

Table 1. Socio-demographic characteristics of participants in Goba referral hospital, Bale zone, southeast Ethiopia

Variable	Category	Frequency	Percentage
Sex	Male	112	44.8
	Female	138	55.2
Age	18-27	53	21.2
	28-37	77	30.8
	38-47	47	18.8
	48-57	39	15.6
	58-67	22	8.8
	68-77	12	4.8
Educational status	Unable to read and write	80	32
	4 th grade and below	26	10.4
	5 th -8 th grade	43	17.2
	High school	34	13.6
	Certificate	16	6.4
	Diploma	26	10.4
	1 st degree and above	25	10
Occupational status	Housewife	75	30
	Governmental employee	55	22
	Merchant	41	16.4
	Farmer	43	17.4
	Others	36	11.4
Income	≤500	56	22.4
	≤800	46	18.4
	801-1100	35	14
	1101-1400	28	11.2
	1401-1700	25	10
	≥1701	60	24
Religion	Muslim	104	41.6
	Orthodox	80	32
	Protestant	42	16.8
	Catholic	12	4.8
	Others	12	4.8

Reasons and patient satisfaction items

The majority of patients have history of previous admission which accounts about 143(57.2%) and one fourths of them have no other disease other than the current health problem 189(75.6%). Most of the study participants about 135(54%) were fully satisfied by nursing care they received in the wards. The majority 36(31.4%) of participants were not fully satisfied due to high cost of

the services. Communication and information 134(38.7%) is the dominant way in which the nursing care could have been improved followed (Table 2).

Table 2. Reasons of satisfaction among participants in Goba referral hospital, Bale zone, southeast Ethiopia

Variable	Category	Frequency	Percentage
Are you satisfied with a given service?	Yes	135	54%
	No	115	46%
Why participants are not satisfied in the nursing care?	Because of lack of continuity in care	34	29.7%
	Because of high cost of services	36	31.4%
	Because of non-compliance to treatment	22	18.9%
	Because of increased medical mal practice	16	14.1%
	Other	7	5.9%
Approaching ways in nursing care	Communication and information	89	35.5%
	Interpersonal relationship	75	30.0%
	Maintaining dignity and privacy	61	24.2%
	Other	26	10.3%
Is there one particular nurses to facilitated the nursing care in the ward	Yes	177	70.8%
	No	45	18.0%
	Not sure	28	11.2%
History of previous admission	Yes	143	57.2%
	No	107	42.8%
Have you another disease or problem	Yes	61	24.4%
	No	189	75.6%
There always being a nurse around if they needed	Yes	148	59.2%
	No	102	40.8%
Don you think they came quickly when you called them	Yes	108	43.1%
	No	142	56.9%
Are they willing to respond to your request	Yes	126	50.5%
	No	124	49.5%

Associated factors

A total of 136(541) of participants from the study hospital were fully satisfied for satisfaction items. Male participants (66%) were more satisfied compared to female participants (45%),

participants who have history of previous admission (76%) were more satisfied than who did not have history of previous admission (52%) and less than one hour waiting time had association with patient satisfaction (Table 3).

Table 3. Participants' characteristics fully satisfied versus not fully satisfied of participants in Goba referral hospital, Bale zone, Oromia region, southeast Ethiopia.

variable		Fully satisfied	Not fully satisfied	X ²	p-value
Sex	Male	74(66%)	38(34%)	13.65	0.0002
	Female	62(45%)	76(55%)		
Age	18-27	24(45.3%)	29(54.7%)	9.58	0.088
	28-37	51(66%)	26(34%)		
	38-47	25(53%)	22(47%)		
	48-57	26(67%)	13(33%)		
	58-67	7(32%)	15(68%)		
	68-77	3(25%)	9(75)		
History of previous admission	Yes	109(76%)	34(24%)	62.2	0.0001
	No	27(25%)	80(75%)		
Having other disease	Yes	21(34%)	40(66%)	13	0.0723
	No	115(61%)	74(39%)		
Educational status	Unable to read and write	44(55%)	36(45%)	6.32	0.388
	Below 4 th grade	11(42%)	15(58%)		
	5 th -8 th grade	23(53%)	20(47%)		
	High school	7(44%)	9(56)		
	Certificate	22(65%)	12(35%)		
	Diploma	12(46%)	14(54%)		
	1 st degree and above	17(68%)	8(32%)		
Occupational status	Housewife	32(43%)	43(57%)	22.37	0.0602
	Government employee	24(44%)	31(56%)		
	Merchant	27(75%)	9(25%)		
	Farmer	32(74%)	11(26%)		
	Others	21(51)	20(49%)		
Income	≤500	34(60%)	22(40%)	2.67	0.115
	501-800	27(59%)	19(41%)		
	801-1100	18(51%)	17(49%)		
	1101-1400	15(54%)	13(46%)		
	1401-1700	12(48%)	13(52%)		
	≥1701	30(50%)	30(50%)		
Religion	Orthodox	45(59%)	33(41%)	2.7	0.61

