

Descriptive study on Patient satisfaction with quality of nursing care in tertiary care hospital

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Abstract

Introduction: Patient satisfaction is the perception of the client regarding health care received and compared with the expected health care. Patient satisfaction regarding nursing care holds importance because nurses are involved with the patient in every aspect of care in hospitals. They spend more time with patients than any other health professional. Patient satisfaction is one of the recognized standards to assess accomplishment of the services being provided in the health care setting. It is an essential component to evaluate and improve the performance of the organization.

Objective: To assess level of patients' satisfaction with nursing care provided and to evaluate the quality of nursing care provided as indicated by patient satisfaction.

Methodology: A Quantitative descriptive cross sectional study design was carried out in Allied Hospital Faisalabad. Simple convenient sampling was used to collect the data from medical and surgical wards of the hospital. Sample size was of 50 patients. Only those admitted patients who stayed in the study wards for at least 24 hours were interviewed. Structured questionnaire was used to estimate patients' satisfaction by asking questions regarding nursing care. The data collected was analyzed using SPSS version 20.

Result: The results of the study revealed that the overall patient satisfaction with nursing care was 62% and 38% were not satisfied with nursing care. Nurses' polite behavior, their respectful manner, their attention and response to patients and their availability and privacy provision, their skill and competency are the top items that the patients were most satisfied. In contrary, their introduction to the patients, their explanation of disease and disease related issues, telling patients about the possible side effects of their medications/post-surgical complications, explaining hospital policies, rules & regulations, their knowledge about what to do without relying on doctors were the least satisfied items.

Conclusion: Based on the study results it is concluded that the level of overall patient satisfaction with inpatient nursing care services in the hospital is moderate. Even though, most of the participants were satisfied with majority of dimensions of care, dimensions with dissatisfaction calls for the need to take necessary actions to enhance patient satisfaction.

1. Introduction

Patient satisfaction is the perception of the client regarding health care received and compared with the expected health care. Patient satisfaction regarding nursing care holds importance because nurses are involved with the patient in every aspect of care in hospitals. The patients are in contact with nurses all the time.[1](Ahmed, Assefa et al. 2014). Patient satisfaction is one of the recognized standards to assess accomplishment of the services being provided in the health care setting. It is an essential component to evaluate and improve the performance of the organization. [2](Haile Eyasu, Adane et al. 2016). There is a difference of perceptions about what is

quality nursing care between nurses and patients and across care settings. When the patients do not have enough knowledge about their condition their ability to evaluate their care is decreased. In addition, patients might be hesitant to be truthful and open when assessed for their satisfaction.[3](Alasad, Tabar et al. 2015). Patients' evaluation of the health-care services and the health care providers is different from person to person according to their own perspective. [4](Okwuonu, Uwanurochi et al. 2015).

Perceptions of service quality affect patient satisfaction. Patients are satisfied when their perceptions of received service match their

expectations. When the service does not match their expectations, they are dissatisfied.[5](Ahsan, Akhtar Chawala et al. 2014). When the causes of patient's dissatisfaction are identified, the organization can address system weaknesses. Dissatisfaction leads to loss of patient income and wastage of government resources.[6](Shinde and Kapurkar 2014). Satisfied patients adhere to the prescribed medicine and thus influence their health positively rather than dissatisfied patients. Knowing patient's opinion is the best way for the care providers to find out what is important and required by the patient.[7](Karaca and Durna 2019). Assessment of patient satisfaction helps to recognize the lacks and overcoming those lacks for the provision of effective, efficient, accessible, acceptable, equitable and safe health care services.[8](Shrestha and Devkota 2018). Three dimension of nursing care are used to assess patient's satisfaction. These dimension are, Nursing skill, Attention and Physical Care. It is responsibility of every healthcare organization to provide quality nursing care and fulfill client's necessities.[9](Abdul Ghafoor, Hussain et al. 2018).

Purpose of research/ objective/ aim

Purpose:

There is an increasing need to improve the quality of care in health care settings. Assessing patient satisfaction is an effective way to evaluate quality of care. Assessment of patient satisfaction helps to identify gaps and lacks in quality care provision. Working on those gap and lacks helps to improve quality health care. There is a need to assess the patient satisfaction level regularly in order to improve and maintain the quality of care as depicted in many studies

Objective:

To assess the quality of nursing care provided as indicated by patient satisfaction.

