



Patients Satisfaction Towards Nursing Staff With Special Reference To Hospitals Working In Gujarat

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ABSTRACT

Hospital is a service industry. Its efficiency depends on various service performance indicators. Hospital success depends on their patient satisfaction towards hospitals' doctor staff, nursing staff, non paramedical staff and service facilities available in the hospitals. The main objective this paper is to study the satisfaction of patients towards nursing services in hospitals. Primary data have been collected from 225 patients of Government Hospitals, Private Hospitals and Trust Hospitals from Ahmedabad, Bhuj and Rajkot city of Gujarat State through developed schedule. Patients of Government Hospitals, Private Hospitals and Trust Hospitals were satisfied with services of nursing staff. Government should allocate more funds for the training of nursing staff. Private hospital should appoint nursing staff who can speak and understand local language.

KEYWORDS

SECTION-1

INTRODUCTION

Patients and staff satisfaction is an important component of the health care industry in this competitive modern era. Patient satisfaction is essential due to multiple reasons. Patient satisfaction is very useful to understand the lack of doctor services, nursing staff and facilities in the hospitals and the need of users. Nursing staff is the key service provider to the patients. If any patient dissatisfied with nursing staff services, the patient will dissatisfied with the healthcare facilities in the hospitals. Assessment of patient satisfaction level is the tool to determine the level of health care delivery to the patients and to improve the nursing staff services. Hospital charges nursing staff services which including in daily charges. Patients also give importance to the nursing staff services and expect for better services from them. It is become necessary to conduct study of patient satisfaction towards nursing staff services in hospitals.

SECTION-2

LITERATURE REVIEW

Hospital is a service industry. Its efficiency depends on various service performance indicators. There are very few research studies on patients' satisfaction towards nursing staff services. A few studies have been reviewed for the present study.

Nair; Pillai (2009) studied about the hospital services and patients' satisfaction of Government, Private and Co-operative Hospitals functioning in the state of Kerala. They also found that Private Hospitals' patients were more satisfied towards nursing staff services compared to Government and Trust Hospitals functioning in the state.

Talluru Sreenivas; G. Prasad (2012) studied about the patient satisfaction of Government and Corporate Hospital in the city of Hyderabad. They have used stratified random sampling method. They observed that patients were satisfied in respect of most of the services in the hospitals.

SECTION-3

OBJECTIVE OF THE STUDY

The main objective of the study to measure the satisfaction level of patients towards nursing staff services of Government Hospitals, Trust Hospitals and Private Hospitals working in Gujarat.

SECTION-4

HYPOTHESIS OF THE STUDY

- (1) There is no significant difference between patients' satisfaction level of Government Hospitals and Private Hospitals
- (2) There is no significant difference between patients' satisfaction level of Government Hospitals and Trust Hospitals
- (3) There is no significant difference between patients' satisfaction level of Private Hospitals and Trust Hospitals

SECTION-5

METHODOLOGY

In order to measure patients' satisfaction three cities of Gujarat State namely Ahmedabad, Bhuj and Rajkot have been selected. Government Hospitals, Private Hospitals and Trust Hospitals from sample city have been selected for primary data collection. In order to measure the patient satisfaction level, data from 225 patients have been collected through developed schedule. Five points likert scale have been used (+2 highly satisfied and -2 highly dissatisfied). Descriptive statistics methods have been used for data analysis.

SECTION -6

DATA ANALYSIS

Primary data collected from patients of sample hospitals have been analysed and presented in the following tables.

1. SAMPLE PROFILE OF PATIENTS

Table 1 indicates the sample profile of the patients. Total 225 patients have been selected for comparative study of patient satisfaction.

