



## Original Article

## Exploring Patient Satisfaction with Nursing Care and its Association with Gender at Tertiary Care Hospital Karachi

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## ABSTRACT

Patient satisfaction is critical to healthcare quality and significantly impacts patient outcomes and healthcare delivery. **Objectives:** To explore patient satisfaction with nursing care and its association with gender at a tertiary care Hospital in Karachi, Pakistan. **Methods:** This cross-sectional Analytical study was conducted at a tertiary care Hospital in Karachi from September 2022 to December 2022. Sixty participants were recruited through a convenient sampling technique from the medical ward. Data were collected through a pretested questionnaire which was reliable. **Results:** The study found that out of the 60 participants, 3% had a low level of satisfaction, 50% had a moderate level, and 47% had a high level of satisfaction regarding nursing care. Moreover, the study revealed no evidence of an association between gender and level of satisfaction. **Conclusions:** Based on the findings majority of the participants had a moderate to high level of satisfaction, with only a small percentage reporting low satisfaction. There was no evidence of a relationship between gender and satisfaction level. However, generalizing these findings to a larger population requires more investigation due to the small sample size.

## INTRODUCTION

The quality of healthcare delivery and how well patients do are both significantly impacted by patient satisfaction. Because nurses are essential to delivering high-quality patient care and ensuring patient satisfaction, nursing care quality is a critical component of healthcare quality overall. The patient's gender, among other factors, may impact how happy they are with their nursing care and how they view and interact with healthcare [1]. Patient satisfaction with healthcare has been demonstrated to be

impacted by gender in several ways. For instance, earlier studies have indicated that women are more likely than males to report dissatisfaction with care and may have higher expectations of healthcare providers. In addition, communication, decision-making, and care preferences between men and women may differ, impacting their satisfaction with nursing care [2, 3]. There has been little research on gender differences in nursing care despite the significance of gender in patient satisfaction [4]. In order

to ascertain whether there are gender variations in the satisfaction of patients with nursing care and to identify any potential contributing factors, it is essential to conduct research [5]. The main aims of a nurse's compassionate activities are to treat the patient's condition and to end their suffering. Giving their patients excellent nursing care enhances their contentment and quality of life [6]. Therefore, patients' socioeconomic status, age, education level, and ethnicity significantly impact how they perceive nurses' compassionate actions [7]. The healthcare system in Pakistan is evolving, and there is a lot of potentials to apply service quality principles there. Patients in Pakistan now have access to higher-quality medical care. Patients are the primary focus of any system providing medical services and the most significant benefactors of an enhanced healthcare system [8]. In many hospitals, particularly public hospitals, it has been observed that nurse caring behaviors are not applied sufficiently throughout hospitalization, leaving patients unhappy and adversely harming nursing care. Finding nursing interventions that the patient views as demonstrating care might be challenging. The patients' viewpoints are crucial for improving the nurses' caring acts. Patients feel anxious and have more difficulty coping due to the nurses' callous attitudes. Most nurses are uninformed of their obligations regarding patient care and compassion [9, 10]. Additionally, a study conducted in India discovered that rural parents had fewer unmet needs for their children's medical care, care coordination, and communication than urban parents [11]. The purpose of this study was to examine gender differences in patient satisfaction with nursing care and to pinpoint the causes of these variations. We want to determine if patient satisfaction with the caliber, responsiveness, and overall nursing care experience varies by gender. We also examined how patient choices, expectations, and demographics affect gender differences in patient satisfaction with nursing care. Healthcare practitioners can create targeted strategies to improve patient happiness and raise the standard of care by better-understanding gender disparities in patient satisfaction with nursing care [12]. Ultimately, this study seeks to advance knowledge of patient satisfaction with nursing care and highlight the necessity of gender consideration in healthcare delivery.

## METHODS

A cross-sectional Analytical study was conducted at Dr. Ruth K. M. Pfau, Civil Hospital Karachi, from September 2022 to December 2022. All male and female admitted patients of the medical ward of the selected hospital were part of the study. Mentally retorted and not willing participants were excluded from the study. Additionally, a sample size of 80 people was determined using open EPI

version 3 and a 95% confidence interval. The total sample size collected is 66. Additionally, because the pilot study only included 6 participants, or 10% of the overall sample size, 60 volunteers were recruited using non-probability convenient sampling. Study approval was taken from the principal of the Suvastu School of Nursing and health sciences. After the authorized person of the hospital took that permission and then visited the medical ward and explained the whole criteria to the medical ward's concerned patients, the consent form was explained to the patients, and they signed the consent form. The researcher explained the whole questionnaire to the participant, and then they filled accordingly. During the questionnaire distribution, every participant took 15 minutes to understand and fill accordingly. Moreover, while filling out the questionnaire, participants had queries they asked and ensured they understood. Study tools were designed with the help of literature, which consists of two components, 5 questions according to sociodemographics - Age, gender, marital status, level of education, and area of work. And the other component, which is 16 questions, assesses the patient's satisfaction regarding nursing care in the form of a Likert scale. The range of the scale is 1 to 5. Strongly disagree (1), disagree (2), neutral (3), agree (4), and strongly agree (5). The total scoring of the tool is 80. The questionnaire's cut-off value is 1-40 was considered a low level of satisfaction. Above 40-65 was considered a moderate level of satisfaction. Above 65 - 80 was considered a high level of satisfaction. A pilot study was done for the reliability of the tools on 10 % of the total sample size. The calculated Cronbach alpha value is 0.71. Data analysis were done using SPSS version 26.0. For the demographic variables, frequency and percentage were determined, and the chi-square test was successfully used to determine whether there was a gender difference.