Aim:

To improve the patient satisfaction with quality of nursing care provided in the hospital.

2. Literature review

Literature review is based on satisfaction level, quality of health care provided according to patient's perception and the impact of quality of health care services on the patient's perception.

A Study conducted by Nahed S. El-Nagger et al. in three different hospitals in Makkah AL Mukramah Saudi Arabia showed that the majority of patients were satisfied with nursing care. There was a communication gap between nurses and their patients that lead to patient dissatisfaction. There were no statistical significant differences regarding nursing care provided among the three different hospitals. [10](El-Nagger, Ahmed et al. 2013)

A study conducted by Patrícia Fátima Levandovski et al. in an emergency room of a teaching hospital in south of Brazil showed good level of satisfaction of patients with the nursing care received. The technical professional care domain had the highest average compared to domains Trust and Patient education. Overall nursing care met the level of expectations of patients. [11](Fátima Levandovski, Lima et al. 2015)

A study conducted by Mahmoud Al-Hussami et al. in Jordon in eight hospitals showed acceptable level of perception regarding the quality of care i.e. nursing care and hospital related services along with patients' intent to revisit the same hospital. The quality of care perceived by the patients is low. The average perception level of those who are intended to revisit the hospital was higher than those who are not intended to revisit. [12](Al-Hussami, Al-Momani et al. 2017)

A study undergone in Turkey by Yurdanur Dikmen and Dilek Yılmaz in a public hospital reveals that the patients who participated in the study had good level of satisfaction with nursing care. Hospitalization time, the patients' education level, presence of a chronic disease, and companion possession case were found to affect the perception of the patients and level of satisfaction with the services provided. [13](Dikmen and Yılmaz 2016)

In a study conducted in Poland by Danuta Garczyk, Roman Jankowski et al. on patients with cervical and lumbar discopathy, it was found that Patients' assessment of experience and satisfaction with nursing care was high in groups with cervical or

lumbar discopathy only. There was no significant difference between the patient groups in regards to satisfaction, experiences of nursing, and evaluation of hospital stay. [14](Garczyk, Jankowski et al. 2013)

In a study conducted by Gita Dhakal Chalise et al. in khatmandu, patients were least satisfied with cleanliness. Satisfaction was also found low in communication aspect. Overall patient's satisfaction with nursing care was found good. Patients were highly satisfied in responsiveness dimension followed by empathy and reliability dimension. [15](Dhakal Chalise, Bharati et al. 2018)

A study was conducted in Gamo Gofa Zone, SNNPR, Ethiopia by Mende Mensa et al. on adult patients admitted to medical, surgical and gynecological wards of Arba Minch General Hospitals. Overall adult Patient satisfaction with inpatient nursing service provided in the hospital was very low. The amount and the type of information provided for patients were poor. Nurses' awareness about patient needs and keeping privacy of patients was also low. [16](Mensa, Taye et al. 2017)

A study conducted in Nigeria in a Federal Capital Territory's Public Secondary Hospitals by Bolarinde Joseph Lawal et al. reveals that there is significant positive association between satisfaction and listening carefully to a patient. The results showed intermediate positive satisfaction rating the hospitals at high satisfaction level. [17](Lawal, Agbla et al. 2018)

A study carried out in Public Hospitals of Benishangul Gumuz Regional State, North West Ethiopia by Sani Yenuss Kewi, et al. showed that overall perception of the patients regarding quality of nursing care was good. There was a statistically significant association between length of hospital stay, level of education of patient, companion possession status and type of room admission. [18](Bereka Negussie 2018)

A study was carried out in Nigeria by Theresa O. Agbele, Joshua C. Nwambo and Ukamaka C. Nwankwo. A five point likert scale was used. The result shows high level of positive perception with nursing care. [19](O.Agbele, Nwambo et al. 2018).

