

**ORIGINAL RESEARCH ARTICLE****PATIENTS' SATISFACTION WITH HOSPITAL SERVICES IN KATHMANDU****D Subedi<sup>1</sup>\*, K Uprety<sup>2</sup>**<sup>1</sup> Department of Midwifery, Nursing Campus, Institute of Medicine, Maharajgunj, Kathmandu, Nepal.<sup>2</sup> Department of Paediatrics, Nursing Campus, Maharajgunj, Kathmandu, Nepal

*\*Correspondence to: Ms Durga Subedi, Department of Midwifery, Nursing Campus, Institute of Medicine, Maharajgunj, Kathmandu, Nepal.  
Email: durgasubedi2014@yahoo.com*

**ABSTRACT**

Patient satisfaction is valid indicator for measurement of service quality. Patient's opinions are important because dissatisfaction suggests opportunities for improvement of health services in the hospital. The objective of this study was to assess the patient satisfaction with hospital services. Descriptive survey study design was adopted for this study. The population of the study was the clients who have been inpatient in Tribhuvan University Teaching Hospital (TUTH) in Kathmandu. Non probability purposive sampling technique was used and 222 patients was selected through face to face interview using a structured and semi-structured questionnaire. Data was collected from 15<sup>th</sup> June to first October 2013. The data were analyzed by using descriptive statistics such as frequency, percentage, mean and standard deviation. Using Shapiro-Wilk test for normality. The result shows that on an average patients had higher satisfaction in technical skills (mean score  $\pm$  SD 3.78 $\pm$ 0.33) followed by hospital policy (3.37 $\pm$ 0.43), accessibility skill (3.33 $\pm$ 0.43), interpersonal skill (3.31 $\pm$ 0.36) and least satisfied with room service of the hospital (mean: 2.58 $\pm$ 0.29). Based on the study finding, it is concluded that overall patient satisfaction was good regarding the quality of health care services of TUTH. Among the different domains of patient satisfaction, respondents were highly satisfied with technical skill of the nurses and doctors. Although the overall services provided by TUTH are satisfactory it is necessary to improve the room services which include overall cleanliness and comfort of the patient.

**Key word:** *Hospital services, Patient, Satisfaction.*

**INTRODUCTION**

Patient satisfaction is valid indicator for measurement of service quality. Patient's opinions are important because dissatisfaction suggests opportunities for improvement of health services in the hospital. Patients' judgment of hospital service quality and their feedback are essential in quality of care monitoring and improvement.<sup>3</sup> Patient satisfaction is an important measure of service quality in health care organization. So, health care facilities are interested in maintaining high levels of satisfaction in order to stay competitive in the health care market. Nursing care has a prominent role in patient satisfaction.<sup>12</sup> Major determinants of patient satisfaction were physical comfort, emotional support, and respect for patient preference.<sup>3</sup> This study was undertaken with the objective to assess the patients' satisfaction with hospital services. A better understanding of the determinants of patient satisfaction might help policy and decision makers adopt and implement effective measures to improve health care services in the hospital.

**MATERIAL AND METHODS**

Descriptive survey design was adopted to conduct this study. The research was done in inpatient department of Tribhuvan

University Teaching Hospital (TUTH), Maharajgunj in Kathmandu. Non probability purposive sampling technique was adopted. 222 patients admitted in the different wards (Medical, Surgical and Orthopaedic) of TUTH who were over the age of 16 years of age and admitted to the hospital for a minimum five days were included in this study. Structured and semi-structured questionnaire was developed. The patient's satisfaction instrument was 34 items, with five dimensions of satisfaction with hospital service. Each item had 5 point Likert Scale which ranged between 1 and 5. Likert Scale ranged from very unsatisfied to very satisfied; dissatisfaction was that of score 1 & 2 while satisfaction was that of score 4 & 5 and the score 3 for those who were fair or neutral. A mean of less than 3 was classified as being dissatisfied with the service. A mean that is greater than 3 was classified as being satisfied with the service provided, and a mean greater than 4 as being highly satisfied with the service. Data was collected from 15<sup>th</sup> June to first October 2013. Data were then analyzed by using descriptive statistics such as frequency, percentage, mean and standard deviation and normality test.

