

## **A Comparative Study to Assess the Level of Patient Satisfaction on Quality of Nursing Care Among parturients admitted in Government and Private Hospitals at Lucknow.**

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### **Abstract**

This article analyses the nursing quality in the private hospitals of Lucknow. To analyse the nursing quality in the government hospital of Lucknow. The quality of the nursery care among the patients can be measured by the level of satisfaction found among the admitted patients. Proper nursing care is one of the most important factors that are responsible for increasing patient satisfaction as well as it is known as the outcomes of the private and government hospitals. The purpose of the study is to understand the importance of nursing care among private and government hospitals. The study will help the healthcare center that wants to improve the nursing care of their organizations.

**KeyWords:** Government Hospital, Lucknow, Private, and Nursing

### **1. Introduction**

The Healthcare industry has been affected by the increasing competition in the field due to the rapid increase in the population. Providing quality nursing care among the patients is the most important competitive advantage of the government as well as the private hospitals. Through technological advancement as well as health-related information helps the hospitals to increase the quality of nursing care among the patients. The quality of the nursery care among the patients can be measured by the level of satisfaction found among the admitted patients. Proper nursing care is one of the most important factors that are responsible for increasing patient satisfaction as well as it is known as the outcomes of the private and government hospitals. Patient satisfaction measurement helps to gain crucial information regarding the performance and helps in the quality management of the hospitals. Professional knowledge, application of the appropriate technology, patient perception, and competence are the factors that are included in total quality management (Nyavanda et al. 2019).

Nursing care is known as the most important component of the government and private hospitals and satisfaction of patients with the nursing care have been established as the important indicator of the hospitals. Nursing service quality can be improved by measuring the patient's satisfaction through facilitating the standard creation for care. This study is about the assessment of the patient level satisfaction on the Quality of Nursing Care Among the parturient admitted in the Government as well as private hospitals at Lucknow. Quality of Nursing Care plays an important role in increasing the patient's level of satisfaction as it ensures safe, timely, efficient, and equitable, and patient-centered in the private and government hospitals of Lucknow. As per Roberson (2018), the safety of the patients is the most important factor for increasing the satisfaction level among the patients.

## **2. Significance/Purpose of the Study**

The purpose of the study is to understand the importance of nursing care among private and government hospitals. The study will help the healthcare center that wants to improve the nursing care of their organizations. The significance of the study is related to the concept of patient satisfaction (Konlan et al. 2020). Patient satisfaction plays an important role in the overall success of the hospitals. This study is useful in measuring the level of patient satisfaction by measuring the nursing quality of the private and government hospitals of Lucknow. The study will further help in future research as well as help healthcare to analyze the importance of proper nursing care in the hospitals. Nurses play an important role in providing emotional and psychological support to the patients that increase the level of satisfaction among the patients (Negrini et al. 2021).

Apart from the medical facilities, the level of satisfaction among the patients increases with the proper care from the healthcare staff and nurses. The study is important to analyze the role of nursing staff in the increment of satisfaction among the patients. The study is important to discuss the importance of technologies in increasing satisfaction among the patients. Establishing the relation between the patients' level of satisfaction with the nursing care in the private and government hospitals will help to provide a huge growth to the hospitals by enhancing the brand value of the hospitals. As per Schultz (2020), this study is beneficial for all the private and government hospitals to increase their reputation by improving nursing quality in hospitals. The study is important to improve the level of the patient's satisfaction by improving the quality of nursing provided to them.

## **3. The objective of the study**

- To analyses the nursing quality in the private hospitals of Lucknow
- To analyses the nursing quality in the government hospital of Lucknow
- To compare the patient's satisfaction among the private and government hospitals of Lucknow
- To find the factors responsible for improving the quality of nursing in the private and government hospitals in Lucknow
- To establish a relationship between patient satisfaction and quality of nursing in private and government hospitals.

