Nurses' and Patients' Perception Regarding Nurse Caring Behaviors and Patients Satisfaction in Sir Ganga Ram Hospital, Lahore, Pakistan

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ABSTRACT

Background: Roughly 100 Million people want care in the hospitals every year. The extensive supply of the healthcare services can be shocked for the many hospitals and their staff. The satisfaction of patients which is used as a criterion in many hospitals to measuring the nurse caring behaviors. So the patient's perception regarding nurse caring behaviors is largely associated with patients satisfaction. It is also important for nurses to develop a consciousness about their own perception regarding nurse caring behaviors that have a positive impact on their practice and increase the patients' satisfaction. Objective: The objective of the study is to measure the nurses and patients perception regarding nurse caring behaviors and patients satisfaction. Methodology: Cross-sectional descriptive and correlational study was conducted to measure the nurses and patients perception regarding nurse caring behaviors and patients satisfaction. Thirty-six staff nurses (n=36) and ninety-two patients (n=92) were selected for that research, and caring behaviors inventory was used to measure the nurse caring behaviors, and patient satisfaction instrument was used to measure the patient's satisfaction. Results: The results of the study showed the positive relationship between the patients’ perception and patients’ satisfaction but the nurses’ perception and patients’ satisfaction have a negative relationship. Conclusion: This study concludes that the nurse's perception regarding nurse caring behaviors show a negative relationship with patients satisfaction but the patient's perception show a positive relationship with patients satisfaction. Positive and good behaviors of the nurses are most important for every hospital, especially in government hospitals. Good nurses’ behavior has a positive effect on patient satisfaction and their care in every hospital.

Keywords: Nurses, patients, Nurse caring behaviors, Nurses’ perception, Patients’ perception.

1. INTRODUCTION

Nurse caring behavior is most essential part and also an interpersonal process that includes the health care services, built up the trustable and close relationship between the patient and care provider. It is very necessary to enhancing the human life, provision of health care and considered as basic key in the provision of healthcare facilities to the patients (Modic, Siedlecki et al. 2014). Nurse caring behaviors include the respect of the patients, feelings of security and minimizing anxiety, positive and good communication, nurses show professional knowledge and skills and given attention to the patients. The staff nurses are not only the source of information that is provided to the patients but also they are important to provide the comfort and support to the patients during their period of illness (Azizi-Fini, Mousavi et al. 2012).

The main purpose of nurse caring behaviors is to reduce the patient’s pain and also to relieve the patients’ disease symptoms. When the nurses provide good nursing care to the patients, it has a positive impact on patients’ life and also on his satisfaction. So, patients’ perceptions regarding nurse caring behaviors are largely associated with their social status, age, education level and ethnicity (Öztunç 2015).

Nurses’ Behaviors which are related with caring also have a most important role and had a close link with nursing interactions to the patient experience. The five top and important nurse caring behaviors are reported which were treating the patient as a respectful person, nurses know how to give injections and other oral medications, know how to handle equipment and give the medication or treatment on time to the patients. This study also includes the nurses behaviors, identified some most important behaviors which were treating the patients with respect and patients dying with dignity and nurses give proper time to the patients in duty hours and provide comfort and support to the patients and also carefully listening to the patients (Modic, Siedlecki et al. 2016).

According to Bolderston and Lewis, Nurse caring behaviors are also most important part of health care in some other ways. They stated that most of the patients who are admitted to the hospital had the feelings of insecurity, loneliness and had tension from that lack of security and their own illness which had the negative effects on the health of the patients and treatment outcomes. Caring behaviors of the nurses causes the sense of security in many patients and had an important role in minimizing the anxiety level of the patients and increasing the patients' satisfaction (Bolderston, Lewis et al. 2010).

Wagner and Bear conducted research on patients’ satisfaction, and according to them” Patients’ satisfaction, good nursing care & nurse caring behaviors are closely related to each other. In most of the public hospitals, the satisfaction of the patients used as scale or criteria for the evaluation of their own hospital quality care which is provided to the patients and also hospital services. Patients’ satisfaction is considered better compliance in the many hospitals with given treatment and treatment outcomes which are very essential for the promotion of health of the patients and well-being of the patients. Good communication is an essential component of the patients’ satisfaction and positive mutual interaction (Wagner and Bear 2009).