**RESULTS****Table 1: Socio-demographic Characteristics (n=222)**

<b>Variables</b>	<b>Number</b>	<b>Percent</b>
<b>Age ( in year)</b>		
16-30	33	14.86%
31-45	59	26.58%
46-60	76	34.23%
61 and above	54	24.32%
Median age: 49.75		
<b>Sex</b>		
Male	117	52.70%
Female	105	47.30%
<b>Marital Status</b>		
Married	156	70.3%
Unmarried	39	17.6%
Widow	27	12.2%
<b>Education</b>		
Illiterate	56	25.2%
Primary	56	25.2%
Secondary	30	13.5%
College	24	10.8%
Bachelor	43	19.4%
Masters	13	5.9%
<b>Occupation</b>		
Agriculture	78	35.1%
Service	46	20.7%
Business	41	18.5%
Households	17	7.7%
Labor	12	5.4%
Others	28	12.6%
<b>Enough Income</b>		
No	95	42.8%
Yes	127	57.2%

Table shows that majority 34.23% of respondents were age group between 46 to 60 years whereas 14.86% were between 16 to 30 years of age. Almost half (52.70%) of the respondents were male. Regarding marital status, 70.3% respondents were married whereas 17.6% unmarried and 12.2% were widow. Seventy- four percent of respondents were literate whereas 25.2% were illiterate. Among the literate, 25.2% had primary education and more than half (57.2%) of respondent had enough income.

**Table 2: Satisfaction with Room Services (n=222)**

Room Services	Very unsatisfied	Unsatisfied	Fairly satisfied	Satisfied	Very satisfied
Cleanliness of Hospital's Ward	9(4.1%)	24(10.8%)	179(80.6%)	10(4.5%)	0%
Cleanliness of Bed	8(3.6%)	24(10.8%)	181(81.5%)	7(3.2%)	2(0.9%)
Security and Safety	8(3.6%)	13(5.9%)	183(82.4%)	16(7.20%)	2(0.9%)
Satisfaction with Food available at Hospital (n=102)	12(11.76%)	5(4.90%)	58(56.86%)	25(24.51%)	2(1.96%)
Satisfaction with comfort for Rest and Sleep	0%	14(6.30%)	61(27.50%)	145(65.30%)	2(0.9%)

Mean  $\pm$ SD 2.57  $\pm$  .29

Study revealed that about patient's satisfactions with room services, 80.6% of respondent mentioned that they were fairly satisfied with the cleanliness of the hospital's ward, 81.5% were fairly satisfied with cleanliness of bed, 82.4% were fairly satisfied with security and safety. Regarding food services, out of 222 only 102 respondents had taken foods, among them 56.86% were fairly satisfied with it. In response to room, 65.3% answered that they felt very comfortable for rest and sleep.

**Table 3: Satisfaction with Interpersonal Skill**

n=222					
Interpersonal Skill	Never	Sometimes	Fairly	Often	Very Often
Communication with Nurse	5(2.3%)	26(11.7%)	70(31.5%)	120(54.1%)	1(0.5%)
Nursing staff bother to Answer your question	0(0%)	9(4.1%)	46(20.7%)	159(71.6%)	8(3.7%)
Feel comfortable and pleasant from nursing service	0(0%)	7(3.2%)	56(25.2%)	152(68.5%)	7(3.2%)
Doctors listen to you Carefully	0(0%)	2(0.9%)	43(19.4%)	167(75.2%)	10(4.5%)
Doctors Explain you what they are going to do for Treatment	2(0.9%)	20(9%)	84(37.8%)	109(49.1%)	7(3.2%)
Satisfied with Doctor's Advice	1(0.5%)	18(8.1%)	193(86.9%)	9(4.1%)	1(0.5%)
Doctors give you Adequate Time	1(0.5%)	13(5.9%)	139(62.6%)	69(31.1%)	0(0%)
Other staffs treat you with respect	2(0.9%)	28(12.6%)	148(66.7%)	43(19.4%)	1(0.5%)
Receptionists answer your query	6(2.7%)	129(58.1%)	73(32.9%)	14(6.3%)	0(0%)