## **4. The hypothesis of the study**

**H1:** Quality of nursing has not no effect on the level of patient satisfaction among the private and government hospitals in Lucknow.

**H2:** Quality of nursing has a major effect on the level of patient satisfaction among the private and government hospitals in Lucknow.

## **5. Methodology**

Research methodology is treated as an effective component to this study. Research methodology is conducted with the involvement of few effective components such as research philosophy, research approach, research design, data collection, data analysis, and sampling method. Research philosophy is classified into four categories such as positivism, realism, interpretivism, and pragmatism research philosophy. Positivism research philosophy has been selected in this study. The source and nature of

this study are maintained with the involvement of positivism research philosophy. On the other hand research approach is also classified into two categories such as deductive and inductive research approaches. A deductive research approach has been selected for this study. This study is conducted with the involvement of existing information. To maintain this existing information it is important to implement a deductive research approach (Snyder 2019).

Research questions and hypotheses are also justified properly with the involvement of the deductive research approach. On the other hand, the relevant information of the study is maintained properly with the involvement of the deductive research approach. On the other hand, the research design is also classified into few effective categories, among these categories descriptive research design has been selected. This research design can play a crucial role in maintaining the authenticity of the study. Orngreen and Levinsen (2017) stated that proper research design can play a crucial role in maintaining few effective aspects of this study such as measurement, timeline, and analysis methods. On the other hand, data collection and data analysis possesses are also used increasingly in maintaining the efficiency of research methodology.

Primary and secondary data are mainly used in research. Primary data collected with the involvement of few effective strategies such as interviews, surveys & questionnaires, focus groups, and observational methods. The primary data collection method can provide authentic information. On the other hand, secondary data collected through the published book, article, journal, and newspaper. The authenticity of the study is also maintained with the involvement of these secondary data collection methods. On the other hand, proper sampling technology is also maintained in this study, which directly has an impact on the development of this study. On the other hand, a distinct group of individuals is maintained with the help of the proper population. The population can maintain the common feature of the study (Mohajan 2018).

## **6. Sampling design**

On the other hand, sampling design is treated as an effective part of research methodology; the authenticity of the data collection process is maintained with the involvement of proper and effective sampling design. On the other hand, the statistical significance of the study is maintained with the involvement of a proper sampling design. The sampling method is classified into two categories such as probability sampling method and non-probability sampling method. This study is conducted with the involvement of the probability sampling method. According to Zangirolami-Raimundo et al. (2018), the probability sampling method is categorized into four types such as simple random sampling method, systematic sampling method, cluster sampling method, and stratified sampling method. This study is conducted with the involvement of a simple random sampling method. A simple random sampling process can reduce bias-related issues. On the other hand, the equal chance is also provided by this sampling method. Due to this factor, a simple random sampling process is used increasingly. On the other hand, 100 respondents are involved in this research from government and private hospitals of Lucknow. Among these respondents 50 participants are nurses and 50 patients are patients.

## **7. Data collection Techniques**

According to Apuke (2017), the implementation of proper and effective data collection techniques can increase the efficiency of this study. Primary and secondary data are used in research. Primary data collected through few effective technologies such as interviews, surveys & questionnaires, focus groups, and observational processes. The interview method is classified into two categories such as personal interview and telephonic interview. This study is conducted with the involvement of the

survey process. Short and simple questions are used to maintain the survey process. On the other hand, the logical sequence is also maintained properly with the help of the survey process. Secondary data collected with the help of published articles, journals, newspapers, public records, historical and statistical documents, business documents, technical and trade journals, and government publications. However, primary data is more authentic than secondary data. In addition, the published magazine is also used increasingly to maintain the collection of secondary data. The success ratio of this research is maintained properly with the involvement of these data collection techniques (Etikan and Bala 2017).