Table 1 Sample Profile of Patients

Sr No	Variables	No Respondentsof	%
1	City		
	Ahmedabad	75	33.33
	Rajkot	75	33.33
	Surat	75	33.33
	Total	225	100

2	Hospitals		
	Government	75	33.33
	Private	75	33.33
	Trust	75	33.33
	Total	225	100
3	Patients		
	Indoor	163	72.44
	Outdoor	62	27.56
	Total	225	100
4	Ward		
	General Ward	115	51.11
	Semi Special Ward	24	10.67
	Special Ward	21	9.33
	ICU	3	1.33
	Not Applicable	62	27.56
	Total	225	100
5	Sex		
	Male	116	51.56
	Female	109	48.44
	Total	225	100
6	Age		
	0-14	8	3.55
	15-34	66	29.33
	35-55	89	39.56
	56-75	56	24.89
	Above 75	6	2.67
	Total	225	100
7	Education		
	Illiterate	57	25.33
	Primary	73	32.44
	High School	58	25.78
	Graduate	32	14.22
	Post Graduate	5	2.22
	Total	225	100

Source: Survey Data

Patients Satisfaction towards Services of Nursing Staff

The nursing services in a hospital play a crucial role in patient satisfaction. The nursing staff provides useful support in Out Patient Services, Operation Theatre Services and Ward services. The following variables found to assess the extent of patient satisfaction towards nursing staff services.

Regularity of nursing staff services

It is very important for patient satisfaction to provide regular services by nursing staff. The opinion of the patients about regularity of nursing staff for attending with due care is shown in Table 3 and descriptive analysis is shown in Table 2.

Table 3 shows that out of total patients, 96.43% patients opined that nursing staff take due care of patients either 'Most Regularly' or 'Regularly'. The highest patients (61.33%)

of Trust Hospitals were highly satisfied with regularity of nursing staff services.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding regularity of nursing staff services was 1.40, 1.37 and 1.53 respectively. The grand mean of the sample patients was 1.44. The highest stability in views was found in Pvt. Hospitals (C.V. 37.41%). The 't' values shows opinion of patients about behaviour of doctors in Govt., Pvt. and Trust Hospitals were insignificant.

As per analysis, it is concluded that patients of different hospitals in Gujarat were satisfied with the regularity of nursing staff services.

Sr. No	Variables	Government Hospitals					Private Hospitals				Trust Hospitals			Total		
		Mean	S.D.	C.V.	"t"		Mean	S.D.	C.V.	"t"	Mean	S.D.	C.V.	Mean	S.D.	C.V.
					Pvt. Hosp.	Trust Hosp.				Trust Hosp.						
1	Regularity of nursing staff services	1.4000	.65760	46.97	.223	-1.235	1.3784	.51558	37.41	-1.589	1.5333	.66441	43.33	1.4375	.61784	42.98
2	Nursing staff behaviour during night shift	1.366	.6599	48.30	-.410	-1.685	1.411	.5318	37.70	-1.316	1.543	.5820	37.72	1.442	.6001	41.63
3	Overhaul satisfaction towards nursing staff services	1.3867	.61278	44.19	0.000	0.000	1.3867	.51710	37.29	0.000	1.3867	.59031	42.57	1.3867	.57228	41.27

Sr No.	Services	Govt. Hospitals	Pvt. Hospitals	Trust Hospitals	Total
1	Most Regularly	34	29	46	109
		(45.33%)	(39.19%)	(61.33%)	(48.66%)
2	Regularly	39	44	24	107
		(52.00%)	(59.46%)	(32.00%)	(47.77%)
3	Fair	1	1	4	6
		(1.33%)	(1.35%)	(5.33%)	(2.68%)
4	Irregularly	0	0	1	1
		(0.00%)	(0.00%)	(1.33%)	(0.45%)
5	Most Irregularly	1	0	0	1
		(1.33%)	(0.00%)	(0.00%)	(0.45%)
	Total	75	74	75	224
		(100.00%)	(100.00%)	(100.00%)	(100.00%)

Source: Survey Data Nursing staff behaviour during night shift

The opinion of the patients about the nursing staff's behaviour during night shift is shown in Table 4 and descriptive analysis is shown in Table 2.