Mean  $\pm$ SD 3.1  $\pm$  .36

Majority 54.1% of respondents answered that they were often satisfied with communication with nurse, 68.5% felt comfortable and were pleased with nursing service, 75.2% of respondents answered that doctors listened carefully, 49% mentioned that doctor explained about ongoing treatment and they were often satisfied with it. Regarding doctor's advice, 86.9% were fairly satisfied, followed by 62.6% who were satisfied with time given by doctors, 66.7% mentioned that they were fairly satisfied with respect given by other staff of the hospital, and 58.1% were occasionally satisfied with receptionists answering about their query.

**Table 4: Satisfaction with Technical Skill of Nurses and Doctors (n=222)**

Technical Skill	Very Poor	Poor	Fair	Good	Very Good
Medical Knowledge of Nursing Staff	2(0.9%)	8(3.6%)	20(9%)	188(84.7%)	4(1.8%)
Nurse Service	0(0%)	3(1.4%)	56(25.2%)	159(71.6%)	4(1.8%)
Quality of Examination you Receive from Doctor	0(0%)	10(4.5%)	42(18.9%)	164(73.9%)	6(2.7%)
Explanation of Doctor	8(3.6%)	15(6.8%)	45(20.3%)	154(69.4%)	0(0%)
Quality of Treatment you Receive	0(0%)	0(0%)	29(13.1%)	193(86.9%)	0(0%)

Mean±SD 3.78±.33

Majority 84.7% of the respondents felt that the medical knowledge of nursing staff was good. For nurse's service 71.6%, for quality of examination received by patient 73.9%, for explanation of doctor received by patient 69.4%, and for quality of treatment, 86.9% felt a good service respectively.

**Table: 5 Satisfactions with Accessibility (n=222)**

Characteristics	Very difficult	Difficult	Somehow easy	Easy	Very easy
Easy for Getting Treatment in OPD/ Emergency	1(0.5%)	20(9%)	72(32.4%)	123(55.4%)	6(2.7%)
Easy for Admission	43(19.4%)	80(36.0%)	65(29.3%)	30(13.5%)	4(1.8%)
Easy for Getting Bed	36(16.2%)	86(38.7%)	50(22.5%)	40(18.0%)	10(4.5%)
Easy for Assess Health Care Provider	5(2.3%)	14(6.3%)	22(9.9%)	175(78.8%)	6(2.7%)
Easy for Availability Specialist	15(6.8%)	10(4.5%)	103(46.4%)	88(39.6%)	6(2.7%)
Easy Access Lab Facility/Service	9(4.1%)	22(9.9%)	50(22.5%)	131(59.0%)	10(4.5%)
Drugs in Pharmacy are Available	30(13.5%)	103(46.4%)	22(9.9%)	67(30.2%)	0(0%)
Overall Quality Service	0(0%)	49(22.1%)	163(73.4%)	10(4.5%)	0(0%)
Satisfied Hospital Service	0(0%)	6(2.7%)	48(21.6%)	163(73.4%)	5(2.3%)
Refer your Family	1(0.5%)	4(1.8%)	51(23.0%)	141(63.5%)	25(11.3%)

Mean±SD 3.33±0.43

Above table shows that regarding response to getting treatment in OPD/ emergency, majority 55.4% mentioned that they were satisfied. 36% mentioned difficulty for admission and only 29.3% mentioned that it was somehow easy. Similarly, for getting bed 38.7% felt difficulty and 22.5% felt somehow ease.