According to Rafii and Hajinezhad “Nurses and patients perception regarding nurse caring behaviors have a great relationship with each other, and patients’ satisfaction depends on both factors. Patients’ satisfaction regarding nurse caring behavior is achieved when the patient’s expectations and needs related to his illness are fulfill, and they receive good quality care with desired health outcomes. Some studies indicated that some factors such as age, gender and socio-cultural affected the patient’s perception & satisfaction regarding nurse caring behaviors (Rafii, Hajinezhad et al. 2008).

1.1 Definitions

Patients’ perception of nurse caring behaviors

Patient’s perception regarding nurse caring behavior is defined as patients’ perception of nurse caring behavior is the ability to see skill actions of the nurses, conduct and mannerism that have great concern to build and maintain trust relationship with patient, pay attention to patient and safeguarding the patients in hospital (Bucco T, 2015).

Nurses’ perception of nurse caring behaviors

Nurse’s perceptions of nurse caring behavior are defined as “perceptions of their actions, conduct, and mannerism that have a great concern to build and maintain a trust relationship with the patient, pay attention to patient and to safeguard the patients in hospital (Bucco, T. 2015).

Patient satisfaction

Patient satisfaction is defined as “opinion of the patient’s who are receiving nursing care in the hospital by the nurses” (Theresa Bucco, Hinshaw & Atwood, 2015).

1.2 Research Problem

It is observed that in many hospitals especially public hospitals that there is no proper implantation of nurse caring behaviors during hospitalization so that patients are not satisfied with the nurse caring behaviors which affect the nursing care. Identification of those nursing behaviors which reflects the patient’s perception of caring is a problem. Views of patients are necessary to improve the caring behaviors of the nurses. Uncaring behaviors of the nurses lead to anxiety and diminished the coping abilities of the patients. Most nurses don’t know their responsibilities regarding care of the patient and also their own caring behaviors. So, this study goes to investigate nurses and patients perception regarding nurse caring behaviors and patients’ satisfaction in Sir Ganga Ram Hospital, Lahore.
1.3 Significance of study

The significance of the study is the nurses need to identify their own perception regarding nurse caring behaviors for the improvement of the quality care and to enhance the patients’ satisfaction with the nurse caring behaviors, nursing care, and its outcomes. It is also increased the personal and professional satisfaction of the nurses. Nurses will work to improve their caring behaviors which increase the profession image and prestige of the organization. So, it is more important for the nurses develop a consciousness about their own perception regarding nurse caring behaviors that have a positive impact on their practice and increase the patients’ satisfaction. The worth of this research is that it will support the policymakers and organization will provide the high-quality care to the patients.

1.4 Purpose of study

The purpose of the study is to measure Nurses and patients perception regarding nurse caring behaviors and patients satisfaction in Sir Ganga Ram Hospital, Lahore.

1.5 Objective of the Study

The main objective of this study is to measure nurses and patients perception regarding nurse caring behaviors and patients satisfaction in selected public hospital of Lahore, Pakistan.

1.6 Research Question

• What is the Patients’ and Nurses’ Perceptions regarding nurse caring behaviors and Patients satisfaction?
• What is the relationship between patients’ perception regarding nurse caring behaviors and patients’ satisfaction?
• What is the relationship between the nurses’ perception regarding nurse caring behaviors and patients’ satisfaction?

2. HYPOTHESIS

Null Hypothesis

• There is no relationship between the nurse’s perception regarding nurse caring behaviors and patients satisfaction.
• There is no relationship between the patient’s perception regarding nurse caring behaviors and patients satisfaction.

Alternative Hypothesis

• There is a relationship between the nurse's perception regarding nurse caring behaviors and patients satisfaction.
• There is a relationship between the patient's perception regarding nurse caring behaviors and patients satisfaction.

