



ASSESSMENT OF PATIENT SATISFACTION AND ITS ASSOCIATED FACTORS TOWARDS NURSING CARE IN WOLKITE UNIVERSITY SPECIALIZED TEACHING HOSPITAL SNNPR, SOUTH WEST ETHIOPIA, 2022

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JUNE, 2022

WOLKITE, ETHIOPIA

WOLKITE UNIVERSITY
COLLEGE OF MEDICINE AND HEALTH SCIENCE
DEPARTMENT OF NURSING

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**A RESEARCH TO BE SUBMITTED TO WOLKITE UNIVERSITY
COLLEGE OF MEDICINE AND HEALTH SCIENCE DEPARTMENT OF
NURSING FOR PARTIAL FULFIMENT OF BSC NURSING**

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Acronyms and abbreviation

ANA- American Nursing Association

EMoH- Ethiopian Ministry of Health

WKUSTH- Wolkite University Specialized Teaching Hospital

WHO-World Health Organization

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Abstract

Background: - Patient satisfaction with nursing care has been considered as the most important predictor of the overall patient satisfaction with hospital service and quality of health care service at large. However, the national level of patient satisfaction with nursing care remains unknown in Ethiopia. The aim of this study was to assess patient satisfaction with nursing care. Hence, the objective of this systematic review and meta-analysis were to assess the patient satisfaction towards nursing care in WKUSTH.

Objective:-To assess patient satisfaction towards nursing care in WKUSTH, SNNPR, SOTHERN WEST ETHIOPIA, 2022

Methods: An institutional cross-sectional based study design was conducted among 420 admitted patients in WKUSTH from March 10 to April 30, 2014 E.C. Simple random sampling technique was used to select study participants. Self-administered and structured questionnaires were used to collect data. Data were analyzed by SPSS version 20 software and P values <0.05 result was considered as a statistically significant association. Bivariate and multivariable logistic regression analysis used to identify associated variables using SPSS version 20.

Results: - A total of 420 patients from medical, surgical and gynecological wards were approached from the study hospital and 414 of them participated in this study (non-response rate was 1.43%). More than half of the participants (247, or 59.7%) were male. The overall rating of satisfaction was 82.6%.

Conclusion: - The overall state of satisfaction of the respondent in this study was high compared to other studies. The patients were highly satisfied with overall quality of hospital care, nursing care and reported that they would recommend this hospital to their families and friends

Keywords: - Nursing, Nursing care, satisfaction, Patient satisfaction

CHAPTER ONE: INTRODUCTION

1.1 Background

According to the WHO, 2017 Nursing is the autonomous and collaborative care of individuals of all ages, families, groups, and communities, sick or well, in all settings; it includes health promotion, illness prevention, and the care of the sick, disabled, and dying people (1). In both the public and private sectors, nurses make up the largest group of health care personnel. Professional nurses have greater contact with patients than any other type of health care practitioner (2). Nursing, as a critical component of the health-care delivery system, should reassert its role as a practical discipline that aids patients in achieving positive health-care outcomes(3).

Satisfaction is a unit of similarity between patient beliefs of ideal care and their experience of real care received. Patient satisfaction is a subjective evaluation of a patient's cognitive and emotional reaction to the combination between expectations and perceived care(4). It's described as a patient's opinion of and reaction to the care they received. The degree to which patients are satisfied with their healthcare services, both inside and outside of healthcare facilities, is referred to as patient satisfaction. It provides clinicians with information about many aspects of healthcare, such as the efficacy of their care and their degree of understanding(5).

In recent years, both emerging and developed countries have placed a greater emphasis on assessing health-care quality. As a result, when evaluating quality, health care managers should consider patient satisfaction as one of the most important indicators, as it improves health care providers' accountability and leads to service delivery improvement efforts by hospitals' physicians and other health workers(6).

As a result, patients assess healthcare services and providers based on their personal experiences(7). The amount of patient satisfaction and healthcare provision indicators have a strong positive relationship(8). As a result, evaluating patient satisfaction is a proxy for evaluating the quality of the healthcare system. The patient's feedback aids in the improvement of health-related outcomes.

1.2 Statement of problem

Patient satisfaction is crucial because it reflects the gap between the expected patient's perception of a service and the experience of the service, from the patient's point of view. Patients' judgment of hospital service quality and their feedback are essential in quality-of-care monitoring and improvement. Patients require or want for medical service when they are in hospitals or other health

institutions. Therefore, inadequate service to their expectations or requirements could result in patient dissatisfaction. There is growing consensus that assessment of the quality of hospital services should be based in part, on patients' perceptions of overall care and satisfaction(9).

Patients who are satisfied are more likely than those who are dissatisfied to continue using health care services, retain relationships with specific health care providers, and adhere to care regimens(10).Improving health-care service necessitates hospitals measuring their own performance in order to improve on the current service delivery system. Rehospitalization can be reduced, and the quality of life and health care offered can be improved with a well-designed health care delivery system(11).

A better understanding of the patient's satisfaction and associated factors might help policy and decision makers adopt and implement effective measures to improve health care services in the hospital(12). In Wolkite University Specialized Teaching Hospital, quality assessment methods for health facilities, including the measurement of patient satisfaction have not been done in the past. There is no any recently and related study on assessing patient satisfaction toward nursing care in general and at hospitals in Gurage zone.