## 8. Results of the data tables

### Question for nurses

**1. Do you agree that time management and organisation are important for nursing care practices?**

Opinion of respondents	Number of respondents
Disagree	7
Strongly disagree	6
Neutral	4
Strongly agree	16
Agree	19

Table 1: Proper nursing care can maintain the satisfaction of patients

**2. Do you agree that empathy is an effective skill for nurses that can maintain patient's satisfaction?**

Opinion of respondents	Number of respondents
Disagree	6
Strongly disagree	8
Neutral	5
Strongly agree	17
Agree	14

Table 2: Development of the government and private hospitals of Lucknow depends on the relationship between nurses and patients

**3. Do you consider information about preventive care strategy can help nurses to maintain satisfaction of patients?**

Opinion of respondents	Number of respondents
Disagree	7
Strongly disagree	8
Neutral	5
Strongly agree	16
Agree	14

Table 3: Medical history of government and public hospitals is maintained with the involvement of proper nursing care

**Questions for patients**

**1. Do you agree that patient perception of patients in government and private hospitals of Lucknow are maintained with the involvement of quality of nursing care among parturients?**

Opinion of respondents	Number of respondents
Disagree	8
Strongly disagree	6
Neutral	4
Strongly agree	18
Agree	14

Table 4: Patient perception of patients in government and private hospitals of Lucknow are maintained with the involvement of quality of nursing care among parturients

**2. Do you agree with the relationship between the quality of nursing care practices and demographic variables?**

Opinion of respondents	Number of respondents
Disagree	6
Strongly disagree	7
Neutral	5
Strongly agree	19
Agree	13

Table 5: Relationship between the quality of nursing care practices and demographic variables

**3. Do you agree that the lack of professional ethics of nurses directly has an impact on patient satisfaction?**

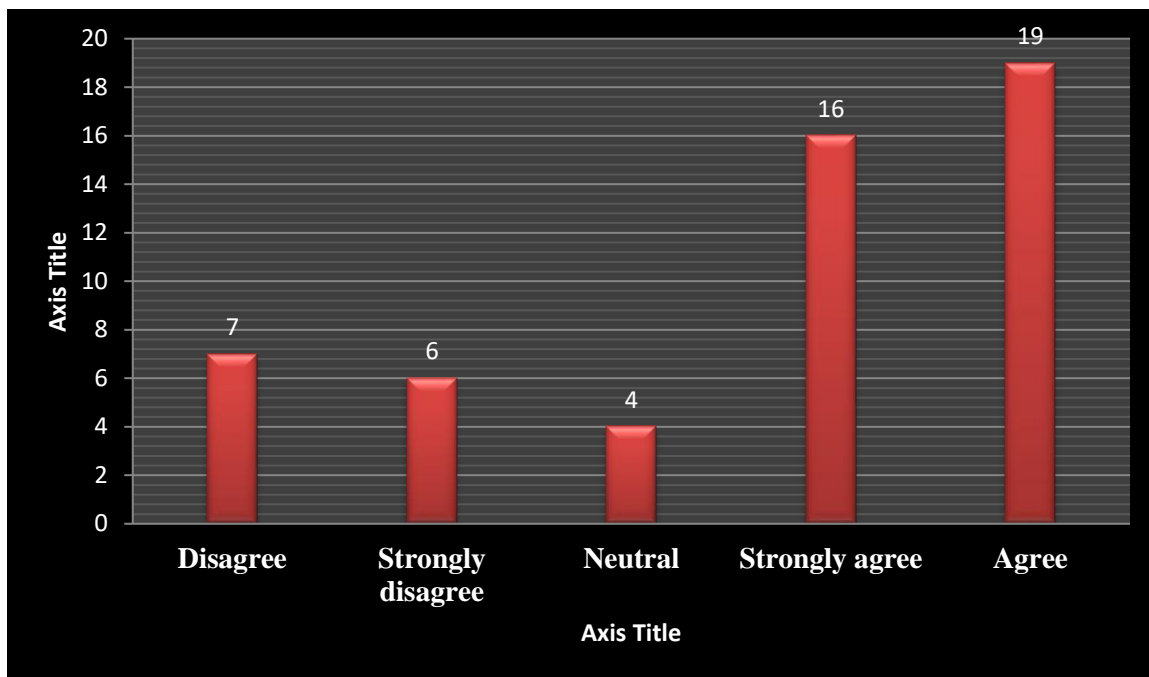
Opinion of respondents	Number of respondents
Disagree	6
Strongly disagree	5
Neutral	3
Strongly agree	16
Agree	20