Theoretical Framework

The theory of human caring is applicable on this study. Watson developed it in 2008. Due to its domain which includes the holistic nursing that is related to professional knowledge and expertise. Caring behavior by the nurses contributes to the satisfaction and well-being of patients and is more than only the performance of the health care organizations. The caring is also central to the patients’ experience. Professional knowledge makes the nurses perform caring actions and patients holistic care. Ten creative factors of the Watson theory includes patients protection, preservation of the human dignity, love, charity, and patients support, honoring, faith and some other factors are perfectly applicable to that research topic, nurses and patients perception regarding nurse caring behaviors and patients satisfaction.

Literature Review

The review of current literature support the theory of human care by Watson (2008) and also support the major study variables includes nurses and patients perception regarding nurse caring behaviors and patients’ satisfaction in the medical, surgical and orthopedic ward. Multiple studies were conducted to assess and evaluate the perception of patients and nurses regarding nurse caring behaviors and patients' satisfaction.

Roughly 100 Million people want care in the hospitals every year. The extensive supply of the health care services can be shocked for the many hospitals and their staff (Alhusban and Abualrub 2009). Hospitals are preconceived "Safety net" in wellbeing aid institutions refers to that eligibility tribulation provided to uninsured or superior to before population (Alhusban and Abualrub 2009). Pearcey (2010) conducted a study on the perception of the patients and the nurses about the nurse caring behaviors. He used mixed method study qualitative and quantitative to measure the nurse caring behaviors. He conducted interviews with the patients in five different hospitals. According to that study, only 30% patients have negative views about nurse caring behaviors and 70% patients were unable to give a satisfactory answer. Pearcey identified some barrier
with many nurses stating that includes the lack of time, poor management hospital policies, and malcontent were some reasons not giving proper care to the patients (Pearcey 2010). Similarly, Persky, Nilson & Sorlie (2008) worked on the nurses' perception regarding nurse caring behaviors and patient's satisfaction in the different hospitals. According to them, nurses of medical, surgical and orthopedic who provide care to the elder’s patients have knowledge about the elderly patients' illness, and also they understand the situation of the elder patients. 49% nurses said that they could not provide good nursing care in the medical, orthopedic and surgical wards as compared to other indoor departments due to the shortage of time and increasing workload. 51% nurses of all these departments failed to delivered good nursing care and speaking with empathy due to the little time (Persky, Nelson et al. 2008).

The related literature demonstrates that the affected role and perceptual experience of patients and nurses attention that are consistent with the goals are of great important in patients benefitting from the nursing care and adapting to the treatment in the hospitals. However, studies showed that patients and nurses did not have similar perceptions about nurse caring behavior (Ahmad, Al-Daken et al. 2015).

Hauck & Winsett (2011) studied nurse caring relationship with the patient, in which they postulated that, Caring relationship exists between the nurse and the patient and gives positive outcomes of the patients' satisfaction with the good interaction and collaboration of both nurse and patient. According to Hauck & Winsett (2011), Caring is the central focus of any health care provider, and that is possible by showing empathy with patients, safeguarding the patient, giving respect and dignity (Winsett and Hauck 2011).

According to Duffy (2013)”Nurse caring behavior is the individualized connection between health care provider and the health care receiver. Reciprocal dialogues were more necessary to build the trust relationship between the nurse and the patient. Both the participants must be engaged activity providing care and giving positive feedback. In which includes the verbal and non-verbal communication of the patient and the nurse (Duffy, 2013).

Valente.S.M (2010) also conducted research on the human caring behavior and the interpersonal relationship of patient and nurses. According to them there was a great connection between the health care provider (nurses) and the patients and they possess many of the same attributes which were founded in the interpersonal relationship such as patient satisfaction with the nurse caring behavior and positive expectations of the patients from the nurses (Valente 2010).

According to Thera Bucco, he stated that patients satisfaction depends upon the nurse's age and her behavior which perceived by the patients. According Bucco research 83.7% patients were satisfied with nurse caring behaviors, and they perceived positively. The relationship of the patients' perception regarding nurse caring behaviors was positive with the patients' satisfaction. But the 28.3% patients were not satisfied with nurse caring behaviors and had negatives views about the nurses' behaviors (Bucco 2015).

