

## The Patients' Satisfaction with AU Nursing Students' Performance

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### Abstract

*This study addresses the broad theme of satisfaction, in the context of patient from the Outpatient Department at Damnoen Saduak Hospital, Ratchaburi province. The purpose was to assess the patients' satisfaction with AU nursing students' performance. A total of 114 patients who joined in health services at the Outpatient Department, Damnoen Saduak Hospital were used as case assignment under the supervision of the nursing students. Questionnaires were used for data collection. Data were analyzed by SPSS/PC program on percentage, means, standard deviation, and Pearson's product moment correlation coefficient.*

*The result of the study revealed that most patients were very satisfied with AU nursing students' performance in providing health-care services. There was no statistical correlation between socio-demographic factors and satisfaction with AU nursing students' performance in all categories, except for the quality of nursing care and age which have statistically significant correlation ( $r = 0.043$ ) ( $p$  - value  $< 0.05$ ). It is concluded from the result of this study that the desired professional features of nursing students should be sustained, and learning experiences as well as teaching-learning methods supporting nursing students' practice should be taken into consideration for improvement.*

**Keywords:** *Patients' satisfaction, AU nursing students' performance, Outpatient Department, coordination, courtesy, nursing information, quality of care, socio-demographic factors, health-care services.*

### Introduction

The Faculty of Nursing Science is committed to producing highly qualified nurses with well-rounded knowledge in nursing profession and management, with good command of English, morally sound with broad vision and positive attitude and wholeheartedly committed themselves to provide quality of health-care services to both local and international communities.

In nursing education system, the teaching and learning method is composed of nursing theory and nursing practice, and the nursing practicum is an especially important part of nursing education system. Not only the nursing students will have directed experience in nursing care but also nursing students will be able to apply theory to the nursing practicum.

The Faculty of Nursing Science is required to develop conducive working environments that would attract, retain, as well as challenge excellent faculty members and students who will eventually become qualified nurses and devote themselves to provision of quality health-care services for the betterment of the society.

### Objective

The present study investigated the patients' satisfaction with AU nursing students performance with the following objectives:

- ◆ To study the level of patients' satisfaction with nursing students' performance.
- ◆ To study the correlation between satisfaction and socio-demographic factor on the age and education level.

## Literature Review

The patient's satisfaction is an indicator for nursing performance measurement in addition to the patients' attitude toward nurses. Aday and Anderson (1975) obtained the patient's satisfaction with health-care services for evaluation of health-care systems. The criteria for satisfaction consists of six categories as follows:

1. Satisfaction with convenience in health-care services
2. Satisfaction with coordination
3. Satisfaction with courtesy
4. Satisfaction with medical information
5. Satisfaction with quality of care
6. Out-of-pocket cost.

Srilaenawat (1981) studied the quality of nursing care at the Ramathibodi Hospital by using an interview method with 500 patients. The result revealed that the patients were interested in nursing skills, personality and responsibility of the health personnel. They were moderately satisfied with the knowledge on nursing care, communication skill and decision making. Furthermore, two out of three patients were satisfied with nursing services. Sukcharoen (1981) has also shown the patients' bill of right on the health-care services. Most patients thought that they could choose the health services by themselves and could refuse medical treatments and nursing interventions concerned with them if they were not useful for themselves. Moreover, Yuttithum (1983) reported the correlation of patients' attitude toward nursing care's quality and nursing activities. The patients realized the importance of nursing care and nursing observation. According to the patients' attitude, they received a high quality of nursing services. The result of this study revealed that there was no statistical significant correlation between the patients' attitude to nursing care's quality and nursing activities. The suggestion is that the nurses should concern about conversation with both the patients and their relatives, including the provision of knowledge on diseases, their treatments and self-care.

Furthermore, Puekbutr (1991) studied the relationships between the ability of clinical performance and satisfaction of patients and nursing students of the Nursing College, Royal Thai Air Force. The purpose was to assess the nursing students' ability and satisfactory dexterity in clinical performances. In between the two groups, 45 sophomore nursing students of the academic year 1990 from Nursing College, Royal Thai Air Force and 238 patients in the Bhumibol Adulyadej Hospital were purposively selected as the samples of this study. An interview technique with two sets of questionnaires and observational form were used for data collection. The results of the study revealed that the majority of nursing students had high ability in clinical performances. Most students were moderately satisfied with their performance, while most patients were very satisfied with students' performance. There were no statistical significant correlation between nursing students' ability and patients' satisfaction.