Table 6: Lack of professional ethics of nurses directly has an impact on patient satisfaction

**9. Graphical Representation**

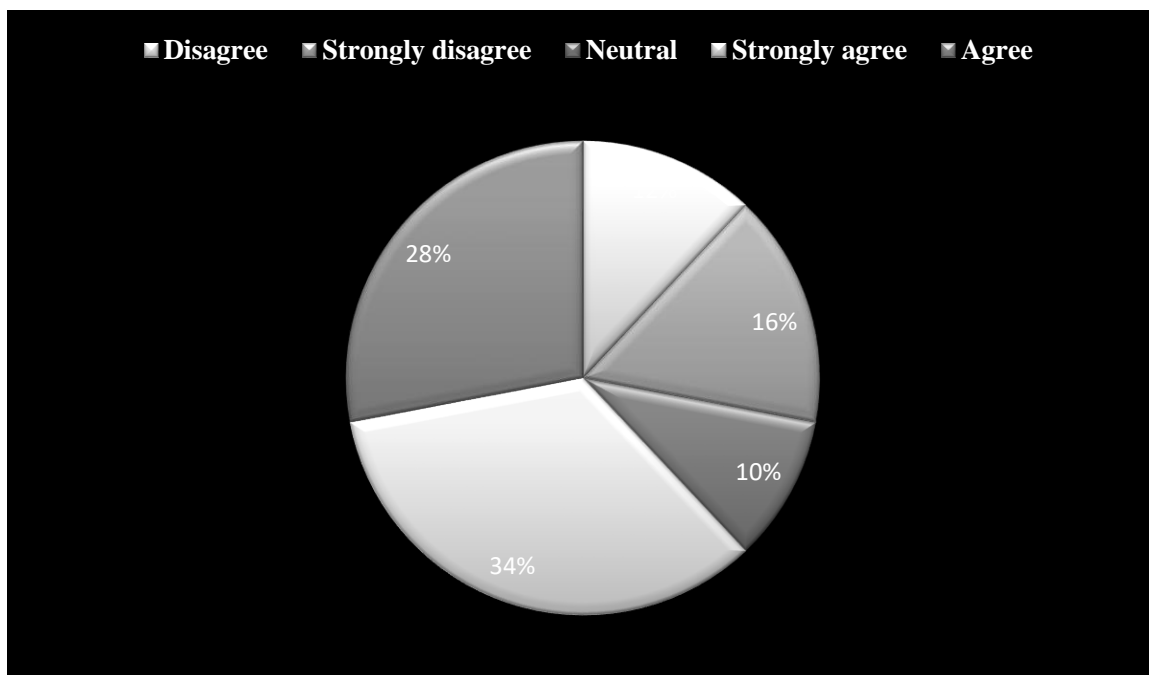
**Questions for nurses**

**1. Do you agree that proper nursing care can maintain the satisfaction of patients?**



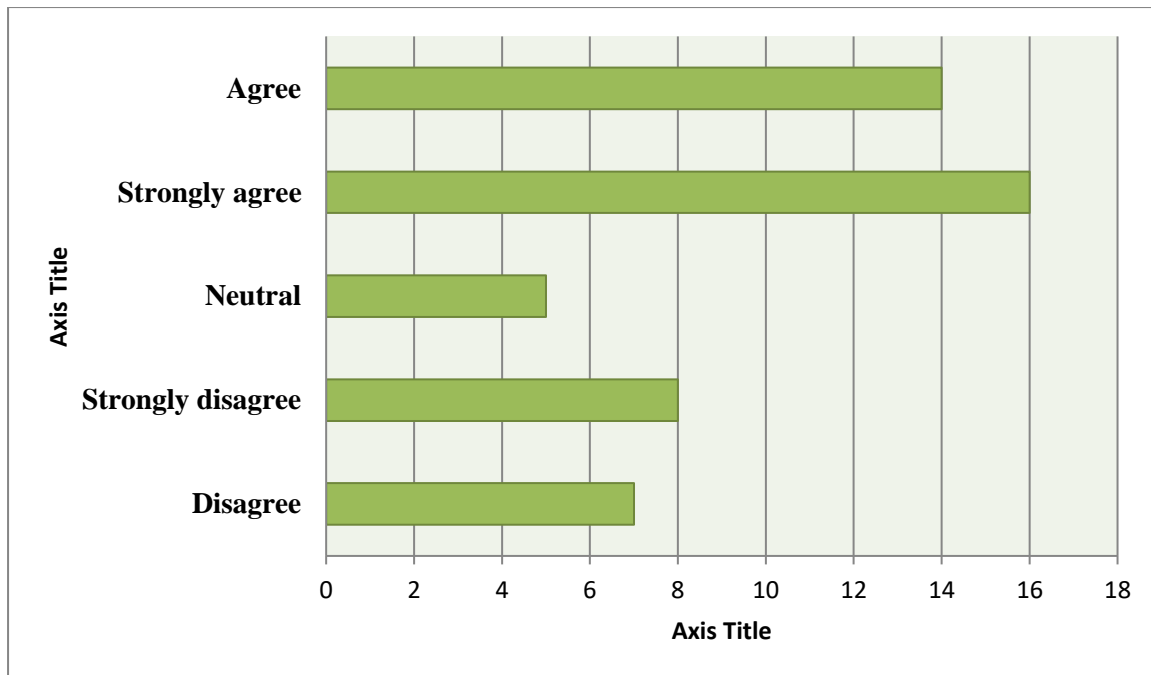
Histogram 1: Proper nursing care can maintain the satisfaction of patients

