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Relationship Between Nurses' Personality and Patient Satisfaction

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Abstract

The study explores the impact of nurses' personality traits on patient satisfaction, a crucial determinant of healthcare quality. Patients are the cornerstone of the healthcare system, and their satisfaction directly influences the reputation and success of healthcare facilities. A satisfied patient is more likely to recommend a healthcare center to others, highlighting the significance of understanding factors that enhance patient satisfaction. This research examines how nurses' personality traits, including empathy, communication style, and emotional stability, affect patients' trust and overall satisfaction with healthcare services. The study investigates whether demographic variables such as age, gender, and education level influence patients' perceptions of nurses' behavior. A quantitative research design was utilized, with data

collected from various hospitals in the Kathmandu Valley. A structured questionnaire was employed to gather responses from patients, and statistical analysis was conducted using SPSS. The findings of this study contribute to the growing body of research on the role of healthcare providers' interpersonal attributes in improving patient satisfaction. By understanding the link between nurses' personality traits and patient satisfaction, healthcare institutions can implement targeted interventions to enhance service quality and patient outcomes.

Keywords: Nurses' Personality, Traits, Patient Satisfaction, Services, Trust, Behavior

Introduction

Patient satisfaction is a critical aspect of healthcare delivery, and it is influenced by various factors, including the behavior of healthcare providers, particularly nurses (Manzoor, Wei, Hussain, Asif, & Shah, 2019). Nursing is essential to healthcare, recognized by WHO since its inception. Initially, WHO focused on nurses, with midwives gaining attention in the 1960s for their vital role in maternal and newborn health. WHO supports improving education, practice, and access to maximize their impact on global health. Patient satisfaction with nursing care is the degree of convergence between the patient's expectation with the ideal nursing care and their perception of the nursing care they received (Andersson, Ekebergh, & Hörberg, 2020). Patient satisfaction with nursing care is an important determinant of quality of care in healthcare facility settings (Skhvitaridze, Lobjanidze, Papidze, Barjadze, & Landia, 2020).

Satisfaction is what a consumer expects, judges, and, ultimately, accepts or rejects the product or service. Patient satisfaction is an essential and widely used metric of healthcare quality. Patient satisfaction influences therapeutic results, patient retention, and medical malpractice lawsuits (Okafor & Chen, 2019; Parajuli et al., 2023). It has an impact on how quality health care is delivered on time, efficiently, and with the patient in mind. Patient satisfaction is thus a proxy, although a highly successful one, for measuring the success of physicians and institutions. Patient satisfaction fosters patient loyalty (Liu, Li, Liu, & Hongwei, 2021; Shrestha, et al., 2024). A patient's satisfaction with the healthcare provider has a lot to do with the patient's recovery. Generally speaking, patients expect their healthcare providers to be punctual, polite, and speak their native tongue. In addition to receiving a quality professional job, they anticipate consideration, care, and civility (Peng, 2023).

Nursing professionals are the most important professional component of "front-line workers" involved in direct patient care in most health care systems, providing up to 80% of basic healthcare services (Sapkota & Bajracharya, 2023). While accounting for nearly half of the global health workforce and spending more time with patients than any other medical professional.

Most health care professionals strive to do their best in providing their patients with the medical care they need. From time to time, however, things go wrong. A patient's satisfaction with healthcare, according to some models, is a function of expectations and perceived outcomes (Ferreira, Vieira, Pedro, Caldas, & Varela, 2023; Karki, et al., 2024). For example, patients sometimes receive the wrong diagnosis or treatment, the right treatment in a wrong way, or feel that they were not properly informed about their options or the risks of treatment.

Nurse Managers have a crucial role in improving nursing and patient outcomes. Nurse Managers, who might be regarded as middle managers in health care organizations, work in a complicated and ever-changing environment (Boutcher, Berta, Urquhart, & Gagliardi, 2022). Only a few research have investigated how nurse managers allocate their time among diverse work responsibilities. This study sought to describe the links between nurse managers' work activities, nurses' job satisfaction, patient satisfaction, and errors in medication at the hospital unit level. Thus, this study aims to evaluate patient satisfaction with nurse behavior and identify areas for improvement. It provides insights into nurses' performance and highlights key aspects that need attention to enhance nurse-patient relationships, communication, and overall care quality in healthcare settings.