A study conducted by Taklu Marama et al. in a public hospital in Mekelle Town, Ethiopia showed that overall rate of clients' satisfaction was high. Duration of stay in the ward, frequency of admission, perceived privacy assured are factors associated with patient satisfaction. [20](Marama, Bayu et al. 2018)

A study conducted by Nigussie Tadesse Sharew et al. in Debre Berhan Referral Hospital in Ethiopia revealed that about half the admitted patients were satisfied with the nursing care. The level of satisfaction differed significantly by educational status of the patients and their history of admission. [21](Sharew, Teklegiorgis Bizuneh et al. 2018).

A study conducted by Tadesse Gemechu Jiru, et al. in Negele Borena Hospital, Guji Zone Oromia, South Ethiopia, on patients admitted in Medical, Surgical, and Gynecology/Obstetric ward for two or more nights revealed that overall satisfaction level of the patient with nursing care was low. It was significantly influenced by their perception regarding institutional aspects, communication and sharing of information by nurses with patients. [22](Jiru, Beyene et al. 2017)

In a study conducted by Samira Muhammed Ebrahim and Sajjad Salim Issa in an Oncology Center in Basra City, Iraq, three aspects of nursing care was assessed. The results showed that the level of satisfaction was high for the technical quality followed by interpersonal communication dimension while the level of satisfaction was lowest for the information given by the nurse. [23](Muhammed Ebrahim and Issa 2015)

A study conducted by Adila Rahman et al. in Sheikh Zayed hospital, Lahore, Pakistan showed that patients were moderately satisfied with nursing care. The main factors under study were age, sex, marital status, education, hospital stay and their relationship with patient satisfaction. A statically significant association was found between patient satisfaction and education; however, other factors had no significant association. [24](Rahman, Afzal et al. 2017)

A study was conducted by Samina Abdullah, et al. in Sir Ganga Ram Hospital, Lahore, Pakistan. Nurses' perception and patients' perception regarding nursing

care provided were assessed. Nurses' perception regarding nursing care shows a negative relationship with patient satisfaction but patients' perception show a positive relationship with patients' satisfaction. [25](Abdullah, Kousar et al. 2017)

A study conducted in Slovenia by Melita Peršolja et al. showed that level of patient satisfaction with nursing care was high. Patient satisfaction was significantly negatively correlated with the number of patients cared for at the unit level on a daily basis. On the contrary, it was positively correlated with the amount of care hours/patient/day, and with some direct care activities. [26](Peršolja, Markič et al. 2018)

A study conducted by Mehret Tesfu Legesse et al. in Southern Nations Nationalities and Peoples' Region (SNNPR), Ethiopia reveals that the overall satisfaction level of patients with the inpatient nursing care was low. It was influenced by their perceived need and expectation of care and the duration of the stay in hospital as these were significant independent predictors of patient satisfaction with nursing care. [27](Legesse, Salgedo et al. 2016)

A study conducted by M Al Momani, H Al Korashy in Saudi Arabia demonstrate negative experiences of patients with nursing care in dimensions of sharing information, caring behavior, and nurse competency and technical care. A strong statistical correlation existed between the overall perception level and the variables of gender, and the types of department. [28](Al Momani and Al Korashy 2012)

In a study conducted by Amalia Sillero Sillero and Adelaida Zabalegui, on surgical patients, in a Spanish tertiary care hospital, overall patient satisfaction with nursing care was good. Two variables were found to have significant association with satisfaction i.e. patient's gender and presence of comorbidities. Men and patients with comorbidities were found more satisfied than women and those without comorbidities. [29] (Sillero Sillero and Zabalegui 2018)

A study conducted by C. H. Jones, et al. in UK on patients after emergency abdominal surgery showed that overall patient satisfaction level with nursing

care after surgery was high. Satisfaction was found to be strongly linked with good communication and transfer of information. [30](H. Jones, O'Neill et al. 2017)

3. Research Methodology:

Study design:

Descriptive Cross-sectional study design

Study area:

Medical and Surgical wards of Allied hospital, Faisalabad

Duration of study:

Four months study duration from January 2019 to April 2019

Data sources:

Search engines such Google scholar, PubMed, Books.

Study population:

Patients admitted in medical and surgical wards of Allied hospital

Sampling technique:

Convenient sampling method

Sample size calculation:

Sample size of 50 patients was selected.