**2. Do you agree that the development of the government and private hospitals of Lucknow depends on the relationship between nurses and patients?**



Histogram 2: Development of the government and private hospitals of Lucknow depends on the relationship between nurses and patients

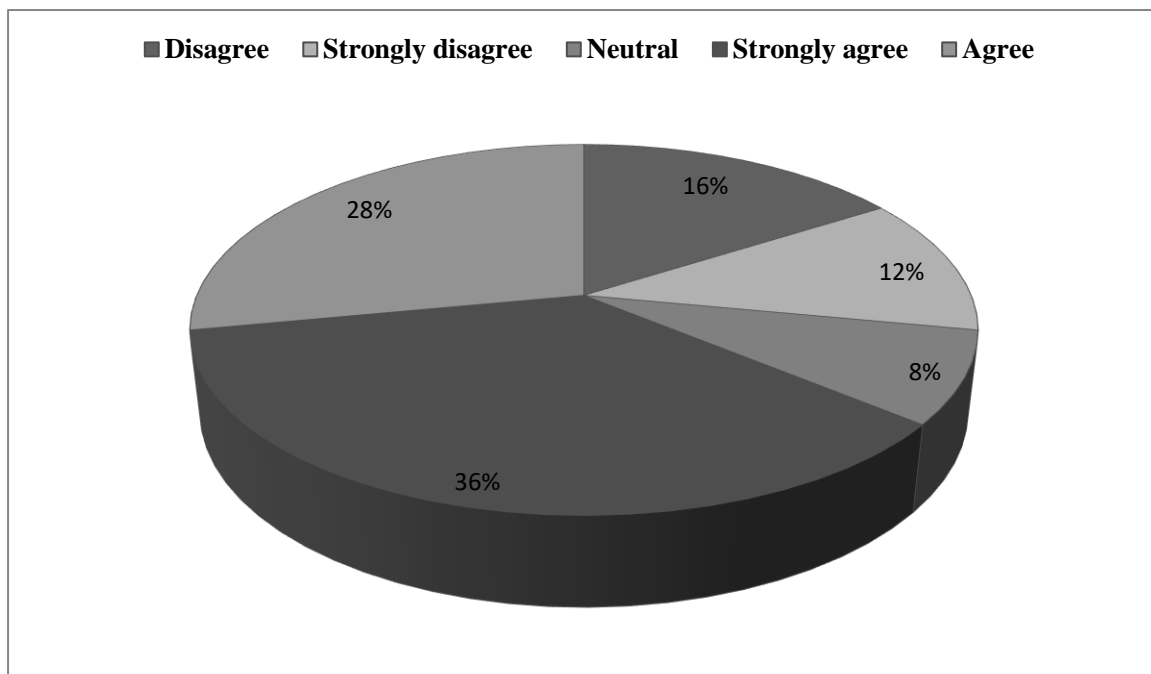
**3. Do you consider that the medical history of government and public hospitals is maintained with the involvement of proper nursing care?**