Research Methods

This study adopts a survey research approach to assess the impact of nurses' personality on patient satisfaction. This study adopted a descriptive research design to systematically examine the relationship between nurses' personality traits and patient satisfaction (Mahat & Aithal, 2022; Khadka et al., 2025). The study was conducted in hospitals across Kathmandu to capture diverse patient perspectives on nurses' personality traits. Conducting research in multiple hospitals ensured variation in responses and addressed potential non-participation from some patients. The study included both male and female patients and visitors in hospitals. The sample population comprised individuals aged 15–45 years and above 45. The sample size was calculated using the formula:

$$N = \frac{z^2 \cdot P \cdot (1 - p)}{ME^2}$$

$$= \frac{1.96^2 \times 0.5 \times (1 - 0.5)}{(0.07)^2}$$

$$= 196$$

A convenient sampling technique was used. Patients admitted to different hospital wards or those discharged during the data collection period were included if they met the inclusion criteria. A structured questionnaire was used for data collection. Patients and their visitors were asked questions, and responses were recorded during the interaction. Each questionnaire took approximately 10–15 minutes to complete.

Results

Table 1: Demographic Information of Highest qualification

What is your highest qualification?		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Graduation	141	43.3	43.3	43.3
	Intermediate or less	147	45.1	45.1	88.3
	Masters	30	9.2	9.2	97.5

MPhil & above	8	2.5	2.5	100.0
Total	326	100.0	100.0	

The table shows that most respondents (45.1%) have an intermediate or lower education level, while 43.3% are graduates. Only 9.2% have a master's degree, and 2.5% hold an MPhil or higher qualification. This indicates that the majority of respondents have lower to undergraduate education, with fewer pursuing postgraduate studies.

Table 2: Demographic Information of Martial Status

What is your Martial Status?				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	69	21.2	21.2	21.2
	Un-married	257	78.8	78.8	100.0
	Total	326	100.0	100.0	

The table shows that most respondents (78.8%) are unmarried, while 21.2% are married. This suggests the sample is primarily composed of unmarried individuals.

Table 3: Demographic Information of Gender

What is your gender?				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	170	52.1	52.1	52.1
	Male	156	47.9	47.9	100.0
	Total	326	100.0	100.0	

The table shows a nearly balanced gender distribution, with 52.1% female and 47.9% male respondents.

Table 4: Demographic Information of Hospitalized

How long you have been hospitalized due to dread disease treatment?				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 weeks	271	83.1	83.1	83.1
	2-4 weeks	32	9.8	9.8	92.9
	4 -6 weeks	10	3.1	3.1	96.0
	4-6 weeks	6	1.8	1.8	97.9
	6 weeks & above	7	2.1	2.1	100.0
	Total	326	100.0	100.0	

The table shows the distribution of respondents based on the duration of their hospitalization for dread disease treatment. The table shows that most respondents (83.1%) were hospitalized for 1-2 weeks, with smaller groups staying for 2-4 weeks (9.8%), 4-6 weeks (3.1%), or longer than 6 weeks (2.1%). Most respondents had short hospital stays.

Table 5: The Role of Nurse Attentiveness in Patient Satisfaction

		Frequency	Percent	Valid Percent	Cumulative Percent
The nurse should be more attentive than he/ she is.					
Valid	Agree	146	44.8	44.8	44.8
	Disagree	14	4.3	4.3	49.1
	Neutral	90	27.6	27.6	76.7
	Strongly Agree	60	18.4	18.4	95.1
	Strongly disagree	16	4.9	4.9	100.0
	Total	326	100.0	100.0	

The table shows that most respondents (44.8%) agree and 18.4% strongly agree that nurses should be more attentive. A smaller proportion are neutral (27.6%), and only 9.2% disagree or strongly disagree. This indicates that attentiveness is a common concern among respondents.

