

Satisfaction of Students Regarding Communication with Healthcare Providers at College Health Services

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Received: July 10, 2023
Copyright: Niraula et al. (2024)

Revised & Accepted: February 05, 2024



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Abstract

This quantitative descriptive study focuses on how satisfied college students are with communication from medical professionals at Atharva Business College in Nepal. The study was conducted from April 2023 to June 2023. The study includes 89 students, mostly female, aged 18 to 29, who received medical assistance at the on-campus Student Health Centre. Participants completed a questionnaire survey to score their satisfaction with several aspects of provider communication. The results show a high overall acceptance rate, with specific areas such as the greeting process, respectful treatment, and interest in patients' suggestions garnering positive comments. Most participants reported that they had excellent communication about their health problems, were involved in decision-making, and understood medical information. The findings highlight the importance of excellent provider communication in improving patient outcomes and satisfaction in a campus healthcare setting.

Keywords: Communication, healthcare provider, healthcare setting, quantitative descriptive study

Introduction

Healthcare management encompasses the administration, leadership and organization of healthcare system facilities and services (Gurung, Thapa, Khadka, Karki, & Neupane, 2020). While this period is characterized by many as time of changes and transitions such moving out of parents' home, gaining independence, and taking on more responsibilities, it also includes transitions to the college environment, adding responsibilities for own health routine and changes in healthcare (Arnett & Berk, 2007; 2012). It involves planning, coordinating and supervising the delivery of healthcare to ensure the efficient and effective provision of quality care to patients. Past examination (Kim & White, 2018) has shown areas of strength for that patient-supplier correspondence is fundamental for meeting the medical services needs for this segment. It is a multidisciplinary field that combines elements of business administration, public health, policy and leadership. Professionals in this field work in various sectors like hospitals, clinics, long-term care facilities, insurance companies, pharmaceutical companies, government agencies and consulting firms. The hypothesis of arising adulthood, created by (Arnett J. J., 2007), conceptualizes early grown-up advancement from the finish of puberty through the mid-to-late 20's. (Arnett J. J., 2007) hypothesis recommended that arising grown-ups have a particular formative encounter not the same as teenagers and youthful grown-ups. The main role of healthcare managers is decisive in addressing the complex challenges and demands of the healthcare industry (Sigdel, et al., 2023). The responsible for making strategic, decisions, managing resources, implementing policies and procedures and leading healthcare teams to provide safe and high-quality care.

Satisfaction with medical provider communication is a multidimensional concept that describes a patient's overall satisfaction with the contact and information exchange between themselves and their healthcare providers. This happiness depends on clear communication,

which ensures that patients understand their health status, diagnosis, and treatment plans. Patients value healthcare providers who demonstrate empathy, compassion, and attention to their emotional and personal problems. The availability of healthcare experts to answer questions, provide direction, and offer support, both during and outside of scheduled appointments, has a substantial impact on overall satisfaction. Respectful communication, taking into account cultural differences, personal preferences, and unique situations, is essential for making patients feel valued and appreciated throughout healthcare contacts. Involving patients in decision-making processes, honouring their preferences, and actively seeking their participation in treatment plans boost satisfaction by building a sense of collaboration in their healthcare journey. Maintaining patient confidence requires timely communication, from organising visits to delivering test findings and responding to concerns. Patients are satisfied when they consider effective communication as an essential component of their healthcare experience, which contributes to trust and positive patient involvement. Poor communication, on the other hand, can cause frustration, worry, and a loss of empowerment when making healthcare decisions. As a result, healthcare personnel must always try to improve their communication skills, adapting their approach to each patient's specific requirements and preferences, assuring high levels of satisfaction and favourable health results.