Sample recruitment: Inclusion and Exclusion criteria

Inclusion criteria: (1) Aged 18 years or above, (2) Patients admitted in medical and surgical wards for more than 24 hours

Exclusion criteria: (1) Aged below 18, (2) Patients admitted in medical and surgical wards for less than 24 hours, (3) Patients admitted in other than medical and surgical wards of the hospital

Data collection techniques:

Data collection tool: Structured questionnaire

Pre-test or pilot study: Conducted on 10% of sample size and on population out of study area but having similar characteristics. The results of the pre-test were analyzed and necessary modification in the questionnaire was made before actual data collection

Issues of reliability and validity:

Pre-testing was done to measure the validity of instrument and Cronbach’s alpha test was used to measure the reliability of my instrument.

Definitions of key terms, concepts and variables:

Patients’ satisfaction: It can be described as health care recipient’s reaction to several aspects of their service experience. It is the degree to which the individual receiving health care regards the health care service as useful, effective and beneficial.

Quality nursing care: It can be defined as care carried out by nurses to meet patient expectations and to attain the highest degree of excellence.

Variables of interest:

Study variables: nursing care

Outcome variables: satisfaction

Data analysis plan:

Analysis of data by statistical package of social sciences (SPSS) version 20

Ethical considerations:

- (1) Participation in the study was voluntary.
- (2) Participation was based on informed consent.
- (3) Privacy and Confidentiality was respected.
- (4) Feelings of the participants were respected.
- (5) Research was conducted honestly.
- (6) Proper permission was taken from relevant authorities for conduction of research.

4. Results

Table 4.1: Distribution of sample according to socio-demographic data

Variables	Frequency (n)	Percentage (n) %
Gender		
Male	26	52
female	24	48
Age in years		
18-28	08	16
29-38	06	12
39-48	12	24
49-58	12	24
59 and above	12	24
Religion		
Muslim	46	92
Christian	04	08
Others	0	0
Marital Status		
Married	36	72
Unmarried	07	14
Widowed	07	14
Divorced	0	0
Education		
Uneducated	20	40
Primary education	06	12
Middle education	10	20
Secondary education	06	12
Intermediate education	03	06
Graduate and above	05	10
Work		
Retired	04	08
Government servant	07	14
Private servant	05	10
Student	0	0
Farmer	07	14
Businessman	02	04
Laborer	09	18
Unemployed	16	32
Monthly Income status		
10000-20000	31	62
21000-30000	12	24
31000-40000	05	10
41000 and above	02	04
Previous admission		
Yes	21	42
No	29	58
Ward		
Surgical	25	50
Medical	25	50

Table 4.1 shows the socio demographic data of participants (n=50). According to gender 52% participants were males (n=26) and 48% were females (n=24). According to age 16% fall in the range of 18-28 (n=8), 12% fall in the range of 29-38 (n=6), 24% fall in the range of 39-48 (n=12), 24% participants fall in the range of 49-58 (n=12), 24% participants fall in the range of 59 and above. According to religion 92% participants were Muslims (n=46) and 8% were Christians (n=4). According to marital status 72% participants were married (n=36), 14% were unmarried (n=7) and 14% were widowed (n=7). According to education 40% participants were uneducated (n=20), 12% had primary education (n=6), 20% had middle education (n=10), 12% had secondary education (n=6), 6% had intermediate education (n=3) and 10% were graduates and above (n=5). According to work status 8% participants were retired (n=4), 14% were government servants (n=7), 10% were private servants (n=5), 14% were farmers (n=7), 4% were businessmen (n=2), 18% were laborers (n=9) and 32% participants were unemployed (n=16). According to monthly income status 62% fall in the range of 10000-20000 rupees, 24% fall in the range of 21000-30000 rupees, 10% fall in the range of 31000-40000 rupees and 04% fall in the range of 41000 rupees and above. According to admission status 42% were previously admitted (n=21) however 58% had no previous admission (n=29). 50% participants were from surgical wards (n=25) and 50% participants were from medical wards (n=25).

