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Patient's Satisfaction towards the Behavior of the Hospital Staffs

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Abstract
The study investigates the punctuality and behavior of hospital staff and examines the relationship between socio-demographic characteristics and these factors among patients in Kathmandu hospitals. Data was collected from 128 participants through structured questionnaires and their aged were above 20 years of age. Descriptive analysis shows that a majority are female, unmarried, and with a high school education. The findings indicated that most patients perceived the hospital staff, including registration, lab, blood bank, and nursing staff, as punctual and polite. Majority respondents realized improvements in their health compared to post-visit. Correlation analysis showed no significant relationships between gender and satisfaction, or between the number of hospital visits and satisfaction levels. These results highlight the generally positive perceptions of hospital services.
Keywords: Behavior, hospital, patient's, satisfaction, staffs

Introduction
Patient's satisfaction is a critical aspect of healthcare system of a nation. It represents a welfare state. A welfare state is a government system that provides various social service and support to its citizens to ensure a basic healthcare system. (Bardar, Klar & Deutlich, 2021) It shows how well patient's expectations and needs are met. In Nepal right to health has been declare in the constitution, but the many citizens are deprived of the basic health care (Khanal, Bharadwaj,

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Upashya, Bhattari, Dahal, & Khatri, 2023). Similarly, the health services and their quality are not same throughout the nation (Darzi, Islam, Khursheed, & Bhat, 2023).

The satisfied patients are the assets of a hospital organization. The hospitals are the sophisticated service organizations that require a greater planning and well qualified human resources in order to run the organization smoothly (Sekhar, 2008). Patient satisfaction is a critical aspect of healthcare that reflects how well patients' expectations and needs are met. High levels of satisfaction can lead to better health outcomes, improved adherence to treatment, and enhanced patient-provider relationships. Doctors are not the only responsible factor to provide service patient (Davies, 2020). There are lots of other factors that also affects the quality of services that the patients get when they visit the hospital. The infrastructure and other aspects like the behavior of the staffs, the healthcare waste management, the signs and signage in different departments of the hospital, etc. all play a very big role in analyzing the quality of healthcare (Mahara, Chand, Bhatta, & Joshi, 2023).

One of the important aspects that determines the satisfaction of the patient is the behavior of the hospital staffs (Kalaja, 2023). According to Grönross professionalism, attitude, accessibility, reliability, service recovery system and image are the important factors to determine the quality of service (Grönross, 2001). But Zeithmal and team have explained the quality factors as RRATE (Responsiveness, Reliability, Assurance, Empathy and Tangibles (Zeithmal et al. 2011).

Hospital service team includes doctors, nurse, clerks, manager, security staffs, technicians, lab specialist and many more. They are the "people" component of service. The patients encounter with them when they come for treatment (Nantsupawat et al., 2022). The behavior of the staffs is the utmost factor that determines the level of service. (Ghimire, 2023)

Research Objectives

Overall objective of the research is to identify patient's satisfaction with the behaviour of the hospital staffs.

1. To evaluate patient's perception towards the behaviour of hospitality staffs.
2. To analyze patents satisfaction towards the service provided by hospitality staffs
3. To examine the relationship between patient's gender and satisfaction level.
4. To examine the relationship between patient's hospital visit and satisfaction level.

Research Methodology

To fulfill the above research objectives an exploratory type of research was plan based on primary data. For this purpose, structural questionnaires were designed and distributed to 128 patients on judgmental basis. The data was collected on the day of their discharged. The

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research encompassed both male and female patients across two age groups: 15-30 and those above 30.

Collected information was counted, tabulated and different arithmetic calculation and statistical tools such as percentage, mean and Pearson Correlation are used to analyze. The analysis is presented in description, table and figures.

Analysis

The objective of the study was to find out the patient's satisfaction towards hospital staffs. To attain the objective questionnaires were designed and distributed to 128 respondents. Their demographic analyses is presented below

1. Demographic analysis

- **Gender:** Questionaries were distributed to 128 respondents to analyze the gender of respondents. Their gender analysis is presented below.

Table 1: Gender Analysis of Respondents

	Frequency	Percent	Valid Percent	Cumulative Percent
Female	77	60.2	60.2	60.2
Male	51	39.8	39.8	100.0
Total	128	100.0	100.0	

Above Table1 represents the demographic information of gender among the respondents who took part in the study. The table depicts that a greater number of females took part in the questionnaire in comparison to the males. There were 77 female participants that is 60.2 percentage of the total respondents, whereas only 51were male participants that is 39.8 percent of the total respondents.

- **Age:** Questionaries were distributed to 128 respondents to identify the age classification. Their Age analysis is presented below.

