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A Comparative Study to Assess the Level of Satisfaction Regarding Nursing Care Among the Patients Admitted in Selected Government and Private Hospitals of Amroha Uttar Pradesh.

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ABSTRACT

Introduction- Patient's satisfaction is the primary goal of the nursing care. If the patients are not satisfied with the nursing care it clearly shows the nursing care which is delivering in the hospitals are not effective because it is not providing satisfaction to the patient's completely. Patient's satisfaction represents the balance between patient's perception & expectations towards nursing care which is accepted as standard measure of quality of care and it is steadily gaining in popularity. Hence, the aim of the study is to assess the level of satisfaction regarding nursing care among the patients admitted in selected government and private hospitals of Amroha.

Objective- A Comparative Descriptive design was used to find the comparison between the satisfaction in government and private hospitals of Amroha.

Methodology – The target population for the study was hospitalized patients in selected government and private hospitals of Amroha between the age group of 18 to 60 years (above). Total 120 samples were selected by using simple random sampling technique. A structured 5- point rating Likert scale and socio- demographic Performa was used to collect the data as expressed by the patients was used to assess the comparison between satisfaction level of patients admitted in selected government and private hospitals of Amroha collected data was analysed by using descriptive and inferential statistics.

Result- The results of the study revealed that the Correlation Coefficient value (r-value) of level of satisfaction in selected government and private hospitals is -0.453 by using Karl Pearson Correlation Coefficient. It shows weak negative correlation. there was no significant association was found between level of satisfaction in selected government and private hospitals with their selected socio-demographic variables at 0.05 level of significance. The study findings show that 86.7% patients were satisfied admitted in selected government hospitals on the other hand 55% patients were not satisfied or unsatisfied (not sure) with the nursing care provided in the private hospitals. It clearly shows that patients admitted in government hospitals were more satisfied with nursing care as compared to patients admitted in private hospitals.

Conclusion- The study implies that the nurses needs to deliver care in effective or

acceptable manner to provide complete satisfaction to the patients.

Keywords – Satisfaction, Perceptions, Expectations, Steadily Gaining.

Introduction

Patient satisfaction is a highly desirable outcome of clinical care which used to delivered in the hospital and may even be an element of health status itself. Patient satisfaction is an important and commonly used indicator to measure the quality in health care Patient satisfaction affects clinical outcomes, patient retention and medical malpractice claims. Patient satisfaction is the extent to which patients are happy with their healthcare provided to improve their condition. While in the period of hospitalization of patients their satisfaction clearly indicates a equilibrium between patients internal conflicts, thinking and expectations towards the nursing care provided in the hospitals. According to American Nurses association, "nursing practice is a direct service, goal directed and adaptable to needs of the individual, the family and community during health and illness". Instruments measuring Patients satisfaction definitely relies on the treatment of the patients. (Muntion et al.2006)

The satisfaction of the patients is main care- centred outcome which measures, the effectiveness of quality of nursing care which invigilates the popularity of the improvement of nursing care which provides complete satisfaction the satisfaction of the patients regarding nursing care mainly focused in the treatment of the sick and ill patients. Nurses performs many roles in the care of the patients such as: counsellor, guide, care provider and rehabilitator. the satisfaction of the patients with the nursing care is the major or primary element of all the health care personnel's It is not impossible for the nurses to change the negative perception of the patients regarding the nursing care by delivering the affective and portable care in an acceptable manner in the hospitals.

Objectives

1.To assess the level of satisfaction regarding the nursing care among the patient's admitted in government and private hospital of Amroha.

2. To assess comparison between the level of satisfaction regarding the nursing care among the patient's admitted in selected government and private hospitals of Amroha.

3. To find association between level of satisfaction with selected demographic variable.

4. To find correlation between the level of satisfaction of patients admitted in selected

government and private hospital

Hypotheses

H1 – There is significant difference between the level of satisfaction regarding the nursing care among the patient's admitted in government and private hospital of Amroha.

H2 – There is no significant association between the level of satisfaction regarding the nursing care among the patient's admitted in government and private hospitals of

Amroha.

H3 – There is significant correlation between the level of satisfaction regarding the nursing care among the patient's admitted in selected government and private hospitals.

Conceptual Framework

In this study researcher used a Kroeger's Model, 1983.
Kroegar categorized the health care studies broadly into two tracks: -

1. The pathway model, which describes the different steps in decision making and in the

process of illness and behaviour. 2. The determinant model, which uses focuses on a set of explanatory variables or determinants that are associated with demographic variable.