Objectives

To measure the satisfaction level of college students with the communication provided by their medical providers

Literature review

The study aims to evaluate client satisfaction with health care professionals' communication and associated characteristics among pregnant women receiving antenatal treatment in Jimma Town public health facilities, Jimma Zone, Southwest Ethiopia. A cross-sectional study with a mixed data gathering strategy was carried out from March 1 to March 30, 2017. This study involved 322 customers and 6 key informants. Client satisfaction with provider communication accounted for 163 (52.2%). The assistance and respect factor had the highest satisfaction rate (70.8%) from providers. Similarly, 54.7% and 43.5% of clients were dissatisfied with providers' information and consultation time, respectively (Asifere, Tessema, & Tebeje, 2018). Clients want welcoming and sympathetic healthcare personnel who listen to them and ask clear and understandable questions. This descriptive study included customers who attended health education sessions at PHC centres, whether individually or in groups, during the study period. Clients aged 35-45 reported higher levels of satisfaction with health professionals' communication skills, with an average score of 25.6 ± 4.8 ($P = 0.02$). Female patients report higher satisfaction with healthcare providers' communication skills, competency, and information (Abdulla, Mahmood, & Hassan, 2020).

A good medical practice requires effective communication between the patient and the clinician. The doctor's communication skills have a significant impact on patient satisfaction. Data were obtained throughout a month in early 2023 from 407 carefully random chosen patients. Out of 407 patients, 36.4 percent were above the age of 60, and 57.2% were female. One hundred and seven patients (26.3%) had secondary education, while 33.9% completed university education. The majority (37.6%) were unemployed, while 20.9% were workers (Shanjeeban, Suganthan, & Rajeshkannan, 2023).

The study intends to analyse patient communication satisfaction and its impact on patient adherence in Ethiopian public hospitals. The study followed a cross-sectional design. Data were collected using the Communication Assessment Tool (CAT) and the Adherence to Refills and Medication Scale (ARMS), which were administered to 381 patients and asked them to rate their satisfaction with physician-patient communication and their degree of adherence, respectively. Patient satisfaction with communication scores on the CAT questionnaire was substantially connected with pharmaceutical adherence (ARMS score) ($r = 0.316$, $p < 0.001$). This suggests that when patients were satisfied with communication, their level of adherence increased. The regression coefficient revealed a positive link between communication satisfaction and adherence ($b = 1.85$, $t = 9.759$, $p < 0.05$), suggesting that superior quality (Gessesse, Haile, & Woldearegay, 2022).

Research Methodology

The study is qualitative with a descriptive approach (Mishra, Mahat, & Khanal, 2021). College and medical students are included in the survey. Everyone who was healthy enough to come was greeted and given a set of questionnaires. Samples for the survey were chosen based on healthcare students' interactions with hospital-based medical professionals. Volunteers for this study had to be emerging adults (18–29) enrolled as students at Atharva Business College (affiliated with Pokhara University) and have seen a doctor at the Student Health Center at least once. At Atharva Business College's student health centre, students can receive medical attention from physicians, nurse practitioners, and physician assistants. At first, 89 students were contacted and requested to take part in the study. 89 respondents consented to respond to the survey question. There was a 100% acceptance rate for the study. Ten male and 79 female participants participated. Both primary and secondary data were used in this investigation (Mahat & Aithal, 2022). Using the questionnaire survey method, data were collected with the help of patient's reviews and feedback regarding the medical provider's communication (Parajuli, Mahat, & Kandel, 2023). The questionnaire focused on Bachelor of Healthcare Management students, and their gestures towards satisfaction of medical provider's communication.

Results and Discussion

Descriptive Data of Participants, especially, the age distribution of respondents are given in the following table.

Table 1 Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	19.00	1	1.1	1.1	1.1
	20.00	3	3.4	3.4	4.5
	21.00	7	7.9	7.9	12.4
	22.00	33	37.1	37.1	49.4
	23.00	27	30.3	30.3	79.8
	24.00	11	12.4	12.4	92.1
	25.00	5	5.6	5.6	97.8
	26.00	1	1.1	1.1	98.9
	27.00	1	1.1	1.1	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 1 shows given information addresses the conveyance of ages inside an example bunch. The example comprises of 89 people. The age range ranges from 19 to 27 years. The most predominant age bunch is 22 years, representing 37.1% of the example. Following intently, the age gathering of 23 years contains 30.3%. Together, ages 22 and 23 make up almost 68% of the all-out example. Ages 20, 21, 24, and 25 record for differing extents, with 24 years being the most un-addressed at 12.4%. The excess ages (19, 26, and 27) have more modest portrayals, each adding to around 1% or less of the example. In synopsis, the conveyance shows a convergence of people around the mid-twenties, especially 22 and 23 years of age, making them the most widely recognized ages in this example.