This study was the baseline on this direction and also helpful for improving the nursing services in WKUSTH. Therefore, the current study was designed and assessed patient satisfaction who was admitted to the Medical, Surgical, and Gynecology wards of Wolkite University Specialized Teaching Hospital.

1.3 Significance of the study

Assessing patient satisfaction is important for individual, community and also important for the care givers. Monitoring patient satisfaction with nursing care is critical in order to identify areas of unsatisfaction while also improving nursing services. This study served as a baseline for monitoring the changes in quality of services that the inpatients perceived and also it informs policy-makers, health providers and managers about the strengths and weaknesses of the quality of health service in Wolkite University Specialized Teaching Hospital, which can help in defining starting points to improve quality of care service.

The findings of this study primarily provide information for Wolkite University Specialized Teaching Hospital on how current situation is and how to improve the quality of services of the inpatient. Hence, this study is assumed to have significant importance in providing information in view of patient's satisfaction and service provided by Wolkite University Specialized Teaching

Hospital. It will assist health planner of this study area in designing appropriate strategies to intervene on the patient satisfaction. Further, it may serve as an insight for any researcher interested in similar study in Gurage zone, SNNP region, in and out of Ethiopia.

CHAPTER TWO: LITERATURE REVIEW

2.1 Literature Review

Patients' satisfaction with services received from Aminu Kano Teaching Hospital in Kano, northern Nigeria, found that 83 percent of patients were satisfied with the hospital's services (13). According to hospital-based cross-sectional research conducted in Nagpur, the majority of patients (75 percent) were satisfied with the hospital's overall services(14). Overall patient satisfaction with the quality of health care services was good, according to descriptive research conducted at the inpatient unit of Tribhuvan University Teaching Hospital (TUTH) in Kathmandu (15). According to a cross-sectional study conducted by Tehran University of Medical Sciences in 2009, 78.1% of patients were satisfied with the general status of hospitals (16). 6 An evaluation of patients' satisfaction with hospital care conducted on a sample of 615 patients admitted to Babol's Shahid Beheshti and Yahyanejad hospitals in 2005 revealed that 93.6% of patients were satisfied, but one-third of patients were dissatisfied with general care(17). According to cross-sectional research conducted in Sudan's Khartoum Teaching Hospital, overall satisfaction is 73%, indicating that general satisfaction with the services is good (18). Furthermore, a cross-sectional study conducted in three PHC centers associated with Riyadh Military Hospital in Riyadh, Saudi Arabia, revealed that satisfaction with PHC services in RMH-affiliated health clinics is rather poor (19).According to a 2018 research on patient satisfaction in Shahroud Hospitals, the average satisfaction score in the public hospitals affiliated with the University was 22.45 6.02, and in the private sector,it was 21.56 5, which is considered moderate (20). Patients' Satisfaction with Healthcare Services Received at Health Facilities, a study conducted in Uganda's Bushenyi District, found that 77.9% of individuals in the district were satisfied with health care services (21). According to a study conducted in a tertiary care hospital in rural Haryana, India, overall patient satisfaction was 89.1%, while another study conducted in Nigeria revealed that overall patient satisfaction was high (78.5%) (22). According to a survey conducted in Debre Berhan Referral Hospital in Debre Berhan, Ethiopia, about half of the hospitalized patients were happy with nursing care (49.2% of patients) (22).In a study conducted in China that looked at inpatient satisfaction with nursing care in a teaching hospital, it was discovered that patients were relatively satisfied with nursing care (23). In Chana, a study of 200 patients at the War Memorial Hospital was done. The total satisfaction of patients was found to be 67%, implying that the satisfaction level at that institution is greater (24). In April 2013, a descriptive cross-sectional study conducted in a tertiary care hospital in Lahore found that 232 (94%) of patients were satisfied with the doctor (25). 7 Furthermore, according to a study

conducted in the Gamo Gofa Zone, SNNPR, Ethiopia, overall adult patient satisfaction with inpatient nursing services in the hospital was very low. The information offered to patients was inadequate, and nurses' awareness of patient desires and patient privacy in all wards was also lacking (26).