Methods and Material

The quantitative research approach was used for this comparative study. A Research design is a blue print for conducting the study that maximizes control over factors that could interfere with the validity of the findings

Comparative descriptive research design was used in this study

Research setting is the place or area where the study or event is going to be place or performed.

Polit and hunger (2001) Study setting is the location in which the research is conducted- it conducts be natural, partially controlled, or highly controlled. Natural or field setting is an uncontrolled real-life situation. In a partially controlled situation, environment, is partially modified to control extraneous variables. The study was conducted in selected government and private hospitals of Amroha (U.P.) Sample refers to a subject of population selected to participate in a research study. In this study 120 hospitalized patients were selected who fulfilled the sampling criteria sampling techniques are classified into broad categories: Probability and Non- probability sampling techniques. Probability simple random sampling technique was used to select the sample for the present study in this study sample size is 120 hospitalized patients in selected government and private hospitals in Amroha who fulfilled the sampling criteria.

Description of the data collection instrument

Section 1: Demographic data:

A demographic Performa (9 items) was developed to collect data on sample characteristics. It includes mainly: Age in years, Gender, Type of family, Religion, Type of job, Socio-Economic status, Educational qualification, Episode of hospitalization, First experience of hospitalization.

Section 2: Structured 5-point rating Likert scale:

There were 30 questions for assessing the satisfaction level among patients admitted in government and private hospitals of Amroha. It is a structured 5-point rating Likert scale “Strongly Agree”, “Agree”, ‘Not Sure”, “Disagree”, “Strongly Disagree”. The items in the tool were organized under 4 domains such as Satisfaction regarding nursing practice (1,2,3,4,5,6), Satisfaction regarding therapeutic nurse patient relationship (7,8,9,11,16,19,22), Practice outcomes (10,12,13,14,15,17,18,20,21), Satisfaction related to nurses attitude or behaviour towards patient (23,24,25,26,27,28,29,30).

Content validity of tool: In order to measure content validity, the tool was submitted to Five Experts from Medical Surgical Department, Obstetrics & Gynaecology Department, Community Health Nursing Department and one doctor from Department of Psychiatric Nursing

Reliability of tool: The reliability of the tool is determined by the inter-rater method. by using Karl Pearson coefficient method, r-value is obtained -0.453. it shows that the items in the tool are reliable.

Analysis and interpretation

SECTION 1: Description of demographic variables of the patients. N=120

Demographic variables	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Age in years:				
Less than 30	3	5.0	12	20.0
31-40	2	3.3	11	18.3
41-50	28	46.7	20	33.3
More than 51	27	45.0	17	28.3
Gender:				
Male	37	61.7	29	48.3
Female	23	38.3	31	51.7
Family type:				
Nuclear family	12	20.0	19	31.7
Joint family	40	66.7	33	55.0
Extended family	7	11.7	8	13.33
Others	1	1.7	0	0.0
Religion:				
Hindu	35	58.3	33	55.0
Muslim	21	35.0	26	43.3
Christian	1	1.7	0	0.0
Others	3	5.0	1	1.7
Type of job:				
Government	5	8.3	4	6.7
Private	17	28.3	12	20

Self-assisted business	24	40.0	19	31.7
Home makers	13	21.7	25	41.7
Socio Economic status:				
Below 5000	14	23.3	13	21.7
5001-10000	27	45.0	30	50.0
10001-15000	14	23.3	11	18.3
15001and above	5	8.3	6	10.0
Educational Qualification:				
No formal education	6	10.0	10	16.7
Primary education	29	48.3	33	55.0
Secondary education	18	30.0	8	13.3
Graduate & above	7	11.7	9	15.0
Previous episodes of hospitalization:				
Yes	42	70.0	44	73.3
No	18	30.0	16	26.7
First experience of hospitalization:				
Good	35	58.3	23	38.3
Bad	25	41.7	37	61.7

Table 2.1: Frequency and percentage distribution of the patients on the basis of their age in government and private hospitals.