Table 4.2: Distribution of sample according to patient satisfaction Variables

Variables	Frequency (n)	Percentage (n)%
Nurses are polite in their behavior		
• Yes	49	98
• No	01	02
Nurses pay attention to patients		
• Yes	47	94
• No	03	06
Nurses introduce themselves to patients		

• Yes	29	58
• No	21	42
Nurses are aware of patients' needs		
• Yes	36	72
• No	14	28
Nurses treat patients with respect		
• Yes	47	94
• No	03	06
Nurses listen to the patients and answer their questions		
• Yes	48	96
• No	02	04
Nurses render nursing care without delay		
• Yes	39	78
• No	11	22
Nurses respond to patients request immediately		
• Yes	40	80
• No	10	20
Nurses treat all patients equally		
• Yes	45	90
• No	05	10
Nurses ask permission before performing any nursing procedure		
• Yes	38	76
• No	12	24
Nurses are always available when patients need them		
• Yes	44	88
• No	06	12
Nurses explain patients about their disease and disease related issues		
• Yes	33	66
• No	17	34
Nurses tell patients about the possible side effects of their medications/post-surgical complications		
• Yes	33	66
• No	17	34

Nurses advise patients on what activities they can do at home after discharge		
• Yes	38	76
• No	12	24
Nurses advise patients on proper diet		
• Yes	40	80
• No	10	20
Nurses make sure that patients have privacy when they need it		
• Yes	45	90
• No	05	10
Nurses tell patients immediately about their test results		
• Yes	38	76
• No	12	24
Nurses explain nursing procedure clearly before they perform it		
• Yes	36	72
• No	14	28
Nurses reassure the patients and encourage them		
• Yes	43	86
• No	07	14
Nurses explain hospital policies, rules & regulations		
• Yes	32	64
• No	18	36
Nurses are skillful in performing nursing procedures		
• Yes	47	94
• No	03	06
Nurses deliver care competently		
• Yes	48	96
• No	02	04
Nurses knew what to do without relying on doctors		
• Yes	34	68
• No	16	32
Nurses assist doctors in procedures efficiently		
• Yes	48	96

• No	02	04
The nurses check patients' ID prior to administering medication		
• Yes	45	90
• No	05	10
The nurses maintain patients' rights & needs		
• Yes	49	98
• No	01	02
The nurses monitor patients' safety & security		
• Yes	46	92
• No	04	08
The nurses provide patients clean & quiet environment		
• Yes	46	92
• No	04	08
Nurses follow up the patients after procedure		
• Yes	38	76
• No	12	24
Nurses involve patients and their family/attendant in hospital care		
• Yes	40	80
• No	10	20
Overall, I am satisfied with the nursing care I received.		
• Yes	43	86
• No	07	14

Table 4.2 illustrates the complete analysis of data collected from the patients regarding their satisfaction with nursing care. 98% participants were satisfied with nurses' behavior (n= 49) however 2% are not satisfied (n= 1). 94% participants agree that nurses pay attention to patients (n=47) and 6% do not agree (n=3). 58% agree with the opinion that nurses introduce themselves to patients (n=29) and 42% do not agree (n=21). 72% agree with the view that nurses are aware of patients' needs (n=36) and 28% do not agree (n=14). 94% agree with statement that nurse treat patients with respect (n=47) and 6% do not agree (n=3). 96% agree with the statement that nurses listen to the patients and answer their