Table 6: Improving Nurse Communication on Medical Explanations

		Frequency	Percent	Valid Percent	Cumulative Percent
Too often the nurse thinks I can't understand the medical explanation of illness so he/she doesn't bother to explain.					
Valid	Agree	122	37.4	37.4	37.4
	Disagree	63	19.3	19.3	56.7
	Neutral	96	29.4	29.4	86.2
	Strongly Agree	30	9.2	9.2	95.4
	Strongly disagree	15	4.6	4.6	100.0
	Total	326	100.0	100.0	

The table shows that many feel nurses sometimes don't explain medical information adequately.

Table 7: The nurse is pleasant to be around

		Frequency	Percent	Valid Percent	Cumulative Percent
The nurse is pleasant to be around.					
Valid	Agree	174	53.4	53.4	53.4
	Disagree	26	8.0	8.0	61.3
	Neutral	77	23.6	23.6	85.0
	Strongly Agree	38	11.7	11.7	96.6
	Strongly disagree	11	3.4	3.4	100.0
	Total	326	100.0	100.0	

The table reveals that the majority of respondents find nurses to be pleasant, contributing positively to their experience. However, a few respondents disagree, indicating that not all perceive the nurse's demeanor as pleasant.

Table 8: free to ask the questions from nurse

I feel free to ask the questions from nurse.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	192	58.9	58.9	58.9
	Disagree	21	6.4	6.4	65.3
	Neutral	40	12.3	12.3	77.6
	Strongly Agree	64	19.6	19.6	97.2
	Strongly disagree	9	2.8	2.8	100.0
	Total	326	100.0	100.0	

The table reveals that the majority of respondents find nurses to be pleasant, contributing positively to their experience. However, a few respondents disagree, indicating that not all perceive the nurse's demeanor as pleasant.

Table 9: The nurse should be friendlier

The nurse should be friendlier than he/she is.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	151	46.3	46.3	46.3
	Disagree	8	2.5	2.5	48.8
	Neutral	72	22.1	22.1	70.9
	Strongly Agree	94	28.8	28.8	99.7
	Strongly disagree	1	.3	.3	100.0
	Total	326	100.0	100.0	

The table shows that a significant number of respondents feel that nurses could improve their friendliness, indicating that friendliness is an important factor in the nurse-patient relationship. However, a small percentage disagree, implying that not all respondents share this opinion.

Table 10: Empathetic Nursing Care

The nurse is a person who can understand how I feel.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	150	46.0	46.0	46.0
	Disagree	35	10.7	10.7	56.7
	Neutral	83	25.5	25.5	82.2
	Strongly agree	43	13.2	13.2	95.4
	Strongly disagree	15	4.6	4.6	100.0
	Total	326	100.0	100.0	

The table shows that a majority of respondents feel that nurses are empathetic and understand their feelings, contributing to a positive nurse-patient relationship. However, a notable percentage of respondents (15.3% combined) disagree or are neutral, suggesting that some individuals may not perceive the same level of empathy from nurses.

Table 11: Clear Communication in Nursing

The nurse explains things in simple language.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	171	52.5	52.5	52.5
	Disagree	24	7.4	7.4	59.8
	Neutral	60	18.4	18.4	78.2
	Strongly Agree	62	19.0	19.0	97.2
	Strongly disagree	9	2.8	2.8	100.0
	Total	326	100.0	100.0	

The table shows that most respondents find nurses effective in communicating medical information in a way that is easy to understand. However, a small percentage of respondents disagree, indicating that for some, the nurse's explanations may not be as clear or simple as needed.

Table 12: Unresolved Inquiry in Nursing

The nurse asks a lot of questions, but once he/she finds the answers, he/she doesn't seem to do anything.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	88	27.0	27.0	27.0
	Disagree	117	35.9	35.9	62.9
	Neutral	90	27.6	27.6	90.5
	Strongly Agree	18	5.5	5.5	96.0
	Strongly disagree	13	4.0	4.0	100.0
	Total	326	100.0	100.0	

The table shows that 27.0% of respondents agree and 5.5% strongly agree that nurses ask questions but don't act on the answers. However, 35.9% disagree, suggesting mixed views on this issue.