In Pakistan according to the Ayyub Rehan (2015)”Provision of quality care and good nurses' behaviors with the patients is necessary to fulfill the patients' needs and expectations at a satisfactory level.” According to him patients satisfaction ratio with nurse caring behaviors was only 54%, and 46% patients were not satisfied with the nursing care and also their behaviors (Rehan and Kanji 2015).

In Pakistan according to Mohammad Hussain Khan (2007) studied on patients' satisfaction with the nursing care. According to Mohammad Hussain Khan "Patient satisfaction is the major component of the nursing care, and it is very necessary to mapping outpatients, and nurses perception o increase the patient's satisfaction and provide better nursing care to the ill patients and also the prevention of the diseases (Khan, Hassan et al. 2007).

In many public hospitals of the Pakistan, patients were not satisfied with nurse caring behaviors. According to M.H.Khan 55% patients were not satisfied with nursing care during hospitalization only 45% patients were satisfied with nursing care,90% patients feel uncomfortable when they were talking with nurses, and only 10% feel comfortable talking with nurses.84% Patients had a negative experience with the nurses caring behaviors in Pakistan(Khan, Hassan et al. 2007).Many researches were conducted in different countries such as China, Canada, Australia, USA and other countries and patients satisfaction ratio was 62% with nursing care, and 38% patients were not satisfied with nursing care.56% patients feel comfortable when talking with nurses and 44% were not feeling comfortable talking with nurses (Ahmad, Al-Daken et al. 2015).
3. METHODS

Study Design
A quantitative, cross-sectional correlation study design is selected to conduct the research and measure the patients and nurses perception regarding nurse caring behaviors and patients’ satisfaction.

Setting
The study is conducted in Medical, Orthopedic and Surgical wards of the Sir Ganga Ram Hospital, Lahore.

Target Population
All staff nurses and patients of the Medical, Surgical and Orthopedic ward of the Sir Ganga Ram Hospital, Lahore is target population.

Sample size
Sample size of staff nurses (n=36) in medical, surgical and Orthopedic ward calculated by using the slovin’s formula for sample size n=N/1+ (N) (E2) and patients sample size (n=92) is calculated by using the formula of Karish, Z (a/2)2 p (1-p)/d2 with error of 5% and 95% confidence level. The sample consists of all the staff nurses who are working in medical, surgical and orthopedic wards and all the patients who are admitted to the medical, surgical and orthopedic wards of the Sir Ganga Ram Hospital, Lahore.

Inclusion Criteria
This study includes all the staff nurses between the age of 20 to 44 years working in the medical, surgical and orthopedic ward and the patients between the ages of 20 to 50 years admitted to the Medical, Surgical and Orthopedic departments of Sir Ganga Ram Hospital, Lahore are selected to fill the questionnaire.

Exclusion Criteria
Exclude the staff nurses more than 45 years age and are not working in medical, surgical and orthopedic wards of the Sir Ganga Ram Hospital, Lahore. Patients’ are excluded who are more than 51 years age and are not admitted to the medical, surgical and orthopedic wards of the Sir Ganga Ram Hospital, Lahore.

Study Tool
The closed-ended questionnaire is used to measure the patients and nurses perceptions regarding nursing care, and it is consist of six-point Likert scale (1=never to 6= always). Patients Satisfaction with nursing care is measuring by using the patient satisfaction instrument which consists of 25-items with five points Likert scale (1=Agree to 5=Strong disagree).

Ethical Consideration
Participants consent was obtained written and verbal from the participants of the medical, surgical and orthopedic wards who agreed to participate in this study. All the participants were informed, and every participant participates voluntarily in this study. This research does not harm any participants, and all the collected information from the participants kept confidentially. Research conducting permission letter was get from the head of the department of the school of nursing to conduct research.

Data Collection
A well-constructed questionnaire was used to collect the data from patients and staff nurses.