Table 2: Age Analysis of Respondents

Age	Frequency	Percent	Valid Percent	Cumulative Percent
15-20	17	13.3	13.3	13.3
20-25	77	60.2	60.2	73.4
25-30	19	14.8	14.8	88.3
30 and above	15	11.7	11.7	100.0
Total	128	100.0	100.0	

The above table 2 shows the demographic data in terms of age of the participants included for the purpose of study. The table shows that the age group 20-25 has more majority than the other age group in different hospitals of the Kathmandu Valley with the valid percent 60.2%.

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The least number of respondents were from the age group 30 and above with the percent of 11.7%.

- **Marital status:** Questionaries were distributed to 128 respondents. Their marital status analysis is presented below.

Table 1: Demographic Information of Marital Status

Marital Status	Frequency	Percent	Valid Percent	Cumulative Percent
Married	26	20.3	20.3	20.3
Unmarried	100	78.1	78.1	98.4
Widowed/ Separated	2	1.6	1.6	100.0
Total	128	100.0	100.0	

The above table 3 provides information about the marital status of the respondents. The table shows us that the unmarried people had more ratio than the other people. The frequency of the unmarried people is 100 whereas the frequency of the married is 26. There were only 2 respondents in the category of widowed or separated.

- **Educational degree:** Questionaries were distributed to 128 respondents. Their educational degree analysis is presented below.

Table 2: Analysis of Educational Degree

	Frequency	Percent	Valid Percent	Cumulative Percent
Illiterate	1	.8	.8	.8
Primary	2	1.6	1.6	2.4
Secondary	5	3.9	3.9	6.3
Highschool	50	39.1	39.1	45.4
Graduate	46	35.9	35.9	81.3
Post Graduate	23	18.0	18.0	99.2
Other	1	.8	.8	100.00
Total	128	100.0	100.0	

The table 4 represents the demographic information in aspects of educational degree. The table shows us that the high school people participated in the questionnaire more than the other people. Similarly, the graduate category consisted of the second highest number of participants with the frequency of 46. The illiterate and the other category consisted of the least frequency i.e. 1.

- **Professional analysis:** Questionaries were distributed to 128 respondents. Their professional analysis is presented below.

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Table 3: Demographic Information of Profession

	Frequency	Percent	Valid Percent	Cumulative Percent
Housewife	3	2.3	2.3	2.3
Retired	1	.8	.8	3.1
Student	74	57.8	57.8	60.9
Unemployed	8	6.3	6.3	67.2
Work in private sector	29	22.7	22.7	89.8
Work in public sector	13	10.2	10.2	100.0
Total	128	100.0	100.0	

The table 5 shows the ratio of the population in terms of their profession. From the table, we can see that a greater number of students had majority during the study in the hospitals with the frequency of 74. The people working in the private sector and public sector had the second and the third highest of the frequency. There were a greater number of students as participants because it was easy to clarify them about the questionnaire and the purpose of the study.

2. Patient's Response Analysis:

Structural questionnaires were designed to analyze patients response regarding their satisfaction towards the hospital staffs.

Q. No. 1: You admitted or visited the hospital through.

The questionnaire was designed to know the source of recommended. How they were admitted in the hospital is presented below.

Table 4: Hospital Admission Source

	Frequency	Percent	Valid Percent	Cumulative Percent
Emergency	47	36.7	36.7	36.7
OPD	81	63.3	63.3	100.0
Total	128	100.0	100.0	

The above given table 6 shows that a greater number of people visited the hospital through the OPD department with the frequency of 81. Similarly, the frequency of the hospital visit through emergency was 47.

Q. No. 2: How many times have you been admitted or visited the hospital?

The questionnaire was designed to know the respondent's frequency of their visit to the hospital. The analysis is presented in the table.

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Table 5: Number of Hospital Visits

	Frequency	Percent	Valid Percent	Cumulative Percent
1-2 times	48	37.5	37.5	37.5
More than 2 times	80	62.5	62.5	100.0
Total	128	100.0	100.0	

The table 7 shows about the number of visits of the people in the hospital. We can see that greater number of people visited hospital more than two times with the frequency of 80 people.

Q. No. 3: How many days you stayed in stayed in the hospital?

Table 6: Length of Stay

	Frequency	Percent	Valid Percent	Cumulative Percent
2 days	70	54.7	54.7	54.7
4 days	20	15.6	15.6	70.3
6 days	20	15.6	15.6	85.9
More than 6 days	18	14.1	14.1	100.0
Total	128	100.0	100.0	

The table 8 shows that greater number of people stayed for 2 days in the hospital with the frequency of 70 people which was followed by the frequency of 4 days, 6 days with the same frequency of 20 people. Only 18 number of people stayed in the hospital for a greater number of days than 6.