Table 13: Accessible Emotional Support in Nursing

When I need to talk to someone, I can go to the nurse with my problems.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	153	46.9	46.9	46.9
	Disagree	53	16.3	16.3	63.2
	Neutral	80	24.5	24.5	87.7
	Strongly Agree	23	7.1	7.1	94.8
	Strongly disagree	17	5.2	5.2	100.0
	Total	326	100.0	100.0	

Most respondents (54%) feel they can approach the nurse with their problems, indicating a positive perception. However, 46% (neutral, disagree, or strongly disagree) suggest room for improving nurse-patient communication and trust.

Table 24: Limited Nurse-Patient Interaction

The nurse is too busy at the desk to spend time talking to me.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	76	23.3	23.3	23.3
	Disagree	110	33.7	33.7	57.1
	Neutral	99	30.4	30.4	87.4
	Strongly Agree	26	8.0	8.0	95.4
	Strongly disagree	15	4.6	4.6	100.0
	Total	326	100.0	100.0	

The table shows mixed perceptions: 37.7% feel nurses are too busy, 38.3% disagree, and 30.4% are neutral. This suggests that while some patients feel the nurse's availability is limited, others do not share this concern. Improving time management or communication about availability could help address these perceptions.

Table 15: Desire for Better Communication of Test Results

I wish the nurse would tell me about the results of my tests more than he/ she does.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	177	54.3	54.3	54.3
	Disagree	23	7.1	7.1	61.3
	Neutral	74	22.7	22.7	84.0
	Strongly Agree	49	15.0	15.0	99.1
	Strongly disagree	3	.9	.9	100.0
	Total	326	100.0	100.0	

The table shows that 69.3% (agree and strongly agree) wish the nurse would share test results more frequently, while only 8% (disagree and strongly disagree) feel this is not an issue. About 22.7% are neutral. This indicates a strong patient desire for improved communication regarding test results, suggesting a need for more proactive and transparent information-sharing practices.

Table 16: Clear Instruction on Doctor's Orders

The nurse makes a point to show me how to carry out the doctor's orders.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	194	59.5	59.5	59.5
	Disagree	21	6.4	6.4	66.0
	Neutral	76	23.3	23.3	89.3
	Strongly Agree	33	10.1	10.1	99.4
	Strongly disagree	2	.6	.6	100.0
	Total	326	100.0	100.0	

Most respondents (69.6%) feel supported by nurses in following doctor's orders, though 23.3% are neutral and 7% disagree, suggesting minor areas for improvement.

Table 17: Perceived Disorganization in Nursing

The nurse is often too disorganized to appear calm.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	77	23.6	23.6	23.6
	Disagree	115	35.3	35.3	58.9
	Neutral	101	31.0	31.0	89.9
	Strongly Agree	24	7.4	7.4	97.2
	Strongly disagree	9	2.8	2.8	100.0
	Total	326	100.0	100.0	

The table shows that while many patients perceive the nurse as calm and organized, there is still a notable portion who feel disorganization impacts the nurse's demeanor. Improving organization could help address these concerns.

Table 18: Empathetic Listening in Nursing

The nurse understands in listening to my problems.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	172	52.8	52.8	52.8
	Disagree	28	8.6	8.6	61.3
	Neutral	85	26.1	26.1	87.4
	Strongly agree	33	10.1	10.1	97.5
	Strongly disagree	8	2.5	2.5	100.0
	Total	326	100.0	100.0	

Most respondents (62.9%) feel the nurse listens and understands their problems, though 26.1% are neutral, and 11.1% disagree, indicating room for improvement in communication.

Table 19: Effective Nursing Advice

The nurse gives good advice.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	181	55.5	55.5	55.5
	Disagree	14	4.3	4.3	59.8
	Neutral	55	16.9	16.9	76.7
	Strongly Agree	75	23.0	23.0	99.7
	Strongly disagree	1	.3	.3	100.0
	Total	326	100.0	100.0	

The table shows that 78.5% (agree and strongly agree) believe the nurse gives good advice, reflecting strong confidence in the nurse's guidance. Only 4.6% (disagree and strongly disagree) feel the advice is inadequate, and 16.9% are neutral. This suggests that most patients value the nurse's advice, with only a small minority expressing dissatisfaction.

