



A Study to find the Correlation Between Leadership Styles of the Nurses and Patient Satisfaction in A Selected Tertiary Care Hospital

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ABSTRACT

Rapid changes took place in the health care delivery made the health care team members to constantly update their knowledge and skill. Today, while the business community focuses on consumer satisfaction, health care focuses on patient satisfaction. Since the Nurses spend most of their time in patient care, they contribute a lot for patient satisfaction. Hence the present study aimed at assessing the relationship between the nurse's leadership style and the patient satisfaction in a tertiary care hospital. The data were collected from 40 nurses from various wards and 40 patients who were under their care. They were selected by using a purposive sampling technique. The leadership style of the nurses and patient satisfaction were correlated. Findings suggest that 37.5% follow impoverished leadership style (Low task and Low relationship), 37.5% follow country club leadership style ((Low task and high relationship), 12.5% of them adopt authoritarian leadership style ((High task and Low relationship) and 12.5% only adopt Team leadership style ((High task and High relationship). Majority of the patients were moderately satisfied (82.5%). The calculated chi square (23.888) shows that there is an association between the nurse's leadership style and patient satisfaction. The overall correlation and co efficient (-0.650) suggests that there is a negative relationship between the nurses leadership style and patient satisfaction. Hence it can be concluded that the leadership style of the nurses is one of the important factors contributing to patient satisfaction.

KEYWORDS

INTRODUCTION

Health care had undergone rapid changes in the last three decades; Lots of innovative changes took place in the care delivery. While the business community has been involved in customer satisfaction for at least a decade, the medical community has lagged considerably in assessing patient satisfaction. More recent developments in the medical environment have prompted the health care profession to recognize patients as valuable customers.

The strength of any organization is a direct result of its leaders. Weak leaders equal weak organization, Strong leaders' equal strong organization. Everything rises and falls on leadership.

Patient satisfaction is an important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. The current competitive environment has forced health care organizations to focus on patient satisfaction as a way to gain and maintain market share. If an organization does not know its strength and weakness it cannot compete effectively.

Nurses are the front line of patient interaction and can make or break the patient experience. There is a relationship between the leadership style of the nurses and their care delivery. When nurses graduate they are not ready to assume leadership roles. They require opportunities for self discovery to understand their strengths and for skill building. The present study aims to find the relationship between the leadership style of nurses and the patient satisfaction.

Patient satisfaction:

The degree to which the patients desired expectations, goals and or preferences are met by the health care provider and or service.

Leadership:

Leadership is defined as influence that is the art or process of

influencing people so that they will strive willingly and enthusiastically towards the achievement of group goals.

Nursing Leadership

Administrative competence, adequate education, business skills, clinical expertise and an understanding of leadership principles.

Statement of the problem

"A study to find the correlation between leadership style of nurses with patient satisfaction in a selected tertiary care hospital"

Objectives

1. Assess the leadership style of the nurses
2. Assess the patient satisfaction
3. Find the correlation between the leadership style and patient satisfaction

Methodology

Research design: The research design adopted co relational research design

Sampling technique: Used Purposive sampling technique to collect the data.

Tool for data collection:

1. Tool to assess the demographic variables of the nurses
2. The Blake and Mouton Managerial grid to assess the leadership style of the nurses.
3. Tool to assess the demographic variables of the patients
4. Tool to assess the patient satisfaction

Inclusion criteria:

1. Nurses who provide direct patient care
2. Nurses who underwent a professional training (GNM or B.Sc Nursing graduates)
3. Nurses who are willing to participate in the study.
4. Patients who receive in patient service in the hospital

5. Patients those who can read and write.
6. Patients who are willing to participate in the study.

Exclusion criteria

1. Nursing Assistants
2. Nurses who are not willing to participate
3. Patients who receive OP services
4. Patients who cannot read and write.
5. Patients who are not willing to participate.

Method of data collection:

The data were collected by using Questionnaire method.

Method of data analysis:

Percentage analysis, independent t test and correlation coefficient

Results:

The leadership styles of the nurses were classified into four categories. They are

1. Authoritarian leader (High task and low relationship) (12.5 %)
2. Team leader (High task and high relationship) (12.5%)
3. Country club leader (low task and high relationship) (37.5%)
4. Impoverished leader (low task and low relationship) (37.5%)

Patient satisfaction was classified into

1. Highly satisfied 15%
2. Moderately satisfied 82.5%
3. Poorly satisfied 2.5%

The estimated chi square shows that there is an association between the leadership styles and the patient satisfaction (chi square 23.888). There is a negative relationship between the leadership style of the nurses and the patient satisfaction was found in each ward. The overall correlation coefficient shows there is a negative relationship between the leadership style and the patient satisfaction.

Conclusion:

Leadership today is based on relationships built with trust, hope, love and encouragement. Patient satisfaction is a subjective feeling of the patients who receive nursing care. Providing nursing care is a team work. If the nurses possess team leadership skill it will promote the patient satisfaction. Hence it is concluded that there is an association between the leadership style of the nurses and the patient satisfaction. It is suggested that the formal training on promoting leadership skills for the nurses will promote the work style of nurses and ultimately it will promote the patients satisfaction.

"As a leader your every action has a consequence, make sure it is one you intend"

Katherine Bryant

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