	Muslim	57(55%)	47(45%)		
	Protestant	7(58%)	5(41%)		
	Catholic	19(45%)	23(25%)		
	Others	6(50%)	6(50%)		
Number of nights stayed	2-5	50(57%)	37(43%)	7.13	0.13
	6-9	43(49%)	45(51%)		
	10-13	13(43%)	17(57%)		
	14-17	14(78%)	4(22%)		
	18-30	16(59%)	11(41%)		
Waiting time	< 1hr.	79(31.6%)	33(13.2)	19.23	0.0036
	>2 hr.	51(20.4)	87(34.8)		

Discussion

The finding of this study indicated that almost half of (54%) of the participants were satisfied with nursing care. This finding was consistent with a study conducted in Ethiopia (25). It was low compared to the study conducted in Iran 82% and in Northern Ireland 70% (20). This is due to the fact that both Iran and Northern Ireland are more developed than our country. So they may reduce factors affecting patient satisfaction. The result of this study showed that there was relationship between sex and patients' satisfaction in which men were tended to be more satisfied than women from nursing and daily care they received which is similar with study conducted at Nancy University hospital in northeast France (21). It may be due to the care they receive from opposite sex since most of the nurses were females. Based on the findings no significant relation was between age and patients satisfaction which contradicts with the finding of the study done in Kuala Lumpur (22). May be in Kuala Lumpur people especially older could be place greater value on the nursing care they receive when their own need of care is at its greatest. In this study, there was no relationship reported between family monthly income of the patients and their overall satisfaction with nursing care. This result was similar with the previous study conducted by Iranian Center for Breast cancer in Tehran city (20). However, the study done in London reported that patients with lower income were less satisfied with nursing care they received (23). The reason may be there is support from government like free treatment if they

cannot afford the cost. History of previous admission and having other disease had significant relationship with patient satisfaction. This finding also consistency with different studies.

The top aspects that patients scored highest for their satisfaction with nursing care were there always being a nurse around if they needed one, nurses helpfulness, nurses treatment of patient as individual. Patients scored lowest for their satisfaction in the amount of information nurses given to patients about their condition and treatment, the way nurses explain things to patients and the type of information nurses give to patients about their condition and treatments. The highest satisfaction in the study were amount of freedom in the ward (83%), how capable nurses were at their job (70%), nurses treatment of patient as an individual (70%), nurses manner in going about their work (67%), and the amount of privacy (61%) which was slightly similar with the study done in Addis Ababa in public hospital 92%, 90%, 87%, 86% and 61% respectively (9). In this study the amount of freedom on the ward was not given the highest satisfaction rating, though it is generally believed that element of privacy, respect, and freedom which nurses consider through their practice, enhance patient's satisfaction with care. Aspects of care given the lowest satisfaction in this study were the amount of information nurses given to patients about their condition and treatment (42%), the way nurses explain things to patients (43.6%), the type of information nurses give to the patients about their condition and treatment (43.6%). However, there is similarity of this result with study done in Johannesburg (2) except how willing nurses were to respond to your requests (53%) and nurse's awareness of your needs (56%).

Conclusion and recommendation

In this study the satisfaction rate of patients was low when compared with different studies conducted in Ethiopia. The major reasons were high cost of the services, lack of continuity in care and noncompliance to treatment between nurses and their patients. Sex, history of previous

admission and waiting time were predictor variables. Therefore, nursing administration of the hospital was recommended to deliver health care system that could make patient centered health system; and nurses should ensure continuity of care given to patients.

Competing interests

Authors have declared that there is no any competing interest.

Authors' contributions

AYM and ALW developed the concept, developed method and data collection tool, collect data, analyzed and interpret the data, and draft the manuscript. Both authors read and approved the final manuscript.

Acknowledgments

Authors are grateful to Madawalabu University for supporting this study. We are also very thankful to data collectors, and study participants.

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