Histogram 3: Medical history of government and public hospitals is maintained with the involvement of proper nursing care

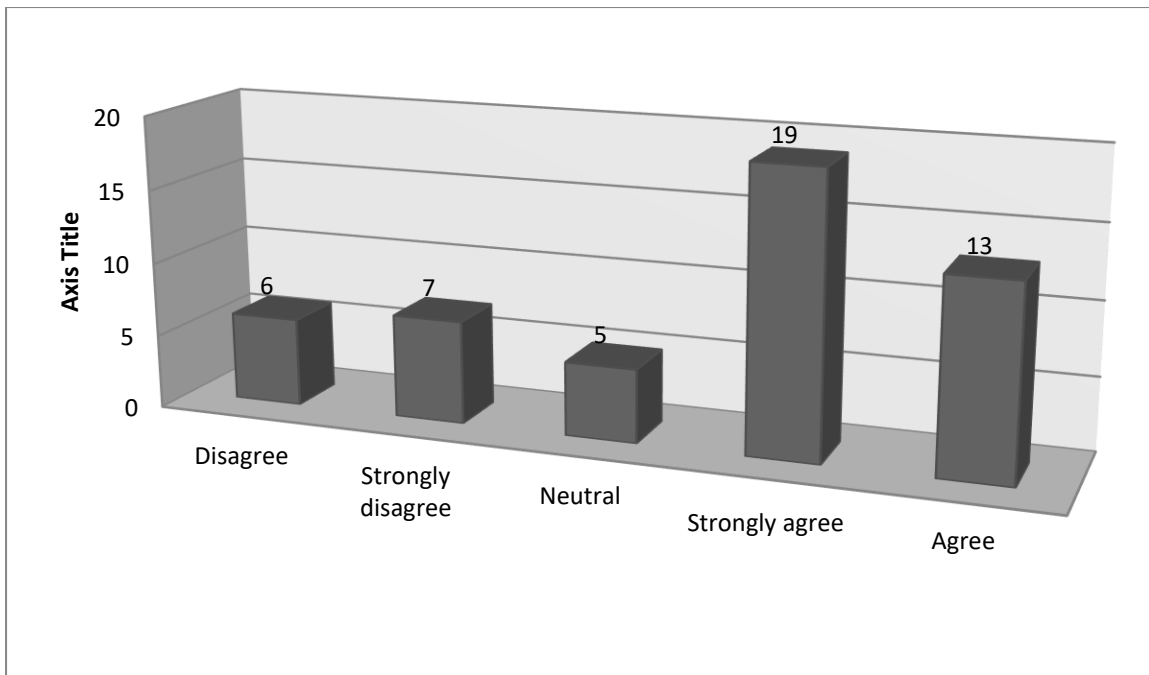
**Questions for patients**

**1. Do you agree that patient perception of patients in government and private hospitals of Lucknow are maintained with the involvement of quality of nursing care among parturients?**