Table 2 Marital Status

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	5	5.6	5.6	5.6
	Unmarried	84	94.4	94.4	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 2 shows the information gave addresses the conjugal status dissemination inside a given example gathering of 89 people. The two unmistakable classifications are "Wedded" and "Unmarried." Among the example, the larger part, involving 94.4%, are ordered as "Unmarried," while a more modest extent, comprising 5.6%, falls under the "Wedded" class.

This information proposes that by far most of people in the example are not hitched, with just a little part being hitched. The aggregate level of unmarried people is 100 percent, showing that none of the people in the example were missing conjugal status data. The outcomes mirror a predominant presence of unmarried people inside the example, featuring the significance of this class with regards to the information being dissected.

Table 3 Sex

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	10	11.2	11.2	11.2
	Female	79	88.8	88.8	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 3 shows the information shows how the 89 people that made up the sample group were distributed by gender. There are two separate categories: "Male" and "Female." The bulk of the sample 88.8% is classified as "Female," while just 11.2% of it or a lesser portion is classified as "Male." The results show a clear gender imbalance among the sample, with women constituting the vast majority. The overall percentage of females is 100%, indicating that no sample members' gender information is missing. The findings show that there are a disproportionate number of women in the sample, highlighting the necessity to take gender factors into account when interpreting or evaluating the data in a given context.

Provider Communication

Table 4: Greeted me in a way that made me feel comfortable

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	6	6.7	6.7	6.7
	Good	25	28.1	28.1	34.8
	Very Good	42	47.2	47.2	82.0
	Excellent	16	18.0	18.0	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 4 shows the information mirrors people's impression of how they were welcomed by others, explicitly evaluating whether the hello caused them to feel great. This data is gotten from reactions of 89 members and is classified into four levels: "Fair," "Great," "Awesome," and "Superb." Stuningly, a larger part of respondents, representing 47.2%, revealed feeling "Excellent" in the wake of being welcomed, while 28.1% described their solace level as

"Great." Moreover, 18.0% of members portrayed the hello as "Great." A more modest extent, 6.7%, communicated that the hello caused them to feel "Genuinely" great. The combined level of the individuals who detailed getting a hello that caused them to feel "Generally excellent" or "Incredible" comes to 82.0%. This information highlights the significance of good and inviting beginning associations, which can add to establishing a climate where people feel great and quiet. The outcomes feature the job of good tidings in establishing the vibe for relational communications and cultivating positive encounters.

Table 5: Treated me with respect

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.1	1.1	1.1
	Fair	5	5.6	5.6	6.7
	Good	24	27.0	27.0	33.7
	Very Good	41	46.1	46.1	79.8
	Excellent	18	20.2	20.2	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 5 shows the information catches people's view of how they were treated with deference. Gotten from reactions of 89 members, the information is classified into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." Stuningly, a huge extent, representing 46.1%, detailed encountering "Awesome" treatment regarding regard, while 20.2% depicted their treatment as "Phenomenal." Also, 27.0% of members viewed their treatment as "Great." More modest rates, going from 1.1% to 5.6%, demonstrated encountering "Poor" or "Fair" treatment with deference. The aggregate level of the people who detailed encountering "Awesome" or "Superb" treatment comes to 79.8%. This information highlights the significance of conscious communications, which add to positive connections and a steady climate. The outcomes feature the job of aware conduct in forming discernments and encouraging positive encounters among people.