Q. No. 4: Did you feel any improvement in the health condition after the visit?

Table 7: Improvement of Health Condition

	Frequency	Percent	Valid Percent	Cumulative Percent
No	8	6.3	6.3	6.3
Yes	120	93.8	93.8	100.0
Total	128	100.0	100.0	

The above given table 9 depicts that greater number of people agreed on improvement of their health status after their visit in the hospital with the frequency of 120 while only 8 number of people did not find any improvement.

Q. No. 5: Who suggested you to go to the hospital?

Table 8: Suggestion to Hospital Visit

	Frequency	Percent	Valid Percent	Cumulative Percent
Brother/ Sister	14	10.9	10.9	10.9
Friend	6	4.7	4.7	15.6
Husband/ Wife	7	5.5	5.5	21.1
Mother/ Father	61	47.7	47.7	68.8
Relative	11	8.6	8.6	77.3

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Self-Referred	29	22.7	22.7	100.0
Total	128	100.0	100.0	

The table 10 given above shows the information about who suggested the respondent to visit the hospital. We can clearly see that most of them visited the hospital through the recommendation of their mother or father with the frequency of 61. Among the total respondents, 29 of them visited the hospital by themselves. The least number of people visited the hospital through the recommendation of the friend and husband or wife.

Q. No. 6: Who paid the treatment?

Table 9: Financial Information

	Frequency	Percent	Valid Percent	Cumulative Percent
Health card	13	10.2	10.2	10.2
Insured	13	10.2	10.2	20.3
NGO	3	2.3	2.3	22.7
Personal Finance	99	77.3	77.3	100.0
Total	128	100.0	100.0	

The table 11above shows the information about how the respondents paid the fee in hospital. We can see that a greater number of people paid the fee through their personal finance sources with the frequency of the 99. The least number of respondents i.e. 3 people paid the fees through the NGO

3. Patient's Perception Analysis

Table 12: Perception of the Patients

Service behavior of hospital staffs	Strongly Disagree		Disagree		Neutral		Agree		Strongly Agree	
	Count	%	Count	%	Count	%	Count	%	Count	%
Punctuality of registration staff	0	0.0%	14	10.9%	17	13.3%	69	53.9%	28	21.9%
Registration staff provide information	0	0.0%	5	3.9%	26	20.3%	69	53.9%	28	21.9%
Politeness of registration staff	1	0.8%	19	14.8%	32	25.0%	62	48.4%	14	10.9%
Punctuality of lab staff	2	1.6%	19	14.8%	27	21.1%	65	50.8%	15	11.7%
Capability of lab staff	4	3.1%	7	5.5%	22	17.2%	79	61.7%	16	12.5%
Politeness of lab staff	0	0.0%	6	4.7%	34	26.6%	67	52.3%	21	16.4%
Punctuality of blood bank staff	3	2.3%	13	10.2%	38	29.7%	59	46.1%	15	11.7%
Blood Bank staff is skillful	0	0.0%	9	7.0%	25	19.5%	80	62.5%	14	10.9%
Politeness of blood bank staff	0	0.0%	12	9.4%	35	27.3%	75	58.6%	6	4.7%
Co-operation of Class IV staffs	3	2.3%	6	4.7%	34	26.6%	71	55.5%	14	10.9%
Politeness of Class IV	0	0.0%	4	3.1%	29	22.7%	78	60.9%	17	13.3%
Physicians are punctual	1	0.8%	21	16.4%	20	15.6%	73	57.0%	13	10.2%
Physicians are highly qualified	0	0.0%	5	3.9%	24	18.8%	72	56.2%	27	21.1%
Sr. Physicians are always present	6	4.7%	28	21.9%	37	28.9%	40	31.2%	17	13.3%
Behavior of the physicians are polite	2	1.6%	5	3.9%	19	14.8%	87	68.0%	15	11.7%
Nurses care the patients	4	3.1%	6	4.7%	24	18.8%	70	54.7%	24	18.8%

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Nurses have skills and are hardworking	2	1.6%	6	4.7%	19	14.8%	71	55.5%	30	23.4%
Nurses are punctual	1	0.8%	18	14.1%	25	19.5%	67	52.3%	17	13.3%
Behavior of the nurses is polite	9	7.0%	13	10.2%	29	22.7%	65	50.8%	12	9.4%
The doctors and nurses respond	8	6.2%	28	21.9%	24	18.8%	54	42.2%	14	10.9%
Availability of the doctors and nurses	6	4.7%	23	18.0%	34	26.6%	51	39.8%	14	10.9%
The doctors and other staffs accept the suggestions made by the patients	6	4.7%	23	18.0%	26	20.3%	64	50.0%	9	7.0%

The above table12 shows the perception of the patients towards the punctuality of the hospital staffs. The results indicates that 75.8% of the respondents agree with the punctuality of the registration staff. They agree that the registration staff is punctual and gives the quality of services in the hospital. The results also shows that 75.8% of the respondents are satisfied that the registration staff gives them the exact location of the OPD. 59.3% of the respondents think that the behavior of the registration staff is polite and they communicate well regarding all the queries. 62.6% of the respondents neutrally agree that the lab staff is punctual.

