Total	213	42.6%	161	32.2%	120	24%	0	0	6	1.2%	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	34.321	6	.000

Table No.4 indicates that 58 percent of the patients from Chandigarh perceived the

nursing services are highly satisfied with explanation of tests and treatments by

nursing staff in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. When compared all these results against total percentage it is found that percentage of highly satisfied respondents of Chandigarh is greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied respondents is very small i.e.1.2 percent. Overall we conclude that majority of respondents perceived the

nursing services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are moderately satisfied. Calculated value of chi square is 34.321 and significant value is .000 which is less than the table value 0.05, it shows that views of the respondents are having significant relationship with explanation of tests and treatments by nurses of multispecialty hospitals of Haryana, Punjab and Chandigarh.

Table No. 5

Level of Satisfaction Regarding Medical Knowledge of Nursing Staff of Multispecialty Hospitals

	Medical Knowledge of Nursing Staff												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	53	20.5%	129	49.8%	63	24.3%	12	4.6%	2	.8%	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	39	48.1%	31	38.3%	11	13.6%	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	47	29.4%	80	50%	30	18.8%	3	1.9%	0	0	0	0	160	100%
Total	139	27.8%	240	48%	104	20.8%	15	3%	2	.4%	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	30.297	8	.000

Table No.5 indicates that 48.1 percent of the patients from Chandigarh perceived the nursing services are

highly satisfied in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of

Haryana are ahead to Chandigarh and Punjab. Respondents are moderately satisfied because of too much work load on nursing staff and higher number of patients. When compared all these results against total percentage it is found that percentage of highly satisfied respondents of Chandigarh is greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied and moderately dissatisfied is very small i.e. 0.4percent and 3percent. But 20.8 percent respondents are totally neutral regarding medical knowledge of

nursing staff. Overall we conclude that majority of respondents perceived the nursing services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are overall moderately satisfied. Calculated value of chi square is 30.297 and significant value is .000 which is less than the table value 0.05, it shows that there is significant relationship between the level of satisfaction and medical knowledge of nursing staff of multispecialty hospitals of Haryana, Punjab and Chandigarh.

Table No.6

Level of Satisfaction Regarding Nursing's Staff behaviour with patient's Family

	Nursing Staff Behaviour with Patient's Family												Total	
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		NA			
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	48	18.5%	195	75.3%	16	6.2%	0	0	0	0	0	0	259	100%
Chandigarh 07 Multispecialty Hospitals	54	66.7%	27	33.3%	0	0	0	0	0	0	0	0	81	100%
Punjab 06 Multispecialty Hospitals	51	30.6%	106	66.3%	3	1.9%	0	0	0	0	0	0	160	100%
Total	153	30.6%	328	65.6%	19	3.8%	0	0	0	0	0	0	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	71.907	4	.000

Table No.6 indicates that 66.7 percent of the patients from Chandigarh perceived the nursing services are highly satisfied in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Respondents are moderately satisfied because of shortage of staff nurses and too much work load on them. Staff usually busy with their administrative work and higher number of patients. In addition to this, they are not satisfied with night shift nurses staff. When compared all these results against total percentage it is found that percentage of highly satisfied respondents of Chandigarh is greater than the total but others are more or less similar. Table depicts that the percentage of neutral is very small i.e. 3.8 percent. Overall we conclude that majority of respondents perceived the nursing services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are moderately satisfied. Calculated value of chi square is 71.907 and significant value is .000 which is less than the table value 0.05, it shows that there is significant relationship between the level of satisfaction of respondents and nursing staff behaviour with patient's family members.

Conclusion:

This study attempt to describe the different nursing services and its impact on patient's satisfaction of multispecialty hospitals. A nurse is in frequent contact with the patient and helps patient in raising confidence and restoring health and observe his/her mental and physical conditions. From this study it can be said that there is significant relationship between nursing services and level of satisfaction among patients of multispecialty hospitals. Study indicates that respondents are highly satisfied with overall nursing services but in case of nursing attention and responsiveness to needs, waiting time on call light, medical knowledge of nursing staff and behaviour of nursing staff with family members, respondents are moderately satisfied because of shortage of staff nurses and too much work load on them. In addition to this, they are not satisfied with night shift nurses staff. The study suggests to management about the main shortcoming which needs to be improved that there should be increase in number of staff nurses so that work load should be decentralized effectively.

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