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## **Assessment of Patients' Satisfaction with Nursing Care in Babcock University Teaching Hospital, Ilishan-Remo, Ogun State, Nigeria**

**AGBONJINMI, Lawrence Adewale**

Department of Maternal and Child Health,  
School of Nursing Sciences, Babcock University, Ilishan Remo, Ogun State

**AYORINDE, Adebola Margaret**

Nephrology Unit, ABUAD Multi-System Hospital, Ado – Ekiti, Ekiti State

**GBENGA-EPEBINU, Mary Ayodeji**

Department of Nursing, Faculty of Basic Medical Sciences, Ekiti State University, Nigeria

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**ABSTRACT:** *Patient satisfaction has become an established outcome indicator of the quality and the efficiency of the health care systems. Patient satisfaction with nursing services is considered the most important factor in the moulding of the overall patient satisfaction with hospital services, and reflects the ability of the provider to meet the patients' needs. This study therefore sought to investigate patients' satisfaction with rendered nursing care and services in Babcock University Teaching Hospital, Ilishan-Remo, Ogun State, Nigeria. This study adopted descriptive survey research design. The study population were in-patients who have spent at least one night on admission in Medical, Surgical, Obstetrics and Gynaecology wards. Convenient non-probability sampling technique was used in recruiting the 151 respondents of this study. The instrument for data collection was a pretested semi-structured self-administered questionnaire consisting of 4 Sections (A-D). The instrument was validated through face and content validity by experts in Nursing Science and Tests and Measurement. Test re-test method was used to establish the reliability of the instrument while the reliability coefficient value of 0.827 was derived after subjecting the data collected to Pearson's Moment Correlation Statistics. The questionnaires were distributed by the researcher conveniently to inpatients of the selected wards. Descriptive and inferential statistics were used to analyse the data collected. The findings revealed that Majority (93%) of the patients showed excellent satisfaction with the quality of nursing care received, and have positive perception (83.9%) and suitable experiences with nursing care (62.4%) during their stay on the wards. It was recommended among others that patients' opinion for improving quality of nursing care should be taken into considerations to improve the quality of nursing care.*

**KEY WORDS:** assessment, patient satisfaction, nursing care,

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## INTRODUCTION

Globally, nursing and midwifery services remain the backbone of health care system across the world. They represent 60-70% of the health personnel. Nurses are professionals who provide holistic health care to patients as well as healthy individuals. This holistic care rendered by nurses' improves the lifestyle of individuals as well as their families and social communities. Nursing care encompasses autonomous and collaborative care of individuals of all ages, families, groups and communities, sick or well and in all settings. It includes the promotion of health, the prevention of illness, and the care of ill, disabled and dying people (Edmealem, et al, 2019).

However, measuring patient satisfaction within health care settings has been limited. This is mainly because, as in other organizations and sectors, surveys have tended to focus on managers and clinician's agendas and not on questions meaningful to patients which can be translated into actions (Devkaran, 2014). Marquis (2014) argued that one of the greatest measures of quality is how an organization meets customer expectations and needs. Therefore nurse leaders play a major role in the efforts to provide quality and must understand consumer quality expectations and ensure that they meet and exceed those expectations. She further emphasized that People are more likely to opt for services they perceive as having better quality and thus able to meet their needs (Marquis, 2014).

Health care is changing rapidly and the need to improve quality in its delivery is increasing. Patient satisfaction is a central indicator for health care quality and reflects the ability of the provider to meet the patients' needs (Morris, et al, 2013). Assessing to what extent patients are satisfied with health services is clinically relevant, as satisfied patients are more likely to comply with treatment, take an active role in their own care, to continue using medical care services and stay within a health provider (where there are some selections to be made) and maintain with a specific system (Aiken, et al, 2013). Consequently, the nurse patient relationship has a powerful impact on patient satisfaction.

Patient satisfaction is a multidimensional concept which incorporates both medical and non-medical health care. It is the extent to which patients are happy with their healthcare, both inside and outside of the health facility. Patients' satisfaction gives providers insights into various aspects of medicine, including the effectiveness of their care and their level of empathy (Sarah, 2019), Measurement and understanding of the patient, caregiver, and family experience of healthcare provides the opportunity for reflection and improvement of health care and patient outcome. Since nurses give holistic care, patients' point of view to the nursing care is a good indicator of quality of nursing care (Berkowitz, 2016).