Table 6 Showed interest in my ideas about my health

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.1	1.1	1.1
	Fair	2	2.2	2.2	3.4
	Good	19	21.3	21.3	24.7
	Very Good	35	39.3	39.3	64.0
	Excellent	32	36.0	36.0	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 6 shows the information depicts people's impression of how clinical suppliers draw in with their thoughts regarding individual wellbeing. Gotten from reactions of 89 members, the information is classified into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." Stuningly, a critical part, addressing 39.3%, detailed encountering "Generally excellent" commitment from their suppliers with regards to showing interest in their wellbeing thoughts, while 36.0% depicted it as "Magnificent." Furthermore, 21.3% of members viewed their commitment as "Great." More modest rates, going from 1.1% to 2.2%, showed encountering "Poor" or "Fair" commitment. The aggregate level of the individuals who announced encountering "Awesome" or "Superb" commitment comes to 64.0%. This information highlights the meaning of medical care suppliers effectively paying attention to patients' points of view, cultivating joint effort, and improving the general medical care insight. The outcomes feature the positive effect of suppliers showing interest in patients' thoughts regarding their wellbeing.

Table 7: Understood my main health concerns

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Fair	5	5.6	5.6	5.6
	Good	19	21.3	21.3	27.0
	Very Good	31	34.8	34.8	61.8
	Excellent	34	38.2	38.2	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 7 shows the information mirrors people's impression of how well their essential wellbeing concerns were grasped by clinical suppliers. In view of reactions from 89 members, the information is ordered into four levels: " Fair," "Great," "Awesome," and "Superb." Prominently, a significant extent of members, representing 38.2%, detailed encountering "Fantastic" understanding from their suppliers in regards to their primary wellbeing concerns. Furthermore, 34.8% portrayed the comprehension as "Generally excellent," and 21.3% viewed it as "Great." A more modest rate, 5.6%, demonstrated encountering "Fair" understanding. The aggregate level of the individuals who announced encountering "Awesome" or "Fantastic" understanding scopes 61.8%. This information features the meaning of medical care suppliers appreciating patients' principal wellbeing stresses precisely, as it encourages powerful correspondence, customized therapy, and in general persistent fulfillment. The outcomes highlight the significance of solid patient-supplier communications in guaranteeing quality medical services conveyance.

Table 8: Paid attention to me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	3	3.4	3.4	3.4
	Fair	4	4.5	4.5	7.9
	Good	23	25.8	25.8	33.7
	Very Good	29	32.6	32.6	66.3
	Excellent	30	33.7	33.7	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 8 shows the information addresses people's impression of the degree of consideration they got from clinical suppliers. In light of reactions from 89 members, the information is grouped into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." Stuningly, a significant piece of members, addressing 33.7%, revealed encountering "Superb" consideration from their suppliers. Also, 32.6% saw the consideration as "Generally excellent," and 25.8% viewed it as "Great." More modest rates, going from 3.4% to 4.5%, demonstrated encountering "Poor" or "Fair" consideration. The aggregate level of the people who detailed encountering "Awesome" or "Astounding" consideration comes to 66.3%. This information highlights the significance of medical care suppliers being mindful of patients, as it mirrors a pledge to grasping patient requirements, building trust, and cultivating viable correspondence. The outcomes underscore the effect of mindful medical services cooperations on persistent fulfillment and by and large medical care quality.

Table 9: Let me talk without interruption

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	5.6	5.6	5.6
	Fair	12	13.5	13.5	19.1
	Good	17	19.1	19.1	38.2
	Very Good	33	37.1	37.1	75.3
	Excellent	22	24.7	24.7	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 9 shows the information mirrors people's encounters of having the option to communicate their thoughts without interference while speaking with clinical suppliers. Gotten from reactions of 89 members, the information is classified into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." An outstanding extent, comprising 37.1%, revealed encountering "Excellent" capacity to talk without interference. Furthermore, 24.7% saw their

experience as "Phenomenal," and 19.1% viewed it as "Great." More modest rates, going from 5.6% to 13.5%, demonstrated encountering "Poor" or "Fair" correspondence conditions. The combined level of the individuals who announced encountering "Awesome" or "Brilliant" capacity to talk without interference comes to 75.3%. This information highlights the meaning of medical care suppliers permitting patients to communicate their thoughts completely, advancing successful correspondence, and showing regard for patients' interests. The outcomes feature the positive effect of continuous correspondence on understanding supplier associations and by and large medical services encounters.