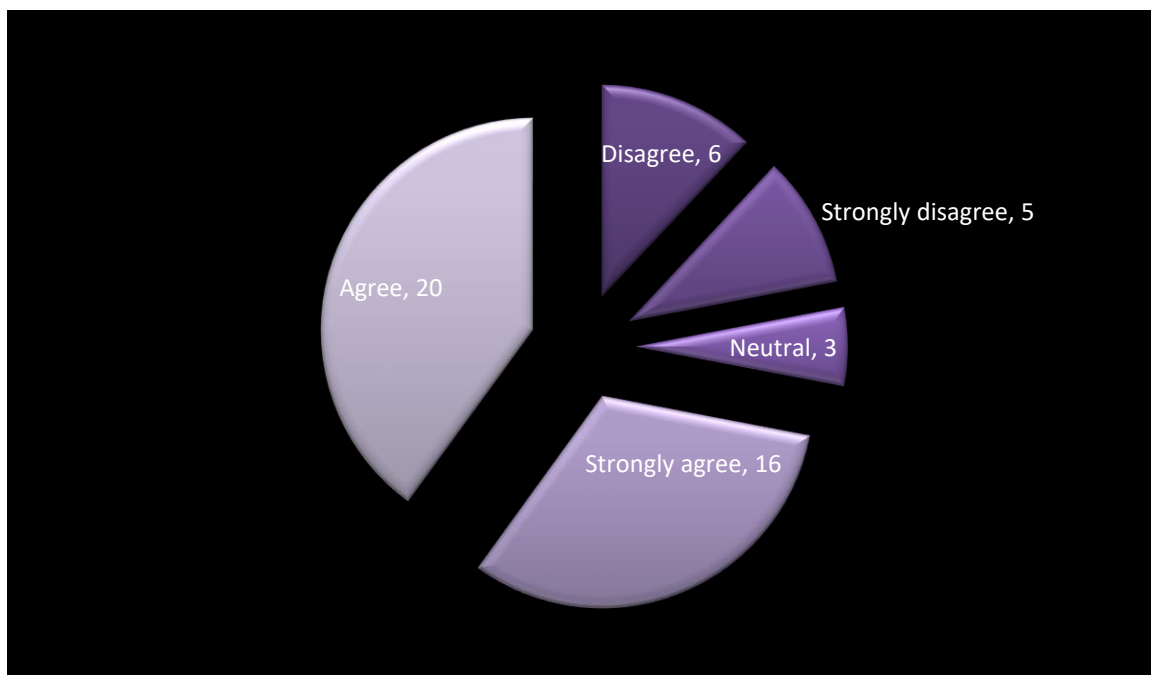


Histogram 4: Patient perception of patients in government and private hospitals of Lucknow are maintained with the involvement of quality of nursing care among parturients

**2. Do you agree that the relationship between quality of nursing care practices and demographic variables can maintain patient satisfaction?**



Histogram 5: Relationship between the quality of nursing care practices and demographic variables  
**3. Do you agree that the lack of professional ethics of nurses directly has an impact on patient satisfaction?**



Histogram 6: Lack of professional ethics of nurses directly has an impact on patient satisfaction

### 10. Analysis of the data

The data analysis and data collection process of this study are maintained properly with the involvement of few effective participants. 100 participants are involved in this study, among them 50 participants are patients and 50 participants are nurses. Table 1 can provide nurse's opinions about the importance of time management and organisation in nursing care practices. 7 and 6 participants are respectively disagreed and strongly disagreed with this statement. Along with this, 4 participants are



unable to provide any information about this statement. On the other hand, 16 nurses are strongly agreed that nursing care is evaluated with the help of time management and organisation skill. This factor is also agreed upon by 19 nurses (Bhargava 2019).

