

PATIENT SATISFACTION WITH NURSING CARE  
IN HOSPITAL KANGAR

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**PATIENT SATISFACTION WITH NURSING CARE  
IN HOSPITAL KANGAR**

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## ABSTRAK

Kajian ini secara umumnya bertujuan untuk mengenalpasti tahap kepuasan pesakit di Hospital Kangar berdasarkan elemen-elemen kualiti perkhidmatan yang dibentuk. Objektif khusus kajian ini untuk mengenalpasti tahap kepuasan pelanggan perkhidmatan kejururawatan, mengenalpasti tahap pengharapan terhadap elemen dan dimensi yang diukur, mengenalpasti tahap persepsi pelanggan keatas perkhidmatan yang diterima, mengenalpasti jurang kepuasan antara pengharapan dan persepsi terhadap elemen dan dimensi yang dibentuk dari model Parasuraman, Zeithalm dan Berry (1988). Dimensi yang diukur ialah dimensi tangibility, dimensi *reliability*, dimensi *responsiveness*, dimensi *assurance*, dimensi *empathy* dan dimensi *accessibility*. Dua set soal selidik telah dibentuk untuk memeriksa Pengharapan dan Persepsi pesakit. Ujian kebolepercayaan dijalankan sebelum pengutipan data sebenar. Cronbach Alpha adalah 0.83 untuk pengharapan dan 0.92 untuk persepsi. Kajian telah dijalankan keatas 100 pesakit yang dimasukkan ke wad Perubatan di Hospital Kangar. Analisa deskriptif frekuensi, peratusan dan min digunakan. Dapatan dari kajian ini menunjukkan pada keseluruhan min bagi pengharapan ialah 4.55 dan persepsi pula adalah 3.66. Elemen persepsi yang berkaitan dengan perkhidmatan kejururawatan pula menunjukkan 95.7% pesakit menyatakan "agak puas hati" dan "puas hati". Peratusan ini boleh disimpulkan sebagai satu pernyataan yang pesakit telah menerima perkhidmatan yang memuaskan. Min yang paling tinggi bagi dimensi pengharapan ialah 4.69 dalam dimensi *reliability*. Ukuran ini melepasi tahap 'penting'. Manakala dalam dimensi persepsi, min yang paling tinggi ialah dimensi *reliability* dengan ukuran 3.89. Ukuran ini melepasi tahap "agak puas hati". Dalam jurang kepuasan pula dimensi *responsiveness* mempunyai jurang yang paling tinggi dengan 1.01. Kesimpulan yang boleh didapati dari kajian ini ialah tahap perkhidmatan yang disampaikan di Hospital Kangar adalah, ianya pada tahap tidak puashati

## ABSTRACT

In general, this study aims to identify the degree of patient satisfaction in Hospital Kangar based on service quality formulated. The specific objectives of this study is to identify the degree of patient satisfaction towards Nursing care, is to identify the degree of expectation towards the elements and dimensions measured, it is to identify the degree of perception after patient received the service, to identify patient satisfaction in view of the gap between the elements and the dimensions of perception and expectation and to identify areas of concern pertaining to patient satisfaction. Several service quality dimensions were generated from Parasuraman, Zeithalm and Berry (1988), to achieve the research objectives. The dimensions measured are tangible, reliable, responsiveness, assurance empathy and accessibility. Two sets of questionnaires were developed to measure Expectation and the Perception of patient. Reliability test was determined prior to real data collection. Cronbach Alpha was found to be 0.83 and 0.92 respectively. The research data was gathered from 100 patients admitted to the Medical wards at Hospital Kangar. Descriptive statistical analysis using frequencies, percentage and means were used. The findings of the study showed that the overall expectation means was 4.55 and the overall perception mean was 3.66. The perception elements that were related to nurses showed 96.7 % of patients responded that they were "satisfied" and " most satisfied". This percentage concluded that majority of the patient perceived that they have received a satisfactory service. The expectation dimension with highest mean is reliability with mean value of 4.69. This measure exceeds " Important" degree. In the perception dimension the highest mean is reliability with mean score of 3.89. This measure exceeds "Quite satisfied". In the satisfaction gap the, responsiveness dimension has the highest gap 1.01. The conclusion derived from this study is that the service level in Hospital Kangar can be consider as not of satisfactory level.

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# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 The context of the study**

Improving service in health care require hospitals to measure their own performance in order to improve upon current system of service delivery. Well-designed healthcare delivery system can reduce re-hospitalization, improve quality of life and provide patient satisfaction.

As with regards to patient satisfaction, patient is left out of the process in determining what quality of care for them. The health care provider used to make decision they consider being best interest of their patient, often without taking consideration of patient views or consulting them. In health care the provider usually determines quality and this should be shift to a new paradigm. The needs and preference of the patients and not the service provider must drive the direction of change.

### **1.2 Statement of Problem**

The public and patients of today increasingly expect to have more say in the health service. The ability to meet patients' requirements will ultimately determine the degree of satisfaction a patient feels. Thus, in developing a quality culture of service, patients' needs and expectations must be taken into account.

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