Given this link between patient satisfaction and quality nursing care, it is not surprising to learn that patient satisfaction is generally found to be high in organizations where there are good relationships between nurses and patients. This demonstrated importance has made satisfaction

with nursing care a critical issue in today's competitive health care environment, which places a premium on demonstrated effectiveness and public accountability (Olowe & Odeyemi, 2019). However, few studies have specifically been done on opinion of patients on their hospital experiences. In response, this study assessed patient satisfaction with nursing care in selected wards of the Babcock University Teaching Hospital. The study also compared patient satisfaction with nursing care among admitted patients and measure overall satisfaction with nursing care in selected wards of the hospital.

For this researcher, the problem is that, it is not known what matters most to patients when it comes to nursing care. Why is it that some patients are satisfied with nursing care while others are not? There is a need to find this out from the patients' perspectives, as well as their hospital experiences, views and needs. The lack of a consensus on what constitutes patient satisfaction with nursing care poses a major challenge for the health services and it has motivated and increased the interest of this researcher to undertake the interpretive, descriptive meta-synthesis of qualitative primary research findings (Felesia, 2019).

Patient satisfaction is essential due to the multiple reasons. Any unsatisfied patient will not come back to the hospital, and it will lead to loss of money of patient as well as wastage of resources. High satisfaction will indicate that hospital is working efficiently. On the other hand, poor satisfaction level will indicate management to improve the health services. The findings of this study will be important to monitor and improve the quality of nursing care and to inform policymakers for areas of improvement in the health care system of the country. This study therefore assesses patients' satisfaction with nursing care at selected wards of Babcock University Teaching Hospital, Ilisan, Remo, Ogun State, Nigeria. The study specifically examined:

1. the perception of quality nursing care among patients at selected wards of Babcock University Teaching Hospital;
2. the experiences of patients with rendered nursing care and services at selected wards of Babcock University Teaching Hospital; and
3. the determinants contributing to patients' satisfaction with nursing care at Babcock University Teaching Hospital.

### **Research Questions**

The following research questions were raised for this study:

1. What is the perception of quality nursing care among patients at selected wards of Babcock University Teaching Hospital?
2. What are the experiences of patients with rendered nursing care and services at selected wards of Babcock University Teaching Hospital?
3. What are the determinants contributing to patients' satisfaction with nursing care at Babcock University Teaching Hospital?

### **Research Hypotheses**

The following research hypotheses were generated for this study:

1. There is no significant association between patients' perception of quality of nursing care and satisfaction with nursing care
2. There is no significant association between patients' experience of nursing care and satisfaction with nursing care

### **METHODOLOGY**

This study adopted descriptive survey research design. The study population were in-patients who have spent at least one night on admission in Medical, Surgical, Obstetrics and Gynaecology wards of Babcock University Teaching Hospital, Ilishan-Remo, Ogun State, Nigeria. Convenient non-probability sampling technique was used in recruiting the 151 respondents of this study. The instrument for data collection was a pretested semi-structured self-administered questionnaire consisting of 4 Sections (A-D). Section A was used to collect data on socio-economic and demographic characteristics, Section B was used to collect data on patients' perception of quality nursing care and the rate of their satisfaction with rendered care, Section C was used to collect data on patients' experiences with rendered nursing care and Section D was used to collect data on determinants contributing to patients satisfaction. The instrument was validated through face and content validity by experts in Nursing Science and Tests and Measurement. Test re-test method was used to establish the reliability of the instrument while the reliability coefficient value of 0.827 was derived after subjecting the data collected to Pearson's Moment Correlation Statistics.

The questionnaires were distributed by the researcher conveniently to Inpatients of the selected wards as they seem available and in a stable condition suitable to answer these questions. The questionnaires were retrieved from respondents after completion. Descriptive and inferential statistics were used to analyse the data collected. Data were presented on frequency-percentage tables, and hypotheses were tested at 0.05 level of significance using Chi-square analysis.

## RESULTS

**Research Question 1:** What is the perception of quality nursing care among patients at selected wards of Babcock University Teaching Hospital?