Regarding accessibility of health care provider, 78.8% mentioned that it is easy to get health care provider. For availability of specialist service, 46.4% felt somehow easy.

For accessibility of lab facility 59% answered a good access, 68.9% reported a good ease to report. For pharmacy service, 46.4% of the respondent reported a poor service. For overall quality of service, 73.4% mentioned that it was good and satisfied with hospital service, 73.4% answered that it was good and 63.4% replied that they will recommend their family in TUTH for treatment.

**Table 6: Satisfaction with Hospital Policy**

n=222

Hospital Policy	Very Poor	Poor	Fair	Good	Very Good
Information System	7(3.2%)	20(9.0%)	80(36.0%)	115(51.8%)	0(0%)
Admission /Discharge Information	14(6.3%)	62(27.9%)	84(37.8%)	62(27.9%)	0(0%)
Visiting Hours	1(0.5%)	4(1.8%)	103(46.4%)	114(51.4%)	0(0%)
Record System	1(0.5%)	1(0.5%)	106(47.7%)	113(50.9%)	1(0.5%)
Payment System	1(0.5%)	12(5.4%)	55(24.8%)	146(65.8%)	8(3.6%)

Mean ± SD 3.37±0.43

Table shows that 51.8% mentioned that information system of hospital was good, 37.8% were fairly satisfied with admission/discharge information, 51.4% mentioned that visiting hours is good, nearly same present 50.9% mentioned that record system is good and two third (65.8%) of the respondent mentioned that payment system of the hospital is good.

**Table 7: Statistical Descriptive of Key Domains**

Key Domains	Minimum	Maximum	Mean	Std. Deviation
Room service	1.60	3.33	2.5782	.29265
Interpersonal skill	2.22	4.33	3.3133	.36099
Accessibility	2.09	4.36	3.3329	.42735
Hospital policy	2.00	4.20	3.3793	.43441
Technical skill	2.86	4.43	3.7819	.33140

Overall description of the key domains, of patient satisfaction where respondent were satisfied with technical skill. The result shows that on average patients had higher satisfaction in technical skills (mean  $3.78 \pm 0.33$ ) followed by hospital policy ( $3.37 \pm 0.43$ ), accessibility skill ( $3.33 \pm 0.43$ ), interpersonal skill ( $3.31 \pm 0.36$ ) and least satisfied with room service of the hospital (mean:  $2.58 \pm 0.29$ ).

**Table 8: Relationship between the Patients' Satisfaction and Independent variable**

	Age of the respondent	Sex of a respondents	Marital Status	Educational status	Sufficiency of income
Satisfaction with food at hospital	0.011	0.04	-.257**	0.008	-0.061
Communication with nurses	0.011	-0.005	0.076	.114*	0.006
Adequacy of time given by doctors	-.140 *	-0.007	-0.024	0.065	0.009
Nursing service	-0.017	.174**	0.036	-0.046	0.033
Doctor examinations	-0.003	.174**	0.007	-0.04	0.026
easy access lab	-0.04	.130*	-0.015	.148**	-0.053
Easy for reporting	-0.045	0.061	0.02	.117*	-0.099
rating the Information system	-0.005	-0.015	0.041	0.004	.153*
Record System	-0.025	0.091	0.005	.135*	-0.031
*. Correlation is significant at the 0.05 level.					
**. Correlation is significant at the 0.01 level.					

Table shows that there is satisfaction with food at hospital is statistically significant with marital status at 95% confidence level. Similarly, Higher the educational level, they are satisfied with the communication with nurses. Regarding adequacy of time given by doctors, lower age respondents are more satisfied than with higher age. The result also shows that sex of the respondent do matter in satisfaction level of the service provided by nurses and the doctors. On accessibility of lab, statistically, education level and sex of the respondents plays vital role. Similarly, regarding rating the information system, sufficiency of income has positive implication.