Table 10: Gave me as much information as I wanted

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	2.2	2.2	2.2
	Fair	5	5.6	5.6	7.9
	Good	16	18.0	18.0	25.8
	Very Good	30	33.7	33.7	59.6
	Excellent	36	40.4	40.4	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 10 shows the information presents people's impression of how much data they got from clinical suppliers, lining up with their ideal degree of data. Assembled from reactions of 89 members, the information is separated into five levels: "Poor," "Fair," "Great," "Awesome and "Fantastic." Fundamentally, a significant piece, addressing 40.4%, detailed encountering "Fantastic" arrangement of data lined up with their inclinations. Moreover, 33.7% saw the data gave as "Awesome," and 18.0% viewed it as "Great." More modest rates, going from 2.2% to 5.6%, showed encountering "Poor" or "Fair" data sharing. The combined level of the people who revealed encountering "Awesome" or "Superb" data arrangement comes to 59.6%. This information highlights the significance of medical services suppliers conveying data custom-made to patients' requirements, encouraging informed direction and improving patient independence. The outcomes feature the positive effect of compelling data sharing on quiet comprehension and in general medical care encounters.

Table 11: Checked to be sure I understand everything's

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	4.5	4.5	4.5
	Fair	9	10.1	10.1	14.6
	Good	27	30.3	30.3	44.9
	Very Good	30	33.7	33.7	78.7

	Excellent	19	21.3	21.3	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 11 shows the information mirrors people's impression of the degree to which medical services suppliers guaranteed how they might interpret data. In light of reactions from 89 members, the information is classified into five levels: "Poor," "Fair," "Great," "Awesome," and "Fantastic." Outstandingly, a huge extent, comprising 33.7%, detailed encountering "Excellent" levels of supplier endeavors to confirm their comprehension. Also, 21.3% saw these endeavors as "Superb," and 30.3% viewed them as "Great." More modest rates, going from 4.5% to 10.1%, demonstrated encountering "Poor" or "Fair" grasping checks. The total level of the individuals who revealed encountering "Awesome" or "Astounding" understanding checks comes to 78.7%. This information highlights the significance of medical care suppliers affirming patients' appreciation of data shared, advancing powerful correspondence and diminishing errors. The outcomes accentuate the positive effect of exhaustive comprehension minds patient-supplier associations and generally speaking medical care encounters.

Table 12: Encourage me to ask questions

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	4.5	4.5	4.5
	Fair	11	12.4	12.4	16.9
	Great	28	31.5	31.5	48.3
	Awesome	24	27.0	27.0	75.3
	Fantastic	22	24.6	24.6	100
	Total	89	100.0	100.0	

Field Survey, 2023

Table 12 shows the information addresses people's view of how medical services suppliers urged them to pose inquiries during clinical communications. Gotten from reactions of 89 members, the information is classified into five levels: "Poor," "Fair," "Great," "Awesome," and "Fantastic." Stuningly, an impressive extent, addressing 27.0% each, detailed encountering "Excellent" or "Fantastic" consolation from their suppliers to get clarification on some pressing issues. Moreover, 31.5% saw the consolation as "Great," and 12.4% viewed it as "Fair." More modest rates, going from 4.5% to 12.4%, showed encountering "Poor" or "Fair" support levels. The aggregate level of the individuals who detailed encountering consolation going from "Awesome" to "Incredible" comes to 75.3%. This information highlights the meaning of medical services suppliers cultivating an open and intelligent climate, where patients are urged to look for explanations and effectively partake in their medical services

choices. The outcomes feature the positive effect of empowering patient inquiries on persistent supplier associations and by and large medical care encounters.