Sr No.	Services	Govt. Hospitals	Pvt. Hospitals	Trust Hospitals	Total
1	Very Good	32	24	41	97
		(45.07%)	(42.86%)	(58.57%)	(49.24%)
2	Good	34	31	26	91
		(47.89%)	(55.36%)	(37.14%)	(46.19%)
3	Fair	4	1	3	8
		(5.63%)	(1.79%)	(4.29%)	(4.06%)
4	Bad	1	0	0	1
		(1.41%)	(0.00%)	(0.00%)	(0.51%)
	Total	71	56	70	197
		(100.00%)	(100.00%)	(100.00%)	(100.00%)

Source: Survey Data

Table 4 shows that out of total patients, 95.43% patients opined that nursing staff behaviour during night shift either "Very Good" or "Good". The highest patients (98.22%) of Pvt. Hospitals were satisfied with nursing staff behaviour during the night shift.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding nursing staff behaviour during night shift was 1.37, 1.41 and 1.54 respectively. The grand mean of the sample patients was 1.44. The highest stability in views was found in Pvt. Hospitals (C.V.37.70%). The 't' values shows opinion of patients about behaviour of nursing staff in Govt., Pvt. and Trust Hospitals were insignificant.

As per analysis, it is concluded that patients of different hospitals in Gujarat were satisfied with the nursing staff services during night shift.

Overhaul satisfaction towards nursing staff services

The opinion of the patients about the overhaul satisfaction towards nursing staff services is shown in Table 5 and descriptive analysis is shown in Table 2.

Sr No.	Services	Govt. Hospitals	Pvt. Hospitals	Trust Hospitals	Total
1	Highly Satisfied	33	30	32	95
		(44.00%)	(40.00%)	(42.67%)	(42.22%)
2	Satisfied	39	44	41	124
		(52.00%)	(58.67%)	(54.67%)	(55.11%)
3	Fair	2	1	1	4
		(2.67%)	(1.33%)	(1.33%)	(1.78%)
4	Dissatisfied	1	0	1	2
		(1.33%)	(0.00%)	(1.33%)	(0.89%)
	Total	75	75	75	225
		(100.00%)	(100.00%)	(100.00%)	(100.00%)

Source: Survey Data

Table 5 shows that out of total patients, 42.22% patients were highly satisfied and 55.11% patients were satisfied with nursing services. The highest patients (58.57%) of Trust Hospitals were highly satisfied and 45.07% patients in Govt. Hospitals and 42.86% patients in Pvt. Hospitals were highly satisfied with overhaul services of nursing staff.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding overhaul satisfaction towards nursing staff services are equal in all type of hospitals was 1.3867. The grand mean of the sample patients was 13867. The highest stability in views was found in Pvt Hospitals (C.V. 37.29%). The "t" values shows opinion of patients about overhaul services of nursing staff in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals were insignificant.

Problems Regarding Nursing Services

One open ended question has been asked to patients regarding problems of nursing services. Most of the patients were satisfied with services provided by nursing staff. Some patients explained their views on nursing services. Their opinion about the problems of nursing services are as under.

a) Problems of Nursing staff' services in Govt. Hospitals

Some nurses did not talk properly with patients and their relatives.

Some nurses' behaviour are not good.

Without measuring pulse rate and BP filled up report of patients by nursing staff

b) Problems of Nursing Services in Pvt. Hospitals

Some nursing staff did not understand Gujarati language.

c) Problems of Nursing Services in Trust Hospitals

Shortage of nursing staff.

Lack of Training in nursing staff

Due to lack of door bell, patient's relative personally called the nursing staff.

Some nursing staff did not work properly.

SECTION 7

CONCLUSION

As per analysis, it is concluded that patients of different hospitals in Gujarat were satisfied with the nursing staff services of hospitals. Patients of Government Hospitals, Private Hospitals and Trust Hospitals were satisfied with services of nursing staff but nursing staff of Government should allocate more funds for the training of nursing staff. Private hospital should appoint nursing staff who can speak and understand Gujarati language. Nursing staff should take care of patients regularly. Hospital should arrange training programmes for nursing staff.

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