**Table 1: Patients' Perception of Quality Nursing Care (n = 151)**

Item	Yes, I do	Frequency (%)		
		No, don't	I I can't I will	recollect enquire
Nurses are the most important healthcare workers in the hospital setting	133 (88.1)	14(9.3)	4(2.6)	0(0.0)
Information given by nurses is vital to my recovery	144(95.4)	4(2.6)	3(2.0)	0(0.0)
Nurses are knowledgeable enough to take care of all my health complaints	129(85.4)	20(13.2)	2 (1.3)	0(0.0)
Nurses attitude toward their patient's needs are helpful	97(64.2)	52 (34.4)	2 (1.3)	0(0.0)
Nurses are always available on ground and ready to attend to patients' need	119(78.8)	28(18.5)	4(2.6)	0(0.0)
Nursing care and services is necessary in the treatment of illness	131(86.8)	13(8.6)	7(4.6)	0(0.0)
Doctors diagnosis and prescription are affected or administered by the nurses	122(80.8)	16(10.6)	13(8.6)	0(0.0)
Failure to comply with pharmaceutical regimen can be dangerous to the health	124(82.1)	21(13.9)	3(2.0)	3 (2.0)
I can willingly recommend this hospital to any of my relatives and friends so as to seek medical and nursing services	117(77.5)	13(8.6)	15(9.9)	6 (4.0)

**Table 2: Respondents' Overall Perception of Quality Nursing Care**

Value	Score	Frequency	Percent (%)
Mean score = 6.1±0.8	Low (< 2)	20	13.2
	High (≥ 2)	131	86.8
Total		151	100.0

Table 1 revealed that 88.1% of the respondents perceived that nurses are the most important healthcare workers in the hospital setting, 95.4% perceived that information given by nurses is vital to their recovery, 85.4% perceived that nurses are knowledgeable enough to take care of all their health complaints, 64.2% perceived that nurses attitude toward their patient's needs are helpful, 78.8% perceived that nurses are always available on ground and ready to attend to patients' need, 86.8% perceived that nursing care and services is necessary in the treatment and recovery of

their illness, 80.8% perceived that what the doctors diagnosed and prescribed as treatment, are affected or administered by the nurses, 82.1% perceived that failure to comply with pharmaceutical regimen can be dangerous to your health and 77.5% were willingly recommending the hospital to any of their relatives and friends so as to seek medical and nursing services. Table 2 revealed that most of the respondents have high perception of quality nursing care.

**Research Question 2:** What are the experiences of patients with rendered nursing care and services at selected wards of Babcock University Teaching Hospital?

**Table 3: Patients Experiences with rendered Nursing Care (n = 151)**

Item	Yes, I do	Frequency (%)		
		No, don't	I I can't recollect	I will enquire
Experience of timely/quick interventions from nurses when required	119(78.8)	17(11.3)	15(9.9)	0(0.0)
Experience that nurses are careless, rude and unprofessional when rendering nursing services to you and other patients	30(19.9)	76(50.6)	45(29.8)	0(0.0)
Experience of nurses always involving you and your family in decision making regarding your treatment	48(31.8)	34(22.5)	46(30.5)	23(15.2)

**Table 4: Respondents' Overall Experiences with Nursing Care**

Value	Score	Frequency	Percent (%)
Mean score = 1.4±0.3	Low (< 2)	32	21.2
	High (≥ 2)	119	78.8
Total		151	100.0

It was revealed from table 3 and 4 that 78.8% (with mean score of 1.4±0.3) of the respondents experienced timely/quick interventions from nurses when required, 50.6% did not experienced nurses as careless, rude and unprofessional when rendering nursing services to them and other patients and 31.8% experienced that nurses always involve them and their family in decision making regarding their treatment.

**Research Question 3:** What are the determinants contributing to patients' satisfaction with nursing care at Babcock University Teaching Hospital?

**Table 5: Determinants contributing to Patients' Satisfaction with Nursing care  
(n = 151)**

Item	Yes, I do	Frequency (%)		
		No, I don't	I can't recollect	I will enquire
<b>Nature of Care Determinant</b>				
Nurses rendered individualized care specific to each illness	131(86.8)	17(11.3)	3(2.0)	0(0.0)
Nurses involved you and family/ significant others in your treatment plan	142(94.0)	5(3.3)	2(1.3)	2(1.3)
<b>Organizational and Environmental Determinant</b>				
Thought that nursing procedures were carried out at the wrong time to the extent that they do not allow you to rest properly	59(39.1)	54(35.8)	30(19.9)	8(5.3)
The environment/atmosphere in which nursing care is rendered is always noisy, rough and unclean	30(19.9)	54(35.8)	30(19.9)	8(5.3)
<b>Communication and Information Determinant</b>				
Explanations and information about prescribed tests, treatment and diagnostic results from nurses were clear, complete and stated in simple and understandable terms	111(73.5)	38(25.2)	2(1.3)	0(0.0)
Nurses being willing and happily prepared to listen and answer questions about your illness and hospital stay	110(72.8)	25(16.6)	12(7.9)	4(2.6)
<b>Professional-Technical Skills and Competence of the Nurse Determinant</b>				
Skilfulness with procedures and competency of nurses about their patient and treatment	124(82.1)	21(13.9)	4(2.6)	2(1.3)
<b>Interpersonal Relationships Determinant</b>				
Nurses' treatment of family with deserved respect?	114(75.5)	29(19.2)	4(2.6)	4(2.6)
Nurses communication and teamwork with doctors and other healthcare workers concerning your treatment	116(76.8)	35(23.2)	0(0.0)	0(0.0)
<b>Maintaining Dignity and Privacy Determinant</b>				
Patients safety and comfortability on the ward when nursing care is rendered	140(92.7)	11(7.3)	0(0.0)	0(0.0)