Factors associated with patient satisfaction

Patient characteristics and sociodemographic including age, gender, marital status, occupation, and education are all linked to patient satisfaction with health care services. Patient characteristics, according to a prior study, may influence patient satisfaction with health-care services (27). According to a survey, people who were older, better educated, and married were more satisfied with the quality of care they received (28). Patients with a high educational status were 80 percent less satisfied than those with no formal education ($p=0.01$, $OR=0.2$, 95 percent CI 0.1 to 0.7), according to a study conducted in Debre Berhan Referral Hospital in Debre Berhan, Ethiopia (31), and the education level of patients and the type of clinics had a significant influence on patient satisfaction (29). According to a study, overall satisfaction was 55.1%. Only sex and occupation were found to be significant predictors of patient satisfaction with nursing care (30). Patient satisfaction was found to be linked to patient factors such as age, sex, educational level, work status, and health status in similar investigations. According to a study, several socio-demographic characteristics, length of stay, and previous admittance have varying degrees of impact. In general, older respondents report higher levels of satisfaction (31). Patient satisfaction was found to be substantially associated with patient department, age, and occupation in a previous study at Bahirdar Felege Hiwot Referral Hospital in North West Ethiopia (32). A case study in a public hospital in Bechar, Algeria, revealed the impact of health service quality on patient satisfaction. A case study evaluating the impact of health service quality on patient satisfaction in a public hospital in Bechar, Algeria found that there was a link between overall service quality and patients' satisfaction with individual hospital services (33). Patient satisfaction with nursing care in surgical clinics of various hospitals in Turkey was assessed, and it was discovered that there were differences in patient satisfaction with nursing care in surgical clinics of various hospitals in Turkey related to educational background, profession, the hospital in which the patients stayed, and previous hospital experience (34). 8 In a study on inpatient satisfaction conducted in a tertiary care hospital in Nagpur, it was discovered that patients were more satisfied with the behavior of doctors (87.76%) than with the behavior of nurses (70.01%, 59.09%). When compared to other hospital areas, bathroom cleanliness was determined to be more dissatisfying (56.01%) (14). According to a

study conducted among patients admitted to Rajindra hospital's Medicine, General Surgery, Obstetrics and Gynecology, and Orthopedics departments, patients were more satisfied with the behavior of doctors, and dissatisfaction with cleanliness in the toilets and wards was found to be higher (31). Overall patient satisfaction with nursing care was 52.5%, according to an institution-based quantitative cross-sectional study conducted in Dessie Referral Hospital in Northeast Ethiopia. Respondents' sex, age, admission ward, self-reported health status, and admission class were the variables substantially associated with patient satisfaction with nursing care. Patient satisfaction with nursing care was reported to be low in the survey (35). A facility-based cross-sectional survey done at FelegeHiwot Referral Hospital in Amhara Regional State, Northwest Ethiopia, from January 1 to 30, 2015 found that inpatient satisfaction with nursing service was poor (44.9%). Only sex and employment were found to be significant indicators of patient satisfaction with nursing care (36). One of the most important markers of health-care quality is patient satisfaction with nursing care. Care is a measure of a patient's well-being. Patient satisfaction with nursing care is influenced by a variety of factors, including patient-related characteristics including residency, past hospitalization history, and the physical surroundings (37). According to a study conducted in Pakistan, laboratory and pharmacy services had positive significant effects on patient satisfaction, whereas doctor-patient communication and physical facilities had no significant effect. As a result, it is stated that there is a major communication gap between doctors and patients, and that Pakistan's healthcare system lacks physical facilities (37). Other factors linked to or influencing patient satisfaction in health-care services identified by various literatures or scholars include lack of privacy, autonomy, involvement in decision-making, poor communication, and sanitation/hygiene, all of which contribute to a negative patient experience, resulting in 9 decreased satisfaction (9). Other factors, such as medical and nursing care, communication, and ward management, working hours, hospital physical environment, and patient characteristics or socio-demographic variables, all influence patients' satisfaction with hospital care (12).

In summary, WKUSTH has no knowledge of current patient satisfaction and associated factors of satisfaction, whether inpatients or outpatients, because no previous studies on patient satisfaction have been conducted. Following that, there is a lack of evidence to evaluate patient satisfaction with the service in general and at WKUSTH in particular. As a result, the goal of this study is to produce up-to-date evidence on inpatient care delivery by assessing patient satisfaction.