Regarding lab staffs 74.2% of the people visiting the hospital think that they are technical, skilled and qualified. The behavior of the lab staff is polite and respectable as 68.7% of the total respondents agree to it.

The staffs of the blood bank department are punctual as 57.8% people visiting the people think that they are on time on duty. 73.4% of the people think that the blood bank staff is skillful. The result shows that the behavior of the blood bank staff is polite and respectful as 63.3% of the respondents have agreed to it.

In response to Class-IV staffs 66.4% of the people think that they are co-operative and helpful. The behavior of the Class-IV staff is polite and respectful as per the results as 74.2% of the people have agreed to it.

From the above results we can see that the physicians are punctual as 67.2% respondents agree to it. The physicians are highly qualified and expert in their field as 77.3% population agree to it. The senior physicians who are consultants too are present in the hospital shows the result as the agree percentage is 44.5%. The behavior of the physicians is quite polite and respectable as 79.7% of the population agree to it.

The nurses are the main resources who care the patients and 73.5% of the visitors of the hospital have agreed to it. The nurses of the hospitals of Kathmandu are very hard working as 78.9% people agree to it. The nurses are very punctual to their work as the results depict 65.6%. 60.2% population agree with the statement that the behavior of the nurses is very polite and respectful show that to it. 53.1% of the population agree that the nurses and doctors respond very quickly when they are called by the patients. 50.7% of the respondents agree that the nurses and doctors

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are available when they are needed by the patients. 57% of the population agrees that the doctors and other staff follow the suggestion that is made by the patients.

4. Correlation Analysis

- **Correlation between Gender and Satisfaction level**

Hypothesis: There is no significant correlation between gender and satisfaction level towards hospital service.

Table 13 Correlation between Gender and Satisfaction towards hospital staff

		Gender	mean
Gender	Pearson Correlation	1	-.011
	Sig. (2-tailed)		.903
	N	128	128
mean	Pearson Correlation	-.011	1
	Sig. (2-tailed)	.903	
	N	128	128

The correlation coefficient between gender and satisfaction level towards hospital service is -0.011. This indicates a very weak negative correlation between gender and satisfaction level. The p-value associated with this correlation coefficient is 0.903, which is greater than the typical significance level of 0.05. Therefore, we fail to reject the null hypothesis that there is no significant correlation between gender and satisfaction level towards hospital service. Satisfaction has no relation with gender. All gender participates are equally satisfied. There is no gender discrimination by hospital staffs.

- **Correlation between number of visits of hospital and satisfaction level**

Hypothesis: There is a meaningful relationship between the number of hospital visits and satisfaction level.

Table 14 Correlation between number of Hospital visit and Satisfaction level

		mean	Times visited
mean	Pearson Correlation	1	-.137
	Sig. (2-tailed)		.123
	N	128	128
Times visited	Pearson Correlation	-.137	1
	Sig. (2-tailed)	.123	
	N	128	128

The correlation coefficient of -0.137 indicates a weak negative correlation. In other words, as the number of hospital visits increases, the satisfaction level tends to slightly decrease, but this relationship is very weak. The p-value of 0.123 is higher than the common alpha level of 0.05.

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This means that the observed correlation is not statistically significant. We do not have enough evidence to accept the hypothesis and conclude that there is no meaningful relationship between the number of hospital visits and satisfaction level.

Conclusion

The focus of the study was to find out the level of satisfaction of the patients towards the behavior of the hospital staff. The research question was "Does the behavior of the staffs in the hospital affect the satisfaction of the patients?" We chose satisfaction for our study to know how well the health professionals including: Doctors, Nurses, Technicians, Pathologist, etc. behave with the patient visiting the hospital to render the services. The study was also conducted to find out how these health professionals prioritize the patient and their level of satisfaction. During the course of study, we got different perceptions from the different age group, gender, profession and so on. As in correlation we found that there is no significant relationship between the gender and the satisfaction. Also, we found out that there is no significant relationship between the number of hospitals visit and satisfaction level.

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International Journal of Atharva
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