Demographic Variable	Private Hospitals		Government Hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Age in years:				
Less than 30	3	5.0	12	20.0
31-40	2	3.3	11	18.3
41-50	28	46.7	20	33.3
More than 51	27	45.0	17	28.3

Table 2.1 and figure 3.1 presents maximum of the participants were from the age group of 41-50 years 46.70% in private hospitals and 33.3% in government hospitals and minimum of the participants were from the age group of less than 30 years 5% in private hospitals and 18.30% in government hospitals.

e basis of gender. N=120

Demographic variable	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Gender				
Male	37	61.7	29	48.3
Female	23	38.3	31	51.7

Table 2.2 shows that data on gender the majority of the participants were male 61.70% in private hospitals and female 51.70% in government hospitals and minority of the participants were female 38.30% in private hospitals and male 48.30% in government hospitals.

Table 2.3: Frequency and percentage distribution of the patients on the basis of type of family.

Demographic Variables	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Type of family:				
Nuclear family	12	20.0	19	31.7
Joint family	40	66.7	33	55.0
Extended family	7	11.7	8	13.33
Others	1	1.7	0	0.0

Table 2.3 depicts that the maximum percentage of samples were from joint family 66.7% in private hospitals and 55.0% is from joint family in government hospitals and the minimum percentage were from others 1.75% in private hospitals and 0% were from others in government hospitals

Table 2.4: Frequency and percentage distribution of the patients on the basis of their religion. N=120

Demographic variable	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Religion:				
Hindu	35	58.3	33	55.0
Muslim	21	35.0	26	43.3
Christian	1	1.7	0	0.0
Others	3	5.0	1	1.7

Table 2.5: Frequency and percentage distribution of the patients according to their type of job.

Demographic variables	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Type of job:				
Government	5	8.3	4	6.7
Private	17	28.3	12	20
Self-assisted business.	24	40.0	19	31.7
Homemakers	13	21.7	25	41.7

The 2.5 table presents on the basis of their type of job shows that Majority of the participants were doing their self-assisted business 40% in private hospitals and 41.7% patients were homemakers in government hospitals while minority of the patients were doing government job 8.3% in private hospitals and 6.7% were also doing government job in government hospitals.

Table 2.6: Frequency and percentage distribution of the patients on the basis of their Socio-economic status.

Demographic variable	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Socio economic status:				
Below 5000	14	23.3	13	21.7
5001-10000	27	45.0	30	50.0
10001-15000	14	23.3	11	18.3
15001 and above	5	8.3	6	10.0

Table 2.6 presents on the basis of their socio economic status shows that majority of the patients were getting 5001-10000 (45%) in private hospitals and getting 5001-10000 (50%) in government hospitals while minority of the patients getting 15001 and above (8.3%) in private and patients also getting 15001 and above (10%) in government hospitals.

Table 2.7: Frequency and percentage distribution of patients according to their educational qualification.

Demographic variable	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Educational qualification:				
No formal education	6	10.0	10	16.7
Primary education	29	48.3	33	55.0
Secondary education	18	30.0	8	13.3
Graduate & above	7	11.7	9	15.0

Table 2.8: Frequency and percentage distribution of the patients according to their previous episode of hospitalization.

Demographic variable	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
Previous episode of hospitalization:				
Yes	42	70.0	44	73.3
No	18	30.0	16	26.7

Table 2.9: Frequency and percentage distribution of the patients on the basis of first experience of hospitalization.

Demographic variables	Private hospitals		Government hospitals	
	Frequency	Percentage (%)	Frequency	Percentage (%)
First experience of hospitalization:				
Good	35	58.3	23	38.3
Bad	25	41.7	37	61.7

Section 2: Correlation between level of satisfaction among patients admitted in selected government and private hospitals.

Variables	Mean	Standard deviation	Coefficient and Correlation (r) value	p-value	Inferences
Government Hospitals	97.90	8.493	-0.47	.719	Weak Negative Correlation
Private Hospitals	64.12	11.687			

correlation coefficient value is -0.47 by using Karl- Pearson Correlation Coefficient formula.

Section 3: Distribution of level of satisfaction regarding nursing care among the patients admitted in selected government and private hospitals of Amroha.

TABLE 4: Distribution of level of satisfaction in private hospitals

Level of Satisfaction	Frequency	Percent
Unsatisfied	27	45.0
Not sure	33	55.0

TABLE 5: Distribution of level of satisfaction in government hospitals.

Level of Satisfaction	Frequency	Percent
Not Sure	7	11.7
Satisfied	52	86.7
Highly Satisfied	1	1.7

TABLE 6: Frequency and percentage (%) distribution of level of satisfaction among patients in selected government and private hospitals.