Table 20: Confident and Knowledgeable Nursing

The nurse always knows what he/she is talking about.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	165	50.6	50.6	50.6
	Disagree	38	11.7	11.7	62.3
	Neutral	81	24.8	24.8	87.1
	Strongly Agree	32	9.8	9.8	96.9
	Strongly disagree	10	3.1	3.1	100.0
	Total	326	100.0	100.0	

Most respondents (60.4%) trust the nurse's knowledge, while 14.8% have concerns, and 24.8% are neutral, this suggests that while most patients trust the nurse's knowledge, there is a small portion who have concerns or are uncertain.

Table 21: Clear Communication by the Nurse

It is always easy to understand what the nurse is talking about.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	135	41.4	41.4	41.4
	Disagree	59	18.1	18.1	59.5
	Neutral	95	29.1	29.1	88.7
	Strongly Agree	29	8.9	8.9	97.5
	Strongly disagree	8	2.5	2.5	100.0
	Total	326	100.0	100.0	

The table shows that while many patients find communication clear, there is still a portion who experience difficulty understanding the nurse, indicating potential areas for improving clarity in communication.

Table 22: Slow Nursing Response

The nurse is too slow to do things for me.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	57	17.5	17.5	17.5
	Disagree	134	41.1	41.1	58.6
	Neutral	103	31.6	31.6	90.2
	Strongly Agree	13	4.0	4.0	94.2
	Strongly disagree	19	5.8	5.8	100.0
	Total	326	100.0	100.0	

The table shows that 21.5% (agree and strongly agree) feel the nurse is too slow, while 46.9% (disagree and strongly disagree) do not have this concern. 31.6% are neutral. This suggests that most patients do not perceive the nurse as slow, but there is a small portion who feel the nurse's pace could improve.

Table 23: Impatient Nursing

The nurse is just not patient enough.				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid		1	.3	.3	.3
	Agree	72	22.1	22.1	22.4
	Disagree	111	34.0	34.0	56.4
	Neutral	105	32.2	32.2	88.7
	Strongly Agree	23	7.1	7.1	95.7
	Strongly disagree	14	4.3	4.3	100.0
	Total	326	100.0	100.0	

The table shows that while most patients feel the nurse is patient, there is a small group who perceive a lack of patience, indicating a potential area for improvement in nurse-patient interactions.

Table 24: Imprecise Nursing

The nurse is not precise in doing his/her work.				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	45	13.8	13.8	13.8
	Disagree	154	47.2	47.2	61.0
	Neutral	92	28.2	28.2	89.3
	Strongly Agree	13	4.0	4.0	93.3
	Strongly disagree	22	6.7	6.7	100.0
	Total	326	100.0	100.0	

The table shows that most patients view the nurse's work as precise, but there is a small portion who perceive a lack of precision, indicating potential room for improvement in the nurse's attention to detail.

Table 25: Appropriate Pace in Nursing Instructions

The nurse gives directions at just the right speed.				
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	156	47.9	47.9	47.9
	Disagree	38	11.7	11.7	59.5
	Neutral	111	34.0	34.0	93.6
	Strongly Agree	18	5.5	5.5	99.1
	Strongly disagree	3	.9	.9	100.0
	Total	326	100.0	100.0	

The table shows that most patients are satisfied with the pace of the nurse's instructions, though some may need adjustments to better match their needs.

Table 26: Disrespectful Communication in Nursing

		Frequency	Percent	Valid Percent	Cumulative Percent
I'm tired of the nurse talking down to me.					
Valid	Agree	49	15.0	15.0	15.0
	Disagree	137	42.0	42.0	57.1
	Neutral	102	31.3	31.3	88.3
	Strongly Agree	19	5.8	5.8	94.2
	Strongly disagree	19	5.8	5.8	100.0
	Total	326	100.0	100.0	

The table shows that 20.8% (agree and strongly agree) feel the nurse talks down to them, while 47.8% (disagree and strongly disagree) do not have this issue. 31.3% are neutral. This suggests that most patients do not feel disrespected, but a small portion perceives a lack of courtesy, highlighting a potential area for improving communication style.