Table 13 Involve me in decision as much as I want

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	4	4.5	4.5	4.5
	Fair	10	11.2	11.2	15.7
	Good	28	31.5	31.5	47.2
	Very Good	34	38.2	38.2	85.4
	Excellent	13	14.6	14.6	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 13 shows the information shows people's view of the degree to which medical care suppliers included them in clinical choices, in light of their inclinations. Accumulated from reactions of 89 members, the information is sorted into five levels: "Poor," "Fair," "Great," "Awesome and "Fantastic." Remarkably, a critical extent, comprising 38.2%, revealed encountering "Generally excellent" levels of supplier contribution in direction, as wanted. Furthermore, 14.6% saw this contribution as "Amazing," and 31.5% viewed it as "Great." More modest rates, going from 4.5% to 11.2%, showed encountering "Poor" or "Fair" levels of inclusion. The combined level of the individuals who announced encountering inclusion going from "Awesome" to "Magnificent" comes to 85.4%. This information underscores the significance of medical services suppliers connecting with patients in navigation, permitting them to effectively take part in their own medical care venture. The outcomes feature the positive effect of cooperative dynamic on understanding supplier connections and generally medical services encounters.

Table 14: Discussed next steps, including any follow-up plans

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.1	1.1	1.1
	Fair	10	11.2	11.2	12.4
	Good	13	14.6	14.6	27.0
	Very Good	43	48.3	48.3	75.3
	Excellent	22	24.7	24.7	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 14 shows the information exhibits people's impression of conversations around their next medical care steps and any subsequent plans with clinical suppliers. Gotten from reactions of 89 members, the information is divided into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." Prominently, a significant extent, comprising 48.3%, detailed encountering "Excellent" levels of conversation and arranging with their suppliers about subsequent stages and follow-up. Furthermore, 24.7% saw these conversations as "Great," and 14.6% viewed them as "Great." More modest rates, going from 1.1% to 11.2%, demonstrated encountering "Poor" or "Fair" levels of commitment in these discussions. The aggregate level of the individuals who revealed encountering conversations going from "Awesome" to "Brilliant" comes to 75.3%. This information highlights the meaning of clinical suppliers' guaranteeing's comprehension patients might interpret their medical services venture, setting clear plans, and empowering patients to effectively take part in their therapy plans. The outcomes feature the positive effect of far-reaching conversations on understanding supplier associations and generally medical care encounters.

Table 15 Talked in terms I could understand

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	1	1.1	1.1	1.1
	Fair	6	6.7	6.7	7.9
	Good	26	29.2	29.2	37.1
	Very Good	26	29.2	29.2	66.3
	Excellent	30	33.7	33.7	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 15 shows the information portrays people's view of clinical suppliers' correspondence in wording that were justifiable to them. Gotten from reactions of 89 members, the information is classified into five levels: "Poor," "Fair," "Great," "Awesome and "Fantastic." Stuningly, an impressive extent, comprising 33.7%, detailed encountering "Incredible" levels of correspondence that lined up with their comprehension. Furthermore, 29.2% saw this correspondence as "Awesome," and 29.2% viewed it as "Great." More modest rates, going from 1.1% to 6.7%, demonstrated encountering "Poor" or "Fair" correspondence levels. The combined level of the people who detailed encountering correspondence going from "Awesome" to "Great" comes to 66.3%. This information highlights the significance of medical care suppliers utilizing clear and open language, advancing patient appreciation and informed direction. The outcomes feature the positive effect of powerful correspondence on tolerant supplier associations and in general medical services encounters.