Conceptual framework

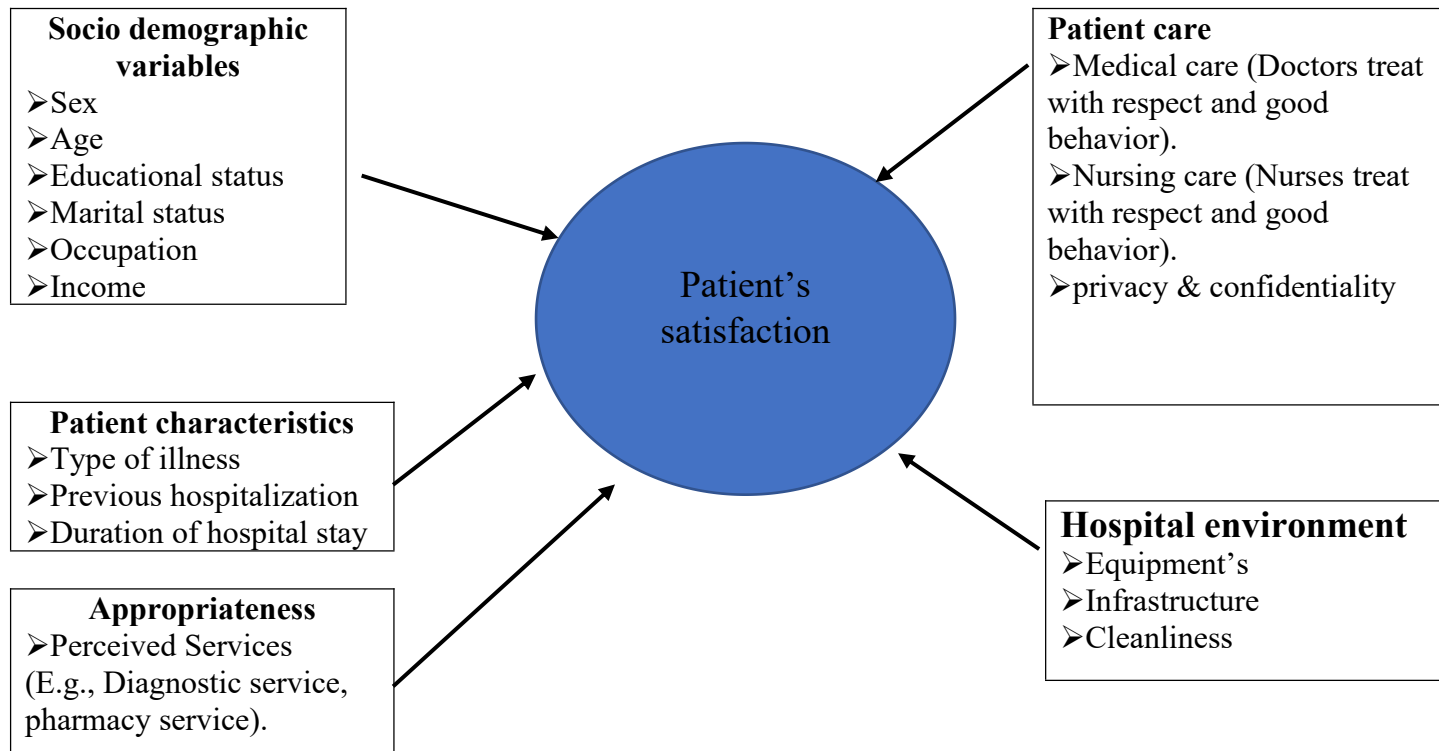


Figure 1 Conceptual framework for patient satisfaction (developed by the group members by referring different literature) showing that assessment of patient's satisfaction and associated factors among patients admitted to hospital(38).

CHAPTER THREE: OBJECTIVE OF THE STUDY

3.1 General Objectives

- To assess patient satisfaction and its associated factors towards nursing care in WKUSTH, SNNPR, SOTHERN ETHIOPIA, 2022

3.2 Specific Objectives

- To measure the magnitude of the patient satisfaction towards nursing care in WKUSTH
- To identify the patient satisfaction towards nursing care in WKUSTH

CHAPTER FOUR: METHODOLOGY

4.1 Study Design

- An institutional based cross-sectional study was conducted in WKUSTH

4.2 Study period

- The study was conducted from Mar 10 to April 30, 2014G.C

4.3 Study Area

The study was conducted in WKUSTH, Gurage zone, SNNP region, Ethiopia and which is located at SNNPR, Gurage zone, 170km southwest of the capital city, Addis Ababa, on the way to Jimma. WKUSTH was established on 2011 Ethiopian calendar and start to give service on 29/11/2011 E.C. At the begging of 214 total works and 91 workers on administrative staff the rest 123 was health worker and 112 beds inpatient ward (Emergency 19, Labor 14, and NICU 18). The hospital has 487 total workers, 284 are health worker and 203 are on administration office currently the hospital has 102 number of nurses, 86 physician, 13 specialist 2 other special, 26 midwifery, 17 laboratory, 1 biomedical, 20 pharmacy, 5 anesthesia, radiology, 2 environmental health, 7 health officer, 1 pathology and other health related worker. Now total bed number 173(112 bed inpatient ward, 19emergency, 14 labor, 18 NICU and 10 ICU).

4. Population

4.4.1 Source Population

- Patients admitted to the Medical, Surgical, and Gynecology wards of Wolkite University Specialized Teaching Hospital.

4.4.2 Study Population

- Patients admitted to the study wards in the study hospitals at the time of data collection and met the inclusion criteria.

4.4.3 Study Unit

- Those patients who admitted to WKUSTH were selected from study population through systemic random sampling techniques.

4.5 Eligibility Criteria

4.5.1 Inclusion Criteria

- Patients who are admitted to WKUSTH and who will be willing to participate in the study during the time of data collection.

4.5.2 Exclusive Criteria

- Patients admitted to the medical, surgical and gynecology wards less than 48hrs prior to the data collection time and under the age of 18 years, patients who cannot communicate, Patients who are critically ill and patients who have a mental problem were excluded from the study.

4.6 Sampling

4.6.1 Sample Size

- determined by single population proportion method

$$n = \frac{(Z_{\alpha/2})^2 P(1-P)}{d^2}$$

Where n=sample size

Z^2 =critical value= 1.96 for 95% CI

q is complementing of proportion (1-p)

p=prevalence of BP/CR=47.0% proportion of client who satisfy in nursing care in reference to a previous study in Hawassa university specialized hospital in SNNPR of Ethiopia.

d=precision (marginal error=0.05

$N_i = (1.96)^2 * 0.53(1-0.53)/(0.05)^2$ =calculated sample size 382

10% of and the final sample size is=420

4.6.2 sampling technique

Client was randomly selected by simple random sampling who was visited WKUSTH.