## RESULTS

Table 1 shows the result of demographic variables. In terms of gender, the sample is almost evenly split, with 51.7% female and 48.3% male. Regarding age, the sample is also relatively evenly distributed, with 40% falling between 18-35, 28.3% falling between 36-55, and 31.7% aged 56 or above. In terms of marital status, the most of the participants are married (61.7%), followed by single individuals (28.3%), widows (6.7%), and divorced individuals (3.3%). Most of the sample (75%) reported being illiterate, with 10% having completed primary school and 15% completing secondary school. Finally, regarding occupational status, the sample was split, with 50% being workers, 33.3% being housewives, 10% being self-employed, and 6.7% being retired.

**Table 1:** Sociodemographic data

Demographic characteristics n=60	
Gender	Frequency (%)
Female	31(51.7)
Male	29(48.3)
Age	
18-35	24(40)
36-55	17(28.3)
56 above	19(31.7)
Marital status	
Married	37(61.7)
Single	17(28.3)
Divorced	2(3.3)
Widow	4(6.7)
Educational status	
Illiterate	45(75)
Primary school	6(10)
Secondary school	9(15)
Occupational status	
Worker	30(50)
Retired	4(6.7)
Self-employment	6(10)
Housewife	20(33.3)

Table 2 shows that out of the 60 participants, 3% had a low level of satisfaction, defined as a score below 40 on the tool. 50% had a moderate, defined as a score between 40 to 60, and 47% had a high level of satisfaction regarding nursing care, defined as a score between 61 to 80. This table summarizes participants' satisfaction levels and their corresponding scores on the tool.

**Table 2:** Levels of Satisfaction

Participant	Level of satisfaction	Score /total score 80
2 (3%)	Low level of satisfaction	Below 40
30 (50%)	Moderate level of satisfaction	40 to 60
28 (47%)	High level of satisfaction	61 to 80

Table 3 shows that Using a chi-square test, Since the p-value is 0.461, there is no evidence of an association between gender and level of satisfaction in this study.

**Table 3:** Association Between Gender and Levels of Satisfaction

Gender	Low	Moderate	High	p-value
Male	1(1.6%)	14 (23.3%)	14 (23.3%)	0.461
Female	1(1.6%)	16 (26.6%)	14 (23.3%)	

## DISCUSSION

Patient satisfaction is essential to healthcare quality, and understanding potential gender differences in satisfaction can help healthcare providers deliver more patient-centered care. The study was conducted in a tertiary care hospital in Karachi, Pakistan, with a significant gender gap in healthcare access and outcomes. According to the study's findings, out of 60 participants, 3% were unsatisfied with their nursing care, 50% were moderately

satisfied, and 47% were very satisfied. Similar results were discovered in a survey of hospital patients' satisfaction with nursing care, which revealed that 6.4% of patients were dissatisfied, 52.5% were somewhat satisfied, and 41.1% were highly satisfied [13]. Another study's findings in parallel show that 8.3% of patients were dissatisfied, 59.5% were moderately satisfied, and 32.2% were highly satisfied [14]. Similarly, another study's resemblances show that satisfaction with nursing care in a long-term care facility found that 2.7% of patients were dissatisfied, 68.8% were moderately satisfied, and 28.5% were highly satisfied [15]. In addition, another study's findings match ours and found that 5% of patients were dissatisfied, 70% were moderately satisfied, and 25% were highly satisfied [16]. Another study in Islamabad shows that 68% of participants were highly satisfied, and only 2% were rated "fair." Furthermore, the level of satisfaction in this study is almost 68%. It means that overall, participants' level of satisfaction strongly agreed with the care they got from nurses [17]. Present findings revealed an association between gender and satisfaction regarding nursing care. A previous study provides evidence that gender does not influence nursing care satisfaction [18]. Another study by Fuseini *et al.*, conducted on older adults found that gender did not significantly affect patient satisfaction with nursing care [19]. In a hospital context, male and female patients did not express significantly different levels of satisfaction with nursing care, according to a study done by Bukhari *et al.*, [20]. In contrast, a study in Pakistan by Hussain *et al.*, discovered that female patients were noticeably happier with nursing care than male patients [21]. A study involving 200 patients discovered that female patients were more satisfied with their nursing care than male patients. In a different study by Johansson *et al.*, male patients reported considerably lower nursing care satisfaction than female patients [22].

## CONCLUSIONS

Based on the findings presented, it can be concluded that most participants were highly satisfied with nursing care. In contrast, a smaller percentage had moderate or low levels of satisfaction. Additionally, there was no evidence of an association between gender and level of satisfaction, suggesting that both male and female participants were equally likely to report high, moderate, or low levels of satisfaction. However, due to the small sample size, more research is required to apply these findings to a larger population.

## Authors Contribution

Conceptualization: SUR

Methodology: AA, SUR

Formal analysis: TA, AA

Writing-review and editing: SUR, AB, ZA, YA, HA, FK, FMA

All authors have read and agreed to the published version of the manuscript.

### Conflicts of Interest

The authors declare no conflict of interest.

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