According to table 2, 6 respondents are disagreed that empathy is an important skill for nurses that can maintain patient's satisfaction. 8 respondents are also strongly disagreed with this statement. 5 respondents are unable to provide an opinion about this fact (Verma et al. 2020). 17 and 14 respondents are respectively strongly agreed and agreed that the empathy is treated as an effective skill for nurses. According to table 3, 7 and 8 respondents are disagreed and strongly disagreed that knowledge about preventive care strategy helps nurses to be more efficiency and maintain patient's satisfaction. 5 participants are unable to provide an opinion about this statement. On the other hand, 16 and 14 participants are respectively strongly agreed and agreed that knowledge about preventive care strategy is important for nursing care practices (Reddy et al. 2019).

Table 4 can provide patient's opinions about the role of nursing care in maintaining the perception of patients in government and private hospitals of Lucknow. 50 patients are involved in this study, among all respondents 8 and 6 respondents are respectively disagreed and strongly disagreed that quality of nursing can re can maintain perception o patients. On the other hand, 4 respondents are unable to provide an opinion about this factor. 18 and 14 participants are respectively strongly agreed and agreed that roper nursing care can maintain patient's perception. According to table 5, six and seven respondents are respectively disagreed and strongly disagreed that the relationship between quality of nursing care practices and demographic variables can maintain patient satisfaction. According to table 6, six and five respondents are respectively disagreed and strongly disagreed that the lack of professional ethics of nurses directly has an impact on patient's satisfaction. 3 respondents are unable to provide an opinion about this factor. On the other hand, 16 and 20 respondents are respectively strongly agreed and agreed with this statement (Mitra et al. 2021).

## **11. Findings of the study and Results**

With the help of this data analysis part, it is easy to state that proper and effective information about the role of nursing care practices in maintaining patient satisfaction. The progressive manner of nurses is important to maintain the authenticity of patient satisfaction. This factor directly has an impact on the development of government and private hospitals at Lucknow. Proper nursing can play a crucial role in maintaining a patient's dependency. The relationship between nurses and patients can play a crucial role in maintaining the development of hospitals (Rajkumari and Nula 2017).

## **12. Discussion**

The quality service of the hospitals increased by improving the nursing quality of the hospitals. Data obtained in the study shows the training requirements needed for the nursing staff as well as provide proper training to the nurses for improving the nursing quality in the hospitals. It has been found that nursing staffs of the hospitals were agree that job satisfaction among the patients can be increased through proper nursing care. As per Schultz (2020), It has been found that relationship between nurses and patents help in the development of private and government hospitals in Lucknow. In the Lucknow Private and government hospitals lack of professional ethics have negatively impact on the patient's satisfaction.

### 13. Conclusion

It has been concluded from the study that the quality of nursing care plays an important role in the private and government hospitals of Lucknow. It is revealed from the study that nurses provide emotional as well as psychological support to the patients as well as their family and it increases the satisfaction level among the patients. All the health care staffs involved in the hospitals provide proper care to the patients and inform them regarding diagnosis, treatment as well as necessary information regarding the medicines and illnesses. From the study, it has been clear that in the private and government hospitals of Lucknow the satisfaction among the patients enhances through the proper communication among the patient and nursing staff related to diseases as well as diagnosis.

### 14. Recommendations/Suggestions

The quality of nursing in private and government hospitals can be improved by providing proper training to the nursing staff. Proper training for the nurses will help to support the patients both emotionally as well as psychologically. Adoption of the latest technology will help the nurses to provide correct information to the patients regarding the diseases, diagnosis, and illness that will increase the level of satisfaction among the patients. For increasing the level of patient satisfaction, hospitals need to provide high-quality nursing care. It is recommended that proper communication of nursing staff with the patient will increase the satisfaction among patients. Proper nursing care can be improved by increasing the satisfaction among the health care staff and through creating motivation among them.

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