4.7 Variables

4.7.1 Independent variables

- presence of one nurse in charge for individual care (yes versus no)
- Socio-demographic variables: sex, age, religion, occupation, educational level, income

- history of previous admission to health facility (at least one history of hospital admission versus no previous hospitalization)
- presence of comorbid diseases (presence of comorbid diseases other than the reason for admission versus no comorbid diseases).

4.7.2 Dependent variables

- The patient satisfaction towards nursing care

4.8 Data Collection Technique and Procedures

4.8.1 Data Collection Tool

- Valid and reliable modified standard questionnaires was used to collect data from respondent.
- The questionnaire was adopted from program of JHPIEGO the affiliate of Johns Hopkins University (1)

4.8.2 Data collectors

The data was collected by our self or members of group's students of Wolkite university faculty of Nursing Health department 4th year BSc Nursing student. It's preferred for more interaction between the respondents for great accuracy of information, Great care was taken to avoid differences in interpreting the interview schedule.

4.8.3 Data collection method

The Data collection method of this study was by face-to-face interviewing with administered questioners for client who was visit Wolkite University specialized and teaching Hospital.

4.8.4. Data collection period

- The data was collected from April 1-15 (2022).

4.9 Data processing and analysis

The collected data was checked for completeness; exploratory data analysis was carried out to check the levels of missing values. The data was coded and entered in to a computer and it will be analyzed using the software SPSS version 20 and then finally summarized and presented in frequencies, percent, texts, tables, and graphs.

4.10 Quality control methods

Pre-test will be done in a specific health institution on same level to check the feasibility of the study and quality of questionnaires. After the data collection, the questionnaires will be checked for completeness and correctness each day by group leader and the questionnaire will be translate from English to Amharic.

4.11 Operational definition

Patient satisfaction: - is a function of expectation and importance of each point of contact. Patients' satisfaction was classified; into two categories satisfied and dissatisfied based on their respond and scored below/above mean satisfied/dissatisfied respectively(21).

Fully satisfied – refers to participants who respond as very / quite/ completely satisfied for satisfaction items(39).

Not fully satisfied: - refers to participants who respond as not at all / barely satisfied for satisfaction items(39).

Patient satisfaction with nursing care: - is defined as the patients' opinion of the care received from nursing staff and is acknowledged as an outcome indicator of the quality of nursing care.

Duration of stay: The number of days of stay to the hospital wards since admission(38).

4.12 Ethical Considerations

Official letters were written from Wolkite University College of medicine and health science department of Nursing to Wolkite University specialized and teaching Hospital. Indicating the purpose and objective of the research and requesting their necessary cooperation. After the objective & purpose of the research and the data collection process is explained to each respondent, their verbal consent was obtained by participating on voluntary basis, they have skipped and another respondent to taken alternatively. Data was collected anonymously and privacy of individuals kept secure throughout the study process.

CHAPTER FIVE: RESULTS

5.1. Socio-demographic characteristics of the respondent

From the below table, the total of 420 planned study participants, complete response rate was 414(98.57%) (Table 1).

Among 414 participants more than half 247(59.7%) were male. From the Total of 414 participants majority of them 274 (66.2%) were married (Table 1). Most of the respondents 187 (45.2%) were religion of orthodox follower and closed to one fourth of participants 103 (24.9%) were educated (Table1).

Table 1: Socio demographic characteristics of the respondent, Wolkite University specialized teaching Hospital, July 2022(n=-414).

Variable	Category	Frequency (N)	Percentage (%)
Sex	Male	247	59.7
	Female	167	40.3
Age	18-39	301	72.7
	40-59	82	19.8
	>60	31	7.5
Religion	Orthodox	187	45.2
	Muslim	131	31.6
	Catholic	51	12.3
	Protestant	40	9.7
	Other	5	1.2
Marital status	Single	126	30.4
	Married	274	66.2
	Divorced	11	2.7
	Widowed	3	.7
Ethnicity	Gurage	231	55.8
	Amhara	81	19.6
	Oromo	75	18.1
	Others	27	6.5
Educational level	Unable To Read and Write	78	18.8
	Read & write	84	20.3
	Primary Level	49	11.8
	High School	46	11.1
	Diploma	54	13.0
	Degree & above	103	24.9
Admitted ward	Medical	206	49.8
	Surgical	159	38.4

	Gynecology	49	11.8
Occupation	Government Employment	government employment	28.5
	Farmer	Farmer	26.3
	Merchant	Merchant	15.9
	Daily Labor	daily labor	11.1
	Others	Others	18.1
Monthly income	<5000	269	65.0
	5000-10000	127	30.7
	>10000	18	4.3

5.2 Clinical Characteristic of Patients

Among 414 participant's patients 248(59.9%) were experienced with hospitalization for the first time, 152(36.7%) were with comorbid disease, 175(42.3%) has history of surgery and 144(34.8%) was developed complication. From 414 respondent of 414 patients were 314(75.8%) stayed hospital between 3 to 7 days.