Table 5 revealed that 86.8% agreed that nurses render individualized care specific to their illness, 94.0% nurses involve them and family/ significant others in their treatment plan, 35.8% disagreed that nursing procedures were carried out at the wrong time to the extent that they do not allow them to rest properly, 35.8% disagreed that the environment/atmosphere in which nursing care is rendered is always noisy, rough and unclean, 73.5% agreed that nurses explanations and information sheet prescribed tests, treatment and diagnostic results are clear, complete and stated in simple and understandable terms, 72.8% agreed nurses are willing and happily prepared to listen and answer questions about your illness and hospital stay, 82.1% agreed that nurses are skilful with procedures and are competent about their patient and treatment, 75.5% agreed that they and their family were treated with deserved respect, 76.8% agreed that nurses communicate well and

work as a team with doctors and other healthcare workers concerning their treatment and 92.7% agreed that they felt safe and comfortable on the ward when nursing care is rendered.

### Test of Hypotheses

**Hypothesis 1:** There is no significant association between patients' perception of quality of nursing care and satisfaction with nursing care

**Table 6: Chi square analysis of the association between patients' perception of quality nursing care and satisfaction with nursing care**

		Satisfaction			Total	X <sup>2</sup> -value	df	p-value	Remark
		Excellent	Good	Poor					
Percept	Negative	15 (16.1)	27(58.7)	12(100.0)	54	49.1	2	<0.001	Significant
	Positive	78 (83.9)	19(41.3)	0(0.0)	97				

*Fisher's Exact Test was reported for small cell*

Table 6 revealed that patients' perception of quality nursing care was significantly ( $p < 0.001$ ,  $X^2 = 49.1$ ), associated with the Patient's Satisfaction with Nursing Care. It is therefore concluded that there is a significant association between patients' perception of quality nursing care and their satisfaction with nursing care.

**Hypothesis 2:** There is no significant association between patients' experience of nursing care and satisfaction with nursing care

**Table 7: Chi square analysis of patients' experience of nursing care and satisfaction with nursing care**

		Satisfaction			Total	X <sup>2</sup> -value	df	p-value	Remark
		Excellent	Good	Poor					
Expe	Unsuitable	35 (37.6)	27(58.7)	7(58.3)	69	6.3	2	0.04	Significant
	Suitable	58 (62.4)	19(41.3)	5(41.7)	82				

Table 7 revealed that patients' experiences with nursing care and services was significantly ( $p = 0.04$ ), associated with the patients' satisfaction with nursing care. It implies that the null hypothesis is rejected and that there was significant association between the experiences of patients and their satisfaction with nursing care.

## DISCUSSION

The findings of this study revealed that majority of the respondents had a positive perception of quality nursing care. This is evident as majority perceived nurses as the most important healthcare workers in the hospital setting, majority also perceived that information given by nurses is vital to their recovery, they perceived that nurses are knowledgeable enough to take care of all their health complaints, about two-third respondents perceived that nurses attitude toward their patient's needs are helpful, slightly above three-quarter perceived that nurses are always available on ground and ready to attend to patients' need, majority of respondents perceived that nursing care and services is necessary in the treatment and recovery of their illness, slightly above three-quarter perceived that what the doctors diagnose and prescribe as treatment, are affected or administered by the nurses, and they also perceived that failure to comply with pharmaceutical regimen can be dangerous to their health. Also, over half rated their satisfaction with rendered nursing care during their hospital stay as excellent. This is similar to a study by conducted by Muraleeswaran and Thenuka (2016) who reported that majority of respondents (91%) had positive perception on overall aspects of quality nursing care, while 39% had negative perception. Contrarily, Kewi, et al. (2018) reported that only 49.3% proportion of patients in Ethiopia had good perception of quality nursing care. This difference might be related might be related with variation in socio-demographic characteristics of study participants, the level of hospitals studied, nurse staffing and differences in doctor-patients relationships.