Level of satisfaction	Private hospitals (N=60)		Government hospitals (N=60)	
	Frequency	Percentage (%)	frequency	Percentage (%)
UNSATISFIED	27	45%	0	0
NOT SURE	33	55%	7	11.7%
SATISFIED	0	0	52	86.7%
HIGHLY SATISFIED	0	0	1	1.7%

Section 4: Association between level of satisfaction among patients in selected government and private hospitals with their selected demographic variables.

depicts the result of chi square test. the chi square test was used to find the association between the level of satisfaction among patients admitted in government hospitals with the selected socio demographic variables. The analysis revealed that there was statistically significant no association established with their selected demographic variables. Hence, the stated hypothesis H_{02}- there is no significant association between the level of satisfaction among patients regarding nursing care in government hospitals with their selected socio demographic variables.

Discussion

The obtained data was inspected and analyzed based on the study objectives and its hypothesis by using descriptive statistics and hypothesis was tested at level 0.05 of significances. The majority of patients (N=120) 46.7% (28) were in the age group of 41-50 years in the private hospitals and 33.3% (20) were also in the age group of 41-50 in the government hospitals, 45.0% (27) were in the age group of more than 41years in the private hospitals and 28.3% (17) in the government hospitals, 5.0% (3) were in the age group of less than 30 years in the private hospitals and 20.0% (12) in the government hospitals, 3.3% (2) were in the age group of 31-40 years in the private hospitals and 18.3% (11) in the government hospitals. The distribution of the samples (N=120) as per gender majority is 61.7% were males in the private hospitals and 51.7 % were females in the government hospitals. The distribution of the samples (N=120) as per their family type majority of the patients 66.7% were from joint family in the private hospitals and 55.0% were also from the joint family in the government hospitals. The distribution of the samples (N=120) as per their religion majority is 58.3% were from Hindu religion in the private hospitals and 55.0% also from Hindu religion in the government hospitals. The distribution of the samples (N=120) as per their type of job majority is 40.0% were engaged in self-assisted business in the private hospitals and 41.7% were homemakers in the government hospitals. The distribution of the samples (N=120) as per their socio-economic status majority is 45.0% were having 5001-10000 in the private hospitals and 50.0% were also having 5001-10000 in the government hospitals. The distribution of the samples (N=120) as per educational qualification majority of the patients 48.3% got primary education in the private hospitals and 55.0% also got primary education in the government hospitals. The distribution of the samples (N=120) as per their previous episode of hospitalization majority of the patients 70.0% admitted previously in the private hospitals and 73.3% also admitted previously in the government hospitals. The distribution of the samples (N=120) as per their first experience of hospitalization majority of the patients 58.3% got good experience in the private hospitals and 61.7% got bad experience in the government hospitals. The comparison of the level of satisfaction in the government and private hospitals were 45% patients were unsatisfied 45% in the private hospitals and 55% patients were not fully satisfied and fully unsatisfied with nursing care provided by the private hospitals The comparison of the level of satisfaction in the government hospitals the majority of the patients admitted in government hospitals 86.7% patients were satisfied with the nursing care provided in the hospitals, 1.7% patients were highly satisfied with the nursing care it indicates the level of providing nursing care in the government hospitals were effective and 11.75 patients are not fully satisfied and fully unsatisfied with the nursing care The following values indicates that 86.7% majority of the patients in the government hospitals were satisfied with the quality of nursing care which is delivered to the patients. The correlation coefficient value was -0.47 which shows there was negative relationship exists between the level of satisfaction among patients regarding nursing care admitted in selected government and private hospitals of Amroha. This means more effective nursing care is required to provide satisfaction to the patients. Hence, the stated H_{3-} there is significant correlation between level of satisfaction among patients regarding nursing care provided in selected government and private hospitals of Amroha was accepted.

Conclusion

The following major conclusion: -

There was no significant Majority of the patients were in age group between 41-50 in private (46.7%) and government (33.3%) hospitals. Majority of the patients were males (61.7%) in the private hospitals and females (51.7%) in the government hospitals. No association between the level of satisfaction of patients in selected government and private hospitals with the selected demographic characteristics like age, gender, family type, religion, type of job, socio economic status, education qualification, previous episode of hospitalization, first experience of hospitalization. There was weak negative correlation between the level of satisfaction among patients admitted in selected government and private hospitals of Amroha.

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