## Conceptual Framework

From the above literature review, it appears that nursing education system only has nursing students as the input. The process is the teaching-learning method, both in theory and practice. The output is the highly qualified nurses. However, the patients' satisfaction reflected the quality of nursing services that they received. So, the author studied the satisfaction of nursing students in order to develop teaching / learning method to meet the vision of the Faculty of Nursing Science, Assumption University based on the following conceptual framework:

### Socio-Demographic Factor

Age  
Sex  
Education  
Occupation



### Patients' Satisfaction

Coordination  
Courtesy  
Nursing information  
Quality of care

## Research Methodology

### Population Samples

The population used in this study was 114 new patients of the Outpatient Department, of Damnoen Saduak Hospital, Ratchaburi province who were assigned to the fourth year nursing students in the academic year 1998.

### Instrumentation

The instrument used in this survey was a questionnaire. It consisted of two parts as follows:

**General Information:** Consists of six questions, namely sex, age, marital status, education level, occupation, and income.

**Patients' Satisfaction:** Consists of 40 questions which have been divided into:

- Coordination satisfaction: 5 questions
- Courtesy satisfaction: 10 questions
- Nursing information satisfaction: 10 questions
- Quality of care satisfaction: 15 questions

### Research Procedure

A survey method was used for data collection from August to September 1998. After the patients received all nursing services, including taking history, physical examination diagnostic review, nursing intervention, health education, coordination and referral system, the author distributed the questionnaire to 130 patients. There were 114 completed questionnaire forms that were returned (87.69%).

### Statistical Analysis

Percentage, means, and standard deviation were used in a conceptual framework based on socio-demographic factors and patients' satisfaction. The Pearson's product moment correlation coefficient was administered to correlate between the patient's satisfaction and the socio-demographic factor (educational level and age).

## Results

The results of this study were divided into three parts, namely (i) general information, (ii) patients' satisfaction level, and (iii) correlation between socio-demographic factors and patient's satisfaction. They are described below:

### General Information

It was found that for sex of the patients, there were more females than male (57.90% and 42.10%, respectively). A large group (29%) was between 40-49 years old. 59.90% of the patients were educated up to Prathom 4. 48.20% of the patients's occupation was found to be laborers. Those who have the income below Baht 3,000 per month was 36.8%.

### Patients' Satisfaction Level

**Coordination Satisfaction:** The patients had high satisfaction level with coordination ( $\bar{X} = 21.19$ , S.D. = 2.44) (Table 1). In particular the patients felt warm and relaxed while nursing students worked with the doctor ( $\bar{X} = 4.38$ , S.D. = 0.63) (Table 2).

**Courtesy Satisfaction:** Most patients were very satisfied with courtesy ( $\bar{X} = 39.86$ , S.D. = 5.25) (Table 1). It was found that the patients had the highest satisfaction level with nursing students who were friendly and were willing to interact with these patients ( $\bar{X} = 4.61$ , S.D. = 0.52) (Table 2).

**Nursing-Information Satisfaction:** Most patients were very satisfied with nursing information ( $\bar{X} = 40.78$ , S.D. 6.02) (Table 1). In particular, the nursing information was useful for patients and family ( $\bar{X} = 4.31$ , S.D. = 0.68) (Table 2).

**Quality-of-Care Satisfaction:** The patients had high satisfaction level with quality-of-nursing care. ( $\bar{X} = 60.87$ , S.D. = 6.65) (Table 1) It was found that the patients were very satisfied with nursing students who paid attention to them when the patients informed the nursing students about their illness history ( $\bar{X} = 4.58$ , S.D. = 0.55) (Table 2).



## The Correlation between Socio-Demographic Factors and Patient's Satisfaction

Information and quality of the results revealed that there was no statistical significant correlation between education and patient's satisfaction ( $r = -0.378$ ,  $r = 0.163$ ,  $r = 0.281$  and  $r = -0.437$ , respectively) (Table 3). Furthermore, statistical analysis was made on the correlation between age and satisfaction. It was found that there was no statistical significant correlation between the age and the coordination, courtesy, and nursing information ( $r = 0.532$ ,  $r = 0.054$ , and  $r = -0.085$ , respectively). However, there was statistical significant correlation between the quality of care and age ( $r = 0.043$ ) ( $p$ -value  $< (0.05)$  (Table 4).