The findings of this study revealed that slightly above three-quarter of respondents had good experiences with rendered nursing services, as majority of the respondents experience timely quick interventions from nurses when required, approximately half did not experience nurses as careless, rude and unprofessional when rendering nursing services to them and other patients and almost one-third experienced nurses always involving them and their family in decision making regarding their treatment. This is similar to Olowe and Odeyemi (2019) findings who reported that majority (82%) of patients experienced good response time and quick interventions from nurses when required, as well as 65% had good experiences with nurses involving their families in care and decision making regarding their health.

On the determinants contributing to patients getting satisfied from nursing care and services rendered to them, the study findings revealed that majority of respondents agreed that nurses rendered individualized care specific to their illness, majority also revealed that nurses involve them and family/ significant others in their treatment plan, slightly over one-third of respondents disagreed that nursing procedures were carried out at the wrong time to the extent that they do not allow them to rest properly, and also disagreed that the environment/atmosphere in which nursing care is rendered is always noisy, rough and unclean, slightly below three-quarter of respondents agreed that nurses explanations and information about prescribed tests, treatment and diagnostic results are clear, complete and stated in simple and understandable terms, they also agreed nurses are willing and happily prepared to listen and answer questions about your illness and hospital

stay. Above three-quarter of respondents also agreed that nurses are skilful with procedures and competent about their patient and treatment, agreed that they and their family were treated with deserved respect, and also agreed that nurses communicated well and work as a team with doctors and other healthcare workers concerning their treatment and majority agreed that they felt safe and comfortable on the ward when nursing care is rendered. The study findings also revealed that slightly above three-quarter also described the support and words of encouragement pronounced by nurses as excellent. Conclusively, the study agreed to all of the identified factors as major determinants contributing to patients' satisfaction with nursing care. This is similar to Felesia (2019) who identified that determinants contributing to patient satisfaction with nursing care are complex and there is no consensus on the important factors contributing to patient satisfaction. Several determinants of patient satisfaction with nursing care include: socio demographic background of the patient, expectations of nursing care, organizational and physical environment, communication and information, participation and involvement, interpersonal relationships, medical and technical skills.

Also Tang, et al (2014) reported that patients are particularly concerned with the contribution of affective support such as nurses being caring, supportive, respectful, honest, empathy, patient, attentive and responsiveness towards their satisfaction. In addition, a study conducted in Taiwan and Jordan, by Tang, et al (2013) revealed that concern for privacy and involvement of family and friends in the patients' care have also been found to be an important factor in improving patient satisfaction with nursing care. Furthermore, patients are satisfied with the professional-technical competencies among the nurses. In contrast, literature showed that patients reported least satisfaction towards lack of decisional control towards their health management. Also a study by Rasheed, et al (2012) carried out in rural Bangladesh found out that the most powerful predictor for client satisfaction with services was provider attitude or behaviour, especially showing respect and politeness for patients.

## CONCLUSION

The results of the study emphasized the role of patient satisfaction as one of the indicators for measuring quality of nursing care and also their willingness to refer to another and return to the same facility for their healthcare needs. Patient satisfaction is often used in planning and evaluation of care. It is therefore necessary for nurse administrators and policy makers to include patients' views and opinions (perception) in the planning and evaluation of care. In this study, determinants that were found to contribute to patient satisfaction significantly are: quality of care, communication and information, professional-technical skills and competence as well as environmental factors and not necessarily the socio-demographic background of the patients. Nurses should therefore be made more sensitive to and aware of the importance of patients' feelings, opinions, right to information and autonomy, as well as involvement in decision making. It is also clear that evaluating patients' satisfaction should be constant so as to reformulate the baseline and to be able to assess interventions and changes in nursing care provision.

## Recommendations

Based on the findings of the study, the following recommendations were made:

1. Each patient should be called after discharge for their opinion regarding satisfaction with nursing care while on admission.
2. Patients' opinion for improving quality of nursing care should be taken into considerations to improve the quality of nursing care
3. Annual mandatory educational program for nurses should be designed to updates their knowledge on patient satisfaction.

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