questions (n=48) and 4% do not agree (n=2). 78% agree with the view that nurses render nursing care without delay (n=39) and 22% do not agree (n=11). 80% participants agree that nurses respond to patient's request immediately (n=40) and 20% do not agree (n=10). 90% agree that nurses treat all patients equally (n=45) and 10% do not agree (n=5). 76% agree with the statement nurses ask permission before performing any nursing procedure (n=38) however 24% do not agree (n=12). 88% participants agree that nurses are always available when patients need (n=44) them however 12% do not agree (n=6). 66% agree that nurses explain patients about their disease and disease related issues (n=33) however 34% do not (n=17). 66% agree that nurses tell patients about the possible side effects of their medications/post-surgical complications (n=33) and 34% do not agree (n=17). 76% agree with the statement that nurses advise patients on what activities they can do at home after discharge (n=38) and 24% do not (n=12). 80% agree with the view that nurses advise patients on proper diet (n=40) however 20% do not agree (n=10). 90% agree with the statement that nurses make sure that patients have privacy when they need (n=45) it however 10% do not agree (n=5). 76% participants say that nurses tell patients immediately about their test results (n=38) however 24% do not (n=12). 72% agree with the statement that nurses explain nursing procedure clearly before they perform it (n=36) and 28% do not agree (n=14). 86% participants agree that nurses reassure the patients and encourage them (n=43) and 14% do not agree (n=7). 64% agree with the opinion that nurses explain hospital policies, rules & regulations to the patients (n=32) however 36% do not agree (n=18). 94% agree with the view that nurses are skillful in performing nursing procedures (n=47) and 6% do not agree (n=3). 96% say that nurses deliver care competently (n=48) however 4% do not (n=2). 68% agree with the view that nurses knew what to do without relying on doctors (n=34) and 32% do not agree (n=16). 96% say that nurses assist doctors in procedures efficiently (n=48) while 4% do not (n=2). 90% say that nurses check patients' ID prior to administering medication (n=45) while 10% do not (n=5). 98% agree with the statement that nurses maintain patients' rights & needs (n=49) however 2% do not agree (n=1). 92% agree with the statement that the nurses monitor patients' safety & security (n=46) while 8% do not agree (n=4). 92%

participants agree with the view that the nurses provide patients clean & quiet environment (n=46) while 8% do not agree (n=4). 76% say that nurses follow up the patients after procedure (n=38) while 24% do not (n=12). 80% agree that nurses involve patients and their family/attendant in hospital care (n=40) while 20% do not (n=10). 86% participants are satisfied with the overall nursing care they received (n=43) however 14% are not satisfied (n=7).

Satisfaction status of patients

Table 4.3: Descriptive Statistics

N	Min	Max	Mean	Std. Deviation
50	1	2	1.38	.490

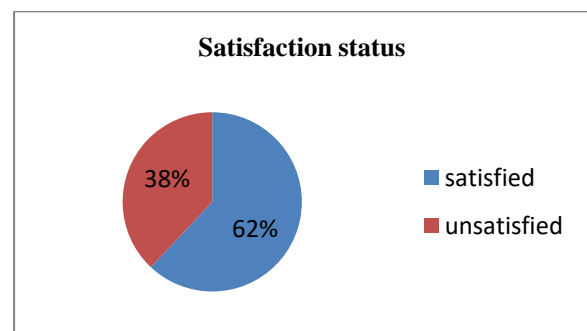
Table 4.3 shows the descriptive statistics of the satisfaction status. Mean satisfaction is 1.38 and standard deviation is 0.490.

Table 4.4: Satisfaction status

	Frequency (n)	Percentage (n)%
satisfied	31	62.0
unsatisfied	19	38.0
Total	50	100.0

Table 4.4 shows the results of variables related to patient satisfaction with nursing care. The table shows that 62% participants are satisfied with the nursing care (n=31) and 38% are unsatisfied (n=19).

Pie chart showing satisfaction status of patients



5. Discussion

Many studies have been carried out to measure patient satisfaction. Patient satisfaction is directly related to the quality of services provided to the patients. Greater the level of satisfaction, higher the level of quality of the services provided. Quality of nursing care holds importance because nurses are involved with the patients in every aspect of patient care in hospital. They interact with the patients more than any other health personnel. Thus patient satisfaction with nursing care is an indicator of quality of nursing care services. A quantitative descriptive cross sectional study was carried out at Allied Hospital, Faisalabad, Pakistan which revealed that overall patient satisfaction with nursing care was 62% and 38% were not satisfied with nursing care.