## Discussion

From the present investigation, it was found that the majority of patients at the Outpatient Department, Damnoen Saduak Hospital, Ratchaburi province were very satisfied with AU nursing students' performance. It can be seen that there were high satisfactory levels in all categories, including coordination, courtesy, nursing information, and quality of care. The result of this study also showed that there existed a relationship between the patient's age and quality of care. It can be interpreted that the quality of AU nursing students' performance in the group of out patients at Damnoen Saduak Hospital was high. It can be deducted, therefore, that the effectiveness of teaching-learning processes of the Faculty of Nursing Science, Assumption University is satisfactory.

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Table 1. Mean and Standard Deviation of Patients' Satisfaction ( N = 114)

Patients' Satisfaction	$\bar{X}$	S.D.	Satisfaction Level
Coordination	21.19	2.44	High
Courtesy	39.86	5.25	High
Nursing Information	40.78	6.02	High
Quality of Care	60.87	6.65	High

Table 2. Mean and standard deviation of question about patients' satisfaction

Patients' satisfaction	$\bar{X}$	S.D.	Satisfaction Level
<b>1. Coordination</b>			
1.1 Nursing students give nursing cares without request of payment from patients.	4.32	0.80	High
1.2 Nursing students provide information before patient sees the doctor.	4.28	0.57	High
1.3 Patients feel warm and relaxed while nursing students work with the doctor.	4.38	0.63	High
1.4 Patients are assisted by nursing students to coordinate with another hospital.	4.03	0.78	High
1.5 If patients need to be checked-up in other units, nursing students give suggestion and help patients.	4.17	0.81	High
<b>2. Courtesy</b>			
2.1 Nursing students show respect in personal eligibility of patients.	4.41	0.66	High
2.2 Nursing students have friendly personality.	3.68	1.43	High
2.3 If patients have problems about diseases, they will ask nursing students.	3.28	1.20	Moderate
2.4 Nursing students use polite speech to talk with patients.	4.53	0.76	Highest
2.5 Nursing students help the patients with pleasure.	3.62	1.26	High
2.6 Nursing students have sympathy while patients express their feelings	4.14	0.91	High
2.7 Nursing students always smile and please to talk with patients.	4.61	0.52	Highest
2.8 When facing with situation of excitement, nursing students calm them down.	3.72	1.18	High
2.9 Patients are closely supervised by nursing students.	3.82	1.13	High
2.10 Nursing students have a good manner and neatness.	4.45	0.76	High
<b>3. Nursing Information</b>			
3.1 Nursing students introduce themselves and explain the steps of nursing care to patients.	4.25	0.75	High
3.2 Nursing students provide knowledge to patients and their family.	4.30	0.64	High
3.3 Nursing students provide important information to patients for making decision.	4.31	0.68	High
3.4 Nursing students explain to patients about causes of illness including signs and symptoms.	4.18	0.72	High
3.5 Nursing students advice the patients and give them the reason.	4.18	0.69	High

3.6 Nursing students are pleasant when patients ask questions or do not understand some information.	3.68	1.27	High
3.7 Nursing students inform the patients before giving nursing care to them.	4.32	0.63	High
3.8 Nursing students provide the information about Outpatient Department.	4.02	0.76	High
3.9 Patients are suggested about self-care by nursing students.	4.29	0.63	High
3.10 After nursing students advised, patients can do it correctly	3.59	1.20	High
<b>4. Quality of Care</b>			
4.1 Nursing students take a complete history of disease.			
4.2 Nursing students use a smooth interview technique.	3.59	1.20	High
4.3 Nursing students take all history of physical , mental, emotional and social health.	4.44	0.70	High
4.4 Nursing students pay attention to patients, when they tell their illness history.	4.25	0.72	High
4.5 Nursing students do not work in a hurry without paying interest in the patients.	4.20	0.82	High
4.6 Patients have met their health needs by nursing cares of nursing students	4.58	0.55	Highest
4.7 Nursing students have a confidence while providing nursing care.	3.03	1.41	Moderate
4.8 Nursing students provide nursing cares gently.	4.20	0.78	High
4.9 Patients feel comfort and relaxed when nursing students give nursing interventions.	4.25	0.67	High
4.10 Nursing students are professional in nursing performance.	3.56	1.07	High
	4.44	0.69	High

Table 3. The correlation between education and patients’ satisfaction ( N =114)

Patients’ satisfaction	Correlation coefficient ( r )
1. Coordination	-0.378
2. Courtesy	0.163
3. Nursing Information	0.281
4. Quality of Care	-0.437

Table 4. The correlation between age and patients’ satisfaction ( N = 114)

Patients ‘ Satisfaction	Correlation coefficient ( r )
1. Coordination	0.532
2. Courtesy	0.054
3. Nursing Information	-0.085
4. Quality of Care	0.043*

\* p – value < 0.05