Table 2: Clinical characteristics of patients

Variable	Categories	Frequency	Percentage
Experience with hospitalization	First	248	59.9
	Second	126	30.4
	more than two visits	40	9.7
Do you have other comorbid disease	Yes	152	36.7
	No	262	63.3
If your response to question No3 is yes circle what you have if you say no jump to questioner 5	Asthma	30	7.2
	Hypertension	47	11.4
	diabetic mellitus	32	7.7
	Renal failure	9	2.2
	Other	37	8.9
Do you have history of surgery	Yes	175	42.3
	No	239	57.7
If yes for Question number 5 what was the types of operation	general surgery	134	32.4
	orthopedics surgery	3	.7
	Neurology	5	1.2
	cardiothoracic surgery	8	1.9
	gynecology surgery	22	5.3
	ent surgery	3	.7

Have you developed Complications after you received treatment?	Yes	144	34.8
	No	270	65.2
If your response to question No.7 is yes circle what you have if you say no jump to questioner 9	Pain	105	25.4
	Bleeding	16	3.9
	wound infection	9	2.2
	Other	14	3.4
Length of hospital stay in a day	<3days	65	15.7
	3-7	314	75.8
	7-14	2	.5
	>14	33	8.0

5.3 Overall Satisfaction of the Respondents

Overall satisfaction among the respondents were 82.6% satisfied with (CI: 78.5, 86.1) and 17.4% were dissatisfied.

(Fig 2).

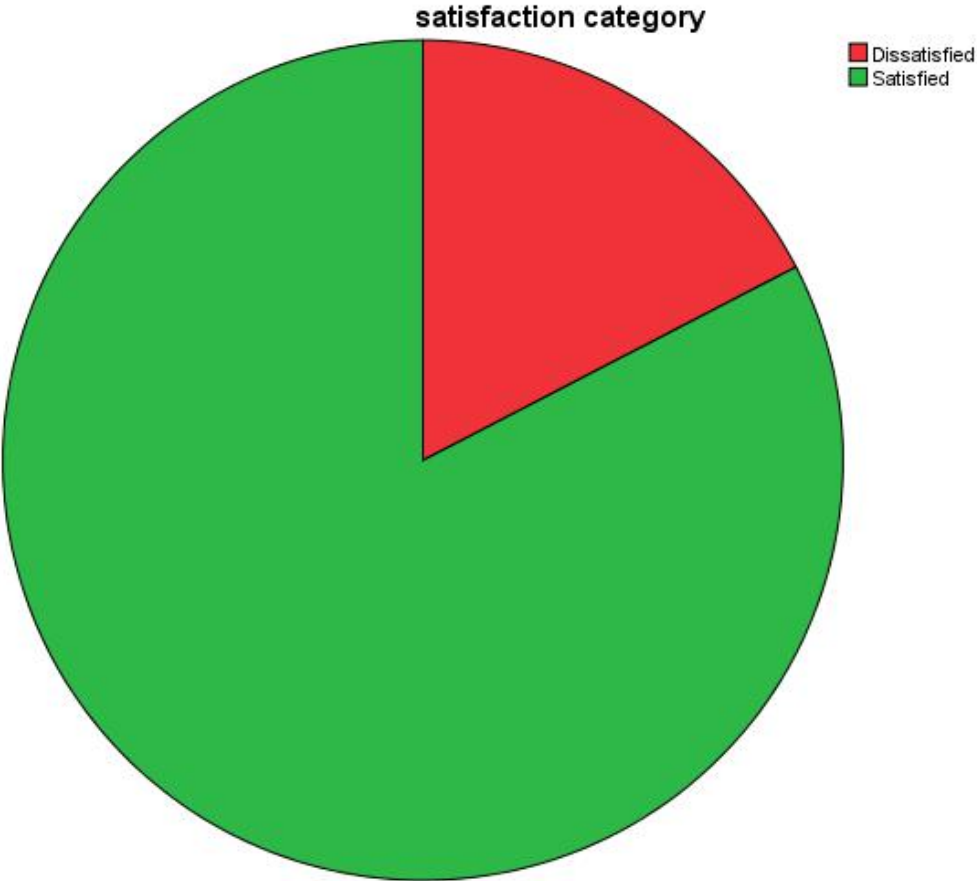


Figure 2 Overall Satisfaction of the Respondents WKUSTH, March-2022 Overall satisfaction.

5.4 Factors associated with satisfaction

Binary Logistic regression was used to select candidate variables for final model. By this analysis sex, age, ethnicity, comorbid disease and Length of hospital stay in a day were associated with patient satisfaction. On multivariable logistic analyses, the overall dissatisfaction was significantly associated with age, ethnicity, comorbid disease and occupation (table 3).

Among respondents who did not satisfy with age >40 was (AOR=4.227,95%CI:1.181, 15.130) times less likely when compared to those who were age <40.

Participants who were government employed 50% (AOR=0.50, CI: 0.003, 0.913) times more likely to be satisfied than participants who were non-government employed and unemployed. Respondents those are dissatisfied by comorbid disease were (AOR=7.074, CI: 1.479, 33.844) more likely to be satisfied than participants who were with comorbid disease. (Table 3).