A study conducted in the renal unit of Kenyatta National Hospital, Nairobi, Kenya by James Ndambuki demonstrates that the level of satisfaction with nursing services is 67.8%. Nursing care was rated on three dimensions of reassurance, responsiveness, and reliability. Reliability scored 85.3%, responsiveness scored 72.9% and reassurance dimension scored 64.9%. However in current study responsiveness scored 80%, reassurance scored 86%. [31](Ndambuki 2013)

A study was conducted at a teaching hospital in the central west of Brazil. The results of the study were analyzed in terms of positivity, median value and spearman's correlation coefficients. Median score 4 and 5 (92%) were observed in professional and patient educational domains and in current study there is 96% satisfaction with nursing competence in delivery of care while 76% satisfaction is observed regarding giving advice to patients on discharge from the hospital and 66% satisfaction on explanation about disease and disease related issues. [32] (Freitas, Silva et al. 2014)

A study was conducted in a public hospital of Amhara region, Northwest Ethiopia. 40.7% participants were satisfied and 59.3% were not satisfied with nursing care which is very low as compared to this study and other studies conducted in Ethiopia. 57.2% of the admitted patients agreed that nurses explain procedures clearly before perform it. 59.9% participants agreed that nurses involve them in hospital care. 80.8% participants agreed that nurses

render care without delay. 81.9% agreed that nurses ask permission before performing any procedure. However in current study 72% agreed that nurses explain clearly before performing procedures, 80% agreed that nurses involve patients and their family in hospital care, 78% agreed that nurses render care without delay and 76% agreed that nurses ask permission before performing any procedure. [33](Semachew and Gedamu 2019)

A study was conducted in Inpatient Departments of Bale Zone Hospitals, Oromiya Regional State, Southeast Ethiopia to find out perceived quality of nursing care. This study was conducted on patient and nurses as well but regarding patient satisfaction 90.7% of participants rated the quality of care received during their stay in the hospital as good, very good and excellent which indicate that they are satisfied. [34] (Gela, Bedada et al. 2018)

A study was conducted in emergency department at a public hospital in Al-Najaf-Al-Ashraf Governorate in order to find out the relationship between patient satisfaction and their socio-demographic data. The results reveal that 83.3% are satisfied, 15.3% are partially satisfied and 1.3% is unsatisfied. However in current study only two categories are detected, satisfied and unsatisfied. 62% participants are satisfied and 38% participants are unsatisfied. [35] (Alhussein and Taher 2018)

A study conducted to determine patient satisfaction with nursing and medical care in hospitals affiliated to Arak University; IR Iran showed that patient satisfaction was at average level. Regarding medical care 67% and regarding nursing care 69% participants were satisfied. Satisfaction was measured in terms of fairly satisfied and completely satisfied. 8.9% were fairly and 71.2% are completely satisfied with nurses behavior. 7.6% were fairly and 69.9% were completely satisfied with mastery and experience of nurses. However in current study 98% are satisfied with behavior. 94% are satisfied with their skillful in performing nursing procedures. [36] (Farmahini Farahani, Shamsikhani et al. 2014)

A study conducted in Axum, Ethiopia to identify patient perception toward nursing care reveals that patients level of perception toward nursing care was poor i.e. 54.7%. Only 19% participants agree that

nurses give them education about the disease and disease related issues while 70.6% disagree and 10.4% were neutral. 46.5% agree that nurses follow up the patients while 29.1% disagree and 24.4% were neutral. 28.3% participants agree that nurses respond immediately while 47.5% do not agree and 24.2% were neutral. 35% participants agree that nurses reassure the patients while 36% do not agree and 28% were neutral. 41.6% participants agree that nurses are competent while 22% do not agree and 36.4% were neutral. However in current study 66% participants agree that nurses give them education about the disease and disease related issues and 44% do not agree. 76% participants agree that nurses follow up the patients and 24% do not agree. 80% participants agree that nurses respond immediately to patients' requests while 20% do not agree. 86% participants agree that nurses reassure the patients while 14% do not agree. 96% participants agree that nurses are competent while 4% do not agree. [37] (Girmay, Marye et al. 2018)

A study conducted to assess consumers' satisfaction with health care provided in thalassemia center at pediatric hospital in Kerbela revealed that majority of the consumers were highly satisfied with the nursing care provided in the thalassemia center satisfaction were measured on a five levels Likert scale; Very poor, poor, fair, good, and very good. The study results revealed that there was 97% satisfaction with arrival services, 2% with nursing services, 94.6% with physician services and 78% with laboratory services. However in current study patient satisfaction with nursing care is only 62%. [38] (Hussain and Alzeyadi 2016)