Table 27: Comforting Conversations with the Nurse

		Frequency	Percent	Valid Percent	Cumulative Percent
Just talking to the nurse makes me feel better.					
Valid		2	.6	.6	.6
	Agree	162	49.7	49.7	50.3
	Disagree	52	16.0	16.0	66.3
	Neutral	64	19.6	19.6	85.9
	Strongly Agree	35	10.7	10.7	96.6
	Strongly disagree	11	3.4	3.4	100.0
	Total	326	100.0	100.0	

The table shows that while many patients find comfort in speaking with the nurse, there is still a portion who may not feel the same, highlighting potential areas to enhance the emotional support provided.

Table 28: Clear Explanations of Test Orders

		Frequency	Percent	Valid Percent	Cumulative Percent
The nurse always gives complete enough explanations of why tests are ordered.					
Valid	Agree	147	45.1	45.1	45.1
	Disagree	54	16.6	16.6	61.7
	Neutral	80	24.5	24.5	86.2
	Strongly Agree	42	12.9	12.9	99.1
	Strongly disagree	3	.9	.9	100.0
	Total	326	100.0	100.0	

The table shows that while most patients are satisfied, there is still room for improvement in ensuring all patients receive clear explanations.

Table 29: Skilled Nurse-Doctor Collaboration

The nurse is skillful in assisting the doctor with procedures.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	160	49.1	49.1	49.1
	Disagree	15	4.6	4.6	53.7
	Neutral	85	26.1	26.1	79.8
	Strongly Agree	61	18.7	18.7	98.5
	Strongly disagree	5	1.5	1.5	100.0
	Total	326	100.0	100.0	

The table shows that 57.9% (agree and strongly agree) feel the nurse provides sufficient explanations for why tests are ordered, indicating good communication. However, 17.5% (disagree and strongly disagree) feel the explanations are inadequate, and 24.5% are neutral. This suggests that while most patients are satisfied, there is still room for improvement in ensuring all patients receive clear explanations.

H_1: Older patients are more satisfied with the clarity and simplicity of explanations provided by nurses.

Correlations			What is your age?	patient satisfaction
What is your age?	Pearson Correlation		1	-.051
	Sig. (2-tailed)			.360
	N		325	325
patient satisfaction	Pearson Correlation		-.051	1
	Sig. (2-tailed)		.360	
	N		325	325

The correlation results show that there is no significant relationship between age and satisfaction with the clarity and simplicity of explanations provided by nurses. The Pearson correlation is -0.051, indicating a very weak negative relationship, but the p-value is 0.360, which is much higher than the usual significance level of 0.05. This means that age does not have a meaningful impact on how satisfied patients are with the clarity of explanations. Therefore, we fail to support the hypothesis that older patients are more satisfied with the clarity and simplicity of explanations provided by nurses.

H_2: Patients with higher education levels are more critical of nurse compare to those with lower education

Correlations			patient satisfaction	What is your highest qualification?
patient satisfaction	Pearson Correlation		1	-.146[**]
	Sig. (2-tailed)			.008
	N		325	325

What is your highest qualification?	Pearson Correlation	-.146**	1
	Sig. (2-tailed)	.008	
	N	325	325
**. Correlation is significant at the 0.01 level (2-tailed).			

The correlation results suggest a small but statistically significant relationship between education level and patient satisfaction with nursing care. The Pearson correlation is -0.146, indicating a weak negative relationship, meaning that as education level increases, patient satisfaction with nursing care tends to decrease slightly. The p-value is 0.008, which is below the typical significance level of 0.01, meaning this result is statistically significant. Therefore, the data supports the hypothesis that patients with higher education levels are more critical of nurses compared to those with lower education levels, although the relationship is weak.

Conclusion

Researchers aimed to explore how various traits of nurse personality, such as empathy, communication style, and professionalism, influence patient experiences and overall satisfaction. The study also sought to understand how patients from different demographic groups, including gender, age, marital status, and education level, perceive and respond to nurse behaviors. Based on our findings, we concluded that nurse personality did not significantly impact patient satisfaction in terms of gender, age, or marital status. Correlation analysis revealed no significant relationship between these factors and patient satisfaction, leading us to reject the hypothesis in these areas. However, we found a statistically significant relationship between education level and patient satisfaction, suggesting that patients with higher education levels may be more critical of nurses' behaviors compared to those with lower education levels. Further research is needed to explore additional variables that may play a more substantial role in shaping patient satisfaction with nursing care.

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