Table 3: Factors associated with patient satisfaction

Variable	Category	Satisfaction		COR,95%CI	AOR,95%CI	P. value
		Yes(S)	No (D)			
Sex	Male	240(97.2%)	7(28%)	1	1	1
	Female	157(94%)	10(6%)	2.184(0.814-5.857)	2.249(0.676-7.489)	0.186
Age	18-39	289(97%)	9(3%)	1	1	1
	>40	108(93.1%)	8(6.9%)	2.379(0.895-6.323)	4.227(1.181-15.130)	0.027
Ethnicity	Gurage	216(93.5%)	15(6.5)	1	1	1
	Other	181(98.9%)	2(1.1)	0.159(0.36-705%)	0.051(0.070-0.13)	0.002
Occupation	Government employment	112(94.9%)	6(5.1%)	1	1	0.042
	Farmer	106(97.2%)	3(2.8%)	0.252(0.030-2.138)	0.144(0.012-1.743)	0.128
	Merchant	61(92.4%)	5(7.6%)	0.477(0.049-4.680)	0.440(0.035-5.566)	0.526
	Daily labor	44(95.7%)	2(4.3%)	0.165(0.019-1.449)	0.038(0.003-0.517)	0.014
	Others	74(98.7%)	1(1.3%)	0.297(0.026-30375)	0.50(0.003-0.913)	0.043
Comorbid disease	Yes	150(98.7%)	2(1.3%)	1	1	1
	No	247(94.3%)	15(5.7%)	4.555(1.027-20.195%)	7.074(1.479-33.844)	0.014
Length of hospital stay	<3days	57(87.7%)	8(12.3%)	1	1	1
	>4days	340(97.7%)	9(2.6%)	0.001(0.070-0.509)	0.087(0.023-0.337)	0

CHAPTER SIX: DISCUSSION

Satisfaction of patients from nursing services is an important indicator for evaluating the quality and quantity of providing nursing care to patients. The overall state of satisfaction 82.6% (CI:78.5, 86.1) of the respondent in this study was high compared to other studies. Similar studies, According to a cross-sectional study conducted by Tehran University of Medical Sciences , 78.1% of patients were satisfied with the general status of hospitals(16). According to cross-sectional research conducted in Sudan's Khartoum Teaching Hospital, overall satisfaction was 73%, indicating that general satisfaction with the services is good (18). According to a survey conducted in Debre Berhan Referral Hospital in Debre Berhan, Ethiopia, about half of the hospitalized patients were happy with nursing care (49.2% of patients) (22). The study done at Hawassa university specialized hospital in SNNPR of Ethiopia was 47%. Findings of this study indicated that the patients were satisfied with the overall nursing care and their satisfaction level exceeded their expectations. The difference may due to the change in time with awareness of health providers and also patient's awareness to request their right.

On multivariable logistic analyses this study, the overall dissatisfaction was significantly associated with age, ethnicity, comorbid disease and occupation. similar study show that Patient characteristics and sociodemographic including age, gender, marital status, occupation, and education are all linked to patient satisfaction with health care services. (27). according to a study conducted in Debre Berhan Referral Hospital in Debre Berhan, Ethiopia (31), and the education level of patients and the type of clinics had a significant influence on patient satisfaction (29). According to a study, overall satisfaction was 55.1%. Only sex and occupation were found to be significant predictors of patient satisfaction with nursing care (30). Patient satisfaction was found to be linked to patient factors such as age, sex, educational level, work status, and health status in similar investigations. According to a study, several socio-demographic characteristics, length of stay, and previous admittance have varying degrees of impact. In general, older respondents report higher levels of satisfaction (31). Patient satisfaction was found to be substantially associated with patient department, age, and occupation in a previous study at Bahirdar Felege Hiwot Referral Hospital in North West Ethiopia (32).The main difference here is others show factors of satisfaction not dissatisfaction .

This study showed that patient satisfaction about the Nurse explaining well and listening careful to patient was (82.6%), this was higher than the study conducted in public hospitals of eastern Amhara region, Northwestern Ethiopia, 2020, which is 48.4%.

CHAPTER SEVEN: STRENGTH AND LIMITATION

7.1. Strength

- Team work for all the activities and contribution of all the members and constructive direction of the advisors.

7.2 Limitation

- Since patients were interviewed in the hospital setting, they might give responses favoring the care provider resulting in social desirability bias.

CHAPTER EIGHT: CONCLUSION

The overall state of satisfaction of the respondent in this study was high compared to other studies. The study revealed assessing satisfaction of patients is important, simple and cost effective way for evaluation of hospital services and has helped finding that indoor patients admitted in Wolkite University Specialized Teaching Hospital were more satisfied access to service- laboratory and x-ray diagnosis, adequacy and maintenance of ward equipment, cleanliness of the ward, nurse explaining well and listening careful to patient and treat with respect and good behavior, the time to discuss with nurses about their condition and treatment and the amount of privacy nurses gave them. The patients were highly satisfied with overall quality of hospital care, nursing care and reported that they would recommend this hospital to their families and friends.

CHAPTER NINE: RECOMMENDATION

Based on the finding of the study the following important recommendation is forward respective body on increasing satisfaction of patients and researchers who are engaged in this area. Therefore, this study recommends to: -

Hospital decision makers

- The hospital managers should consider institutional factors and improve to increase satisfaction of patients
- Exit interviews should be done in the future on patients' satisfaction with nursing care in order to minimize social desirability bias.