## DISCUSSION

Regarding the demographic characters, a study conducted by Sadjadian, et al on evaluating nursing care and patient satisfaction in 2004 in one of the cancer center of Iran showed that 52.3% of respondents were male, 26.6% were age group between 45-54 and 60.9% had enough income. Nearly similar result was found in this study where almost half 52.7% of the respondent were male, 34.23% of respondents were age group between 46 to 60 years, and 57.2% answered that their income was enough. This study reveals patient's satisfactions with room services, 80.6% of respondents mentioned that they were fairly satisfied with the cleanliness of the hospital's ward, 81.5% were fairly satisfied with cleanliness of bed. Study conducted by Jawahar SK, at a super specialty hospital in India, 50% of the patients were satisfied with regards to the cleanliness of the hospital.<sup>4</sup> In contrast, this study result revealed that more than 80% of the respondents were fairly satisfied with cleanliness of the hospital's ward.

The majority 82.4% were fairly satisfied with security and safety. Regarding food services, out of 222, only 102 respondents had taken foods, among them 56.86% were fairly satisfied with it. In response to room service, 65.3% answered that they were felt very comfortable for rest and sleep. This study reveals that 54.1% of respondents answered that they were fairly satisfied with communication with nurse, 71.6% were often satisfied with answer of respondents questions, 68.5% mentioned that nurses often treat them in a friendly way, 49% mentioned that doctor explained about ongoing treatment and they were often satisfied with it. Regarding doctor's advice, 86.4% were fairly satisfied. Study by Acharya & Acharya 93.2% of the subjects were satisfied with the examination by the doctor, and it was simple and easy to understand in 60% of the cases.<sup>2</sup> In another study by Prasanna KS, Bashith MA, Sucharitha S (2009) on 'Consumer satisfaction about hospital services: A study from the outpatient department of a private medical college hospital at Mangalore on consumer satisfaction about hospital services', satisfaction level regarding services by the finding the specialist in the department in OPD and availability of doctor in hospital were 88% and 99% respectively.<sup>6</sup>

This finding shows that 66.7% mentioned that they were fairly satisfied with respect given by other staff of the hospital, and 58.1% answered that they were occasionally satisfied with receptionists answer about their query. One of the study conducted by Sadjadian, et al., 'Patient satisfaction: a descriptive study of a breast care clinic in Iran' reported that majority of the respondents were satisfied with skill of nurses and doctor. Of 425 respondents, 87% of respondent mentioned that nurses were polite in communication and 89% said that the nurses were kind and helpful. This finding shows adherence with the results of this study. This finding also shows the respondents' satisfaction with technical skills of nurses. 84.7% were respondents said that the medical knowledge of nursing staff was good, they even thought good services for nurses' service 71.6%, quality of examination received by patient 73.9%, and experiences of doctors 84.7% and quality of treatment receive 86.9%. It means the more than 80% of the respondents were

satisfied with the technical skills of nurses and doctors of TUTH which is fundamental to patient care. Acharya JP, Acharya I, study on compliance and behavioral responses of patients in an outpatient clinic reported in 2003 that 93.2% of the subjects were satisfied with the examination by the doctor, and it was simple and easy to understand in 60% of the cases.<sup>2</sup>

Regarding admission, this study show 36% mentioned difficultly and only 29.3 % mentioned that it was somehow easy. Similarly for getting bed, 38.7% felt difficult and 22.5% felt somehow easy. In response to getting treatment in OPD/emergency, majority 55.4% mention that they were satisfied. For accessibility of lab facility 59% answered a good access, 68.9% reported a good ease to report. For pharmacy service, 46.4% of the respondent reported a poor service. For overall quality of service, 73.4% mentioned that it was good and satisfied with hospital service, 73.4% answered that it was good and 63.4% replied that they will recommended their family in TUTH for treatment. This finding shows 51.8% mentioned that information system of hospital was good, 37.8% were fairly satisfied with admission/ discharge information, 51.4% mentioned that visiting hours was good, nearly same present (65.8%) of the respondent mentioned that payment system of the hospital was good.