Table16: Showed care and concern

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	2	2.2	2.2	2.2
	Fair	10	11.2	11.2	13.5
	Good	30	33.7	33.7	47.2
	Very Good	31	34.8	34.8	82.0
	Excellent	16	18.0	18.0	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 16 shows the information mirrors people's impression of the consideration and concern exhibited by clinical suppliers. Assembled from reactions of 89 members, the information is characterized into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." Quiet, a critical extent, comprising 34.8%, revealed encountering "Generally excellent" levels of care and worry from their suppliers. Also, 18.0% saw this consideration as "Superb," and 33.7% viewed it as "Great." More modest rates, going from 2.2% to 11.2%, demonstrated encountering "Poor" or "Fair" levels of care and concern. The aggregate level of the individuals who revealed encountering care going from "Awesome" to "Astounding" comes to 82.0%. This information highlights the significance of medical care suppliers showing compassion and certified concern, which adds to patients feeling upheld and esteemed. The outcomes underscore the positive effect of merciful consideration on understanding supplier connections and generally speaking medical care encounters.

Table 17: Spend the right amount of time with me

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	5	5.6	5.6	5.6
	Fair	17	19.1	19.1	24.7
	Good	31	34.8	34.8	59.6
	Very Good	21	23.6	23.6	83.1
	Excellent	15	16.9	16.9	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 17 shows the information represents people's impression of how much time spent by clinical suppliers during their communications. In view of reactions from 89 members, the information is portioned into five levels: "Poor," "Fair," "Great," "Awesome," and "Fantastic." Outstandingly, an impressive extent, comprising 34.8%, detailed encountering "Great" levels of time designation from their suppliers during their communications. Furthermore, 23.6% saw

this allotment as "Awesome," and 16.9% viewed it as "Amazing." More modest rates, going from 5.6% to 19.1%, showed encountering "Poor" or "Fair" levels of time distribution. The aggregate level of the people who announced encountering time designation going from "Awesome" to "Astounding" comes to 83.1%. This information stresses the significance of clinical suppliers successfully dealing with their experience with patients, guaranteeing that sufficient time is spent tending to patient requirements and concerns. The outcomes feature the positive effect of fitting time allotment on understanding supplier cooperation and generally medical services encounters.

Table 18: Check in with how I am adjusting to the college environment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor	10	11.2	11.2	11.2
	Fair	20	22.5	22.5	33.7
	Good	28	31.5	31.5	65.2
	Very Good	17	19.1	19.1	84.3
	Excellent	14	15.7	15.7	100.0
	Total	89	100.0	100.0	

Field Survey, 2023

Table 18 shows the information gives experiences into clinical suppliers' endeavors to monitor people's change in accordance with the school climate. Gotten from reactions of 89 members, the information is classified into five levels: " Poor," "Fair," "Great," "Awesome," and "Fantastic." An outstanding extent, representing 31.5%, detailed encountering "Great" levels of commitment from their suppliers as far as surveying their school climate change. Moreover, 19.1% saw this commitment as "Awesome," and 15.7% viewed it as "Fantastic." More modest rates, going from 11.2% to 22.5%, demonstrated encountering "Poor" or "Fair" levels of commitment. The aggregate level of the individuals who revealed encountering commitment going from "Awesome" to "Great" comes to 84.3%. This information highlights the significance of medical care suppliers showing certified interest in patients' prosperity and changes to new conditions. The outcomes feature the positive effect of successful registrations on persistent supplier connections and in general medical services encounters during the school years.

Conclusion

The study "College Students' and Health Care Services: Satisfaction with Medical Provider Communication" gives insight on how satisfied college students are with their contacts with medical professionals. A thorough review of the data revealed numerous important conclusions. According to the study, a sizable proportion of college students were pleased with the communication they had with their healthcare professionals. This encouraging outlook implies that healthcare organizations are making progress in encouraging efficient and encouraging patient-provider interactions, which can be essential in improving overall patient experiences and therapeutic outcomes. Study finds some gaps in the satisfaction ratings, pointing out potential areas for development. Indicating the necessity for focused interventions to address potential discrepancies in communication experiences among various student demographics, certain demographic groups may show lower satisfaction rates. This study contributes valuable knowledge to the field of health care services, particularly in the context of college students' experiences. It underscores the significance of effective communication in healthcare settings and provides a basis for developing targeted interventions aimed at improving patient satisfaction and overall healthcare delivery.

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