Data Analysis
Collected data was analyzed by using the Statistical Package for the Social Sciences (SPSS.21 version) software. A linear regression was used for the nurses and patients’ perception regarding nurse caring behaviors and patients’ satisfaction.

4. RESULTS AND DISCUSSION

The demographic analysis of the nurses’ data all the participant’s nurses were females range of nurse age was between 20 to 45 years. Mostly age of the nurses were 20-27 years of staff nurses which were 21 (58.3%) and the 28-35 years 10 (27.7%), 36-43 years of age were 4(11.1%) and the age above 44 was 1 (2.8%). Nurses19 (52.7%) participating in this study were married, and the other respondents 17(47.2%) were unmarried. Most staff nurses had working experience 6-10 years respondents were 17(47.2%), the respondents who had 1-5 years were 10(27.7%), the respondents with working experience less than 1 years were 7(19.4%) and the respondents who had working experience above 10 years were 2(5.6%).

The demographic analysis of the patients’ data most of the participants were male 57(62%) and female participants were 35(38%). The range of patients’ age was between 20 to 50 years. Most patients were 30-39 years of age which were 33 (35.9%) and the 20-29 years 31 (33.9%) and 40-49 years of age were 28(30.4%). Most of the respondents had matriculation 33 (73.9%) and some the respondents had primary education who were 15 (16.3%), the patients who had 12 years education were 9(9.8%). Most of the
respondents 72 (78.3%) participating in this study were married, and 20 (21.7%) were unmarried. Most of the respondents were private employee 58 (63%), respondents who had their own business were 26 (28.3%), and govt employee were 7 (7.6%). Regression analysis was conducted to examine the relationship between variables. To measure the nurses’ and patients’ perception regarding nurse caring and patients satisfaction. Regression is used to measure the relationship between nurses’ and patients’ perception regarding nurse caring behaviors and patients’ satisfaction with the caring behaviors. The value of r square was used to explain the amount of variance same thing is explained by adjusted r square but in a more accurate way.

The results of linear regression are displayed in (Table no 1,2,3). Results revealed the patients’ perception significantly predicted patient satisfaction. With beta value .360 (p =.001) showing the significant positive relationship between patients perceptions and patient satisfaction. Whereas the value of adjusted R² showing 12.7 % (p <.000) of variance caused by the independent variable (patients perception) independent variable (patient satisfaction). The results of the nurses’ perception in-significantly predicted the patients’ satisfaction. With the beta value 0.108 (p =.275) showing the insignificant negative relationship between the patient’s satisfaction. The nurse's perception regarding nurse caring behaviors shows a negative relationship with the patient's satisfaction.

### Table 1: Model Summary of patients’ perception

<table>
<thead>
<tr>
<th>Model</th>
<th>R</th>
<th>R Square</th>
<th>Adjusted R Square</th>
<th>Std.Error of the Estimate</th>
<th>Change statistics</th>
<th>Durbin-Watson</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>R square change</td>
<td>F change</td>
</tr>
<tr>
<td>1</td>
<td>382a</td>
<td>.146</td>
<td>.127</td>
<td>.51513</td>
<td>.146</td>
<td>7.607</td>
</tr>
</tbody>
</table>

*a. Dependent Variable: Pts_Satisfaction, b. Predictors: (Constant), N_Perception, Pts_perception*

### Table 2: ANOVA

<table>
<thead>
<tr>
<th>Model</th>
<th>Sum of Squares</th>
<th>Df</th>
<th>Mean Square</th>
<th>F</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Regression</td>
<td>4.037</td>
<td>2</td>
<td>2.019</td>
<td>7.607</td>
</tr>
<tr>
<td></td>
<td>Residual</td>
<td>23.617</td>
<td>89</td>
<td>.265</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>27.654</td>
<td>91</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*a. Dependent Variable: Pts_Satisfaction, b. Predictors: (Constant), N_Perception, Pts_perception*