This study shows the overall description of the key domains of patient satisfaction. The result shows that on average patients had higher satisfaction in technical skills (Mean  $\pm$  SD 3.78 $\pm$ 0.33) followed by hospital policy (Mean  $\pm$  SD 3.37 $\pm$ 0.43), accessibility skill (Mean  $\pm$  SD 3.33 $\pm$ 0.43), interpersonal skill (Mean  $\pm$  SD 3.31 $\pm$ 0.36) and least satisfied with room service of the hospital (Mean  $\pm$  SD 2.58 $\pm$ 0.29).

## CONCLUSION

This study highlighted that overall patient satisfaction was good regarding the quality of health care services of TUTH. Among the different domains of patient satisfaction, respondents were satisfied, and fairly satisfied with room services. So, it is necessary to improve the room services especially overall cleanliness, and food supply. Hospital management might put policies for better supervision of contract workers who are assigned for cleaning and food preparation.

## ACKNOWLEDGEMENT

We would like to express heartfelt thanks to all the respondents who patiently provided the information and to the Hospital director, Nursing director and department head of medical, surgical, and orthopedic of Tribhuvan University Teaching Hospital for granting permission to conduct the study and institutional review board of TU, IOM for provide fund to conduct the study.

## REFERENCES

1. Al-Elisa, I, AL Mutar, M Radwan . A patients satisfaction with primary health care services at capital health region, Kuwait , Middle East. Journal of family medicine. 2005; 3.
2. Acharya JP, Acharya I . A study on compliance and

- behavioral responses of patients in an outpatient clinic. *Indian J Community Med.* 2003; 28(1):19-25.
3. Boyer L, Francois P, Doutrc E et al. Perception and use of the results of patient satisfaction surverviders in a French teaching hospital. *Int J Qual health care* 2006; 18: 359-64.
  4. Jenkinson C, Coulter A, Bruster S, Richards N, Chandola T. Patients 'experiences and satisfaction with health care: results of a questionnaire study of specific aspects of care. *Quality and Safety in Health Care.* 2004; 11:335-339.
  5. Jawahar SK. A Study on Out Patient Satisfaction at a Super Specialty Hospital in India. *Internet Journal of Medical Update.* 2007; 2(2):13-7.
  6. Kumari R, Idris M, Bhushan V, Khanna A, Agarwal M, Singh S. Study on patient satisfaction in the government allopathic health facilities of Lucknow district, India. *Indian J Community Med.* 2009; 34(1):35-42.
  7. Prasanna KS, Bashith MA, Sucharitha S. Consumer satisfaction about hospital services: study from the outpatient department of a private medical college hospital at Mangalore. *Indian J Community Med.* 2009; 34(2):156-9.
  8. Shikiar R, Rentz AM. Satisfaction with medication. An overview of Conceptual, methodological, and regulatory issues. *Value Health.* 2004; 7:204-15.
  9. Dagger T, Sweeney JC. The effects of service evaluation on behavioral intentions and quality of life. *Journal of Service Research* 2006; 19: 3-19.
  10. Oja PI, Kouri TT, Pakarinen AJ. From customer satisfaction survey to corrective actions in laboratory services in a university hospital. *International Journal of Quality in Health Care* 2006; 18: 422-8.
  11. Sing MM, Chadda RK, Bapna SJ . Assessment of hospital services by consumers: A study from a psychiatric setting. *Indian J Public Health.*2003; 47(1):14-21.
  12. Soleimanpour H, Gholipouri C, Salarilak S, Raoufi P, Vahidi RG, Rouhi AJ, et al. Emergency department patient satisfaction survey in Imam Reza Hospital, Tabriz, Iran. *Int J Emergency Med* 2011 4:2.
  13. Wagner D, Bear M. Patient satisfaction with nursing care, a concept analysis within a nursing frame work. *Journal of advanced nursing* 2009; 65 (3): 692-701.