A study was conducted in dialysis center in Jinnah Hospital Lahore, Pakistan. The aim of the study was to assess the patient satisfaction with nursing care. The results revealed that the level of satisfaction was high. Satisfaction were measured on a five levels Likert scale; Very dissatisfied, dissatisfied, neutral, satisfied and very satisfied. 59.3% patients are very satisfied and 28.7% are satisfied regarding nurses' attentiveness to their needs. 53.3% are very satisfied and 38% are satisfied regarding reassurance. However in current study 94% participants agree that nurses pay attention to the patients and 72% agree that they are aware of patients' needs. 86% agree that

nurses reassure and encourage them. [39] (Kausar, Afsar Ali et al. 2018)

In a study conducted in one regional hospital in Riyadh, Saudi Arabia to assess patient satisfaction with the quality of nursing care provided the level of satisfaction with nursing care was high i.e. 86%. However in current study, the level of satisfaction is 62%, which is far less. In the above mentioned study 88% participants agree with the respectful behavior of nurses. 84% participants agree with their maintenance of patients' privacy. 81% participants agree with their prompt response. However in current study 94% participants agree with their respectful behavior. 90% participants agree that nurses maintain patient privacy. 80% agree that nurses respond to patient request immediately. [40] (Atallah, Hamdan-Mansour et al. 2013)

6. Conclusion

Patient satisfaction is the perception of the patient regarding health care received and compared with the expected health care. Evaluation of the health-care services and the health care providers is different from person to person according to their own perspective. Patients' satisfaction result from meeting their expectations. Patient satisfaction is one of the recognized standards to assess accomplishment of the services being provided in the health care setting. It is an essential component to evaluate and improve the performance of the organization.

A descriptive cross sectional study was undertaken to assess the patient satisfaction with the quality nursing care provided in medical and surgical wards of Allied Hospital, Faisalabad. The study was conducted on sample of 50 patients. The results of the study showed that 62% patients were satisfied with the quality of nursing care and 38% patients were not satisfied. Nurses' polite behavior, their respectful manner, their attention and response to patients and their availability and privacy provision, their skill and competency are the top items that the patients were most satisfied. In contrary, their introduction to the patients, their explanation of disease and disease related issues, telling patients about the possible side effects of their medications/post-surgical complications, explaining hospital policies, rules & regulations, their knowledge about what to do

without relying on doctors were the least satisfied items. Even though, most of the participants were satisfied with majority of dimensions of care, dimensions with dissatisfaction calls for the need to take necessary actions to enhance patient satisfaction. The results of the study can be used to improve the specific aspects of nursing care as it highlights main areas in which patients are less satisfied.

7. Recommendations

Caring behavior is most important component for health care provider while dealing with the patients. Regular evaluation of patients' perception of care and of various aspects of patient care is required in order to bring improvement in patient satisfaction and quality of care. Patients' suggestions for improving the quality of nursing care provided should be taken into considerations. Health education programs and training sessions about quality of nursing care should be implemented for nurses to increase and improve their abilities in managing patient. It is suggested that several factors such as improving the facilities of the hospitals and adequate staffing should be taken into consideration in order to improve the overall satisfaction. Further studies should be conducted concerning patients' satisfaction with nursing care provided in other departments of hospitals also. Further study is also needed to understand the overall patients' feelings using qualitative study, care providers' perception regarding nursing care and the effect of demographic characteristics on patient satisfaction.

8. Strengths and Weaknesses

Strength

- The study utilized a valid and standardized instrument.
- It dealt with important component of nursing care dimensions.
- The study acts as a pre-cursor to future research.
- Study can be used by the organization to study lacks and bring improvement.

Weaknesses

- The sample was restricted to patients from the general surgery, medical wards only.
- This study is only limited to quantitative aspect.
- The study was conducted in a single government hospital in Faisalabad. Therefore, the results cannot be generalized to all hospitals.
- The finding of this study might be subjected to social desirability bias due to the fact that patients may be afraid to say whatever they feel when they were still in the ward. So, the findings of this study might be inflated when we compared to the real findings.

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