### Table 3: Coefficients

<table>
<thead>
<tr>
<th>Model</th>
<th>Unstandardized Coefficients</th>
<th>Standardized Coefficients</th>
<th>T</th>
<th>Sig.</th>
<th>95.0% Confidence Interval for B</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>B</td>
<td>Std. Error</td>
<td>Beta</td>
<td></td>
<td>Lower Bound</td>
</tr>
<tr>
<td>(Constant)</td>
<td>1.727</td>
<td>.528</td>
<td></td>
<td>.002</td>
<td>.678</td>
</tr>
<tr>
<td>Patient perception</td>
<td>.247</td>
<td>.067</td>
<td>.360</td>
<td>.000</td>
<td>.113</td>
</tr>
<tr>
<td>N-Perception</td>
<td>.108</td>
<td>.098</td>
<td>.108</td>
<td>.275</td>
<td>.087</td>
</tr>
</tbody>
</table>

In the linear regression analysis, the results revealed the patients’ perception significantly predicted with patients satisfaction and had a significant positive relationship between patients’ perceptions and patient satisfaction. The results of the nurses’ perception in-significantly predicted the patients’ satisfaction and showed a negative relationship between the nurses’ perception and Patients’ satisfaction. The nurses’ perception regarding nurse caring behaviors shows a negative relationship with the patients’ satisfaction. According to Meryem Kılıç (2015), Nurses’ perception and patients’ satisfaction had a negative relationship with each other. Both variables show a negative relationship with each other. That study also
supports the present research findings of nurses' perception and patients' satisfaction (Öztunç 2015). Another study investigates nurses’ perception regarding nurse caring behaviors and patients' satisfaction. The nurses scoring on CBI-24 scale show high scoring than the patients’ perception. It is lower than the nurses’ perception scoring 5.25±0.89 on CBI-24 and showed the negative relationship with patients' perception and patients' satisfaction (Burston and Stickler 2010).

According to the study of Thera Bucco (2015), 27% (p<0.05) of the patients’ satisfaction is correlated with patients’ perception regarding nurse caring behaviors (Bucco 2015). According to the study of Palese, Tomietto (2011), nurse caring behaviors affect the patients' perception and also patients' satisfaction. According to her 85% patients were satisfied with the nurse caring behaviors and it was correlated with the perception of the patients (Palese, Tomietto et al. 2011).

The related study done by Lee and Yom (2007) in which he stated that 45% patients were satisfied with nurse caring behaviors and 55% were dissatisfied with nurse caring behaviors (Lee and Yom 2007).

5. CONCLUSION

This study concludes that the nurse’s perception regarding nurse caring behaviors show a negative relationship with patients satisfaction but the patients perception regarding nurse caring behaviors shows a positive relationship with patients satisfaction. The perception of patients’ significantly correlated with patients’ satisfaction. The regression analysis results of the patients’ perception showed the with beta value 12.7% with patients’ satisfaction (p=0.00). Overall results of the study show a positive relationship between patients perception with patients satisfaction.

Positive and good behaviors of the health care provider are most important for any organization, especially in a healthcare organization. They play important roles in customer/patient satisfaction. Good nurses’ behavior has a positive effect on patient satisfaction and their care in every organization.

6. RECOMMENDATIONS

The nurse caring behavior is the most important component for the health care providers and needs more researches should be conducted on that problem in future. Future researches should be conducted on nurse caring behaviors related with nurses and patients perception linked with patients satisfaction and identified those factors which affect the nurse caring behaviors and also the patients satisfaction in government hospitals. It is recommended that further research be done on nurses and patients perception and patient satisfaction for the improvement of the nurse caring behaviors. It is also recommended that nurses and patients perceptions also be measured to validate the role of better nurse caring behaviors further.

7. LIMITATIONS

The main limitation of this study was a shortage of time and too much less sample size of the patients (n= 92) and the staff nurses (n= 36) due to which we cannot generalize this study on the whole population. The study was also restricted to one hospital. The cross-sectional design of the research was another limitation, as the data were collected at a single point of time; longitudinal studies are required to confirm the scale validation in indoor healthcare providers’ behaviors. Further, since the study had collected data from hospitalized patients, outdoor patients need also to be contracted in future studies to examine the suitability.

REFERENCES