Health care providers

- Nurses should keep up and advance their provision of services in order to make their patients more satisfied.

Other researchers

- Further studies should be considered to explore the needs of patients and to identify types of interventions that will have a positive impact on the satisfaction of patients.

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ANNEX

INFORMED CONSENT

Hello!!

We are Fourth year nursing students in Wolkite University. We are conducting a study to assess patient satisfaction towards nursing care. We would like to interview you a few questions about your experience and opinion of nursing care while you are in this Hospital ward. The objective of this study is to assess patient satisfaction towards nursing care in this hospital, which is important to improve the patient satisfaction so as to facilitate the healing process of the patients. Any information collected from a client will be kept highly confidential

Are you voluntary to participate in this research by answering to the questions in this questionnaire?

1. YES 2.NO

If YES, put your signature -----

Respondents' Questionnaire

English Version

This questionnaire is adapted and modified from different similar researches that were done previously.

Section1. Socio demographic related questions

No	Statements	Alternative response	Remark
1.	Sex	1. Male 2. Female	
2.	Agein years	
3.	Religion	1 Orthodox 2 Muslim 3 Catholic 4 Protestant 5 Others specify.....	

4.	Marital status	<ol style="list-style-type: none"> 1. Single 2. Married 3. Divorced 4. Widowed 	
5.	Ethnicity	<ol style="list-style-type: none"> 1. Gurage 2. Amhara 3. Oromo 4. Others specify..... 	
6.	Education level	<ul style="list-style-type: none"> • Un able to read and write • Read & write • Primary level • high school • Diploma • Degree and above 	
7.	Admitted ward	<ol style="list-style-type: none"> 1. Medical 2. Surgical 3. Gynecology 	
8.	Occupation	<ol style="list-style-type: none"> 1. Government employment 2. Farmer 3. Merchant 4. Daily labor 5. Others specify..... 	
9.	Monthly income ETB	

Section 2. Clinical Characteristic of Patients

No	Statements	Alternative response	Remark
1.	Medical diagnosis /problem/		
2.	Experience with hospitalization?	<ol style="list-style-type: none"> 1. First visit 2. Second visits 3. More than two visits 	
3.	Do you have other co morbid diseases?	<ol style="list-style-type: none"> 1. Yes 2. No 	
4.	If your response to question No3 is yes circle what you have if you say no jump to questioner 5	<ol style="list-style-type: none"> 1. Asthma 2. Hypertension 3. Diabetes Mellitus 4. Psychiatric 5. Renal failure 6.Others (Specify) ----- 	
5.	Do you have history of surgery?	<ol style="list-style-type: none"> 1. Yes 2. No 	

6.	If yes for Question number 5 what was the types of operation?	1. General surgery 2. Orthopedics surgery 3. Neurosurgery. 4. Urology. surgery 5. Cardiothoracic surgery 6. gynecology surgery 7. ENT surgery	
7.	Have you developed Complications after you received treatment?	1. Yes 2. No	
8.	If your response to question No.7 is yes circle what you have if you say no jump to questioner 9	1. Pain 2. Bleeding 3. Wound infection 4. Others -----	
9.	Length of hospital stay in a day?		

Section3. Patient satisfaction related questions

No.	Statements	Not at all satisfied	Barely satisfied	Quite satisfied	Very satisfied	Completely satisfied
1	The amount to time nurses spent with you	1	2	3	4	5
2	How capable nurses were at their job	1	2	3	4	5
3	There always being a nurse around if you needed one	1	2	3	4	5
4	The amount nurses knew about your care	1	2	3	4	5
5	How quickly nurses came when you called for them	1	2	3	4	5
6	The way the nurses made you feel at home	1	2	3	4	5
7	The amount of information nurses gave to you about your condition and treatment	1	2	3	4	5
8	How often nurses checked to see if you were okay	1	2	3	4	5
9	Nurses' helpfulness	1	2	3	4	5
10	The way nurses explained things to you	1	2	3	4	5
11	How nurses helped put your relatives' or friends' minds at rest	1	2	3	4	5
12	Nurses' Manner in going about their work	1	2	3	4	5

13	The type of information nurses gave to you about your condition and treatment	1	2	3	4	5
14	Nurses' treatment of you as an individual	1	2	3	4	5
15	How nurses listened to your worries and concerns	1	2	3	4	5
16	The amount to freedom you were given on the ward	1	2	3	4	5
17	How willing nurses were to respond to you requests	1	2	3	4	5
18	The amount to privacy nurses gave you	1	2	3	4	5
19	Nurses' awareness of you needs	1	2	3	4	5
20	How clear and complete the nurses' explanations were about tests, treatments, and what to expect.					

Section4. Patient perception related questions

No.	Statements	Response				
1.	Overall quality of care and service you received during your hospital stay.	1	2	3	4	5
2.	Overall quality of nursing care you received during hospital stay.	1	2	3	4	5
3.	Based on the nursing care I received, I would recommend this hospital to my family and friends.	1	2	3	4	5

Key 1: Poor, 2: Fair, 3: Good, 4: Very Good, 5: Excellent

