

Assessing Patient Satisfaction Level Regarding Nursing Quality Care at Secondary Level Public Hospital Charsadda, KPK

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Abstract

Introduction: Patient satisfaction with nursing care is a critical indicator of healthcare quality, reflecting how content patients are with the care they receive from nurses. This satisfaction is influenced by various factors, including patient characteristics, expectations, and the quality of nursing interactions. Studies show that high-quality nursing care not only improves health outcomes but also enhances patient loyalty and the reputation of healthcare institutions. Nurses, who are often the primary point of contact for patients, play a pivotal role in shaping patient experiences through effective communication, empathy, and involvement in care decisions. This study employed a descriptive cross-sectional design to assess the relationship between various factors affecting patient satisfaction with nursing care. It targeted admitted patients in a public hospital in Charsadda. A sample of 385 patients was determined using a Raosoft online calculator. Convenience sampling was used to select participants due to its accessibility and ease of implementation. The research was conducted from August 25 to November 30, 2024. Descriptive and inferential statistics were used for data analysis. Overall, patients reported moderate satisfaction with nursing care. The highest satisfaction levels were for courtesy and respect (37.4%), teamwork (38.2%), and overall nursing quality (40.5%). The lowest satisfaction was related to patient privacy (4.4%), noise levels (8.1%), and those who visited only once. Satisfaction levels were similar for both genders, with male patients slightly more likely to report higher satisfaction. This study highlights the crucial role of nursing care in shaping patient satisfaction, with factors such as effective communication and teamwork significantly enhancing patient experiences. The findings underscore the importance of addressing these gaps to improve overall care quality and meet patient expectations in healthcare settings.

Key words: Patient Satisfaction; Nursing Care; Public Sector; Hospitalization; Quality Care

Introduction

Patient satisfaction with nursing care (PSNC) is conceptually defined as the degree to which a patient is content with the care received from nurses, influenced by patient characteristics and expectations (Albashayreh et al., 2019). Moreover, measuring the quality of nursing care often involves assessing patients' satisfaction levels (Gishu et al., 2019). Notably, proper nursing care plays a significant role in improving patient satisfaction, which directly impacts health outcomes, patient loyalty, and the reputation of healthcare providers (Aiken et al., 2021). Additionally, Donabedian's conceptual model of quality care (1988) identifies patient satisfaction as a fundamental aspect of healthcare quality, encompassing both scientific precision and the art of care delivery. For instance, organizations such as the Portuguese Association of Nursing Professionals recognize patient satisfaction as a legitimate indicator of care quality (Aiken et al., 2018).

Furthermore, studies, including one by Lagu et al. (2013), have highlighted key factors influencing patient satisfaction, such as marital status, education level, type of hospital, hospitalization unit, and treatment costs. Similarly, individual characteristics like age, education, occupation, and marital status also significantly affect satisfaction levels. Patient satisfaction is closely tied to nursing-sensitive indicators, including effective care delivery, perceived competence, and patient involvement in decision-making (Doran, 2011). Since nurses are the healthcare professionals who interact most frequently with patients, they play a pivotal role in shaping patient experiences and satisfaction levels (McHugh & Stimpfel, 2012). Moreover, trust, empathy, and effective communication between nurses and patients are foundational to delivering high-quality care (Papastavrou et al., 2014). Furthermore, the concept of patient satisfaction is multifaceted, involving technical quality—accuracy in diagnostic and therapeutic procedures—and functional quality, which refers to how patients perceive the care experience (Aiken et al., 2012). In today's competitive healthcare environment, the demand for quality services has led to the development of robust systems to monitor and improve patient satisfaction (Gavurova et al., 2021; Al-Qudimat et al., 2023). However, dissatisfaction with nursing care remains a pressing issue in both developed and developing nations. For example, surveys in Europe and the United States reported low satisfaction rates, ranging from 11% in Ireland to 47% in Greece (Wardah et al., 2020). In contrast, in Saudi Arabia, factors such as language barriers and a lack of discharge information were significant contributors to dissatisfaction (Atallah et al., 2013). Given that nurses provide approximately 80% of primary care in hospitals, improving nursing care quality is critical to enhancing overall patient satisfaction and meeting patient expectations (Mulugeta et al., 2019). Consequently, patient satisfaction directly influences adherence to treatment, health outcomes, and patient loyalty. Moreover, dissatisfied patients are more likely to experience negative health outcomes, increased readmission rates, and reduced loyalty to healthcare providers. Additionally, patient dissatisfaction can exacerbate mental health issues and increase the burden of disease. Therefore, understanding and addressing patient satisfaction is integral to healthcare planning and quality improvement efforts (Alsaqri, 2016; Shinde & Kapurkar, 2014). In conclusion, measuring patient satisfaction provides invaluable insights into healthcare quality and highlights areas requiring improvement. Ultimately, a patient-centered approach to evaluating nursing care can guide restructuring efforts in healthcare services, ensuring quality and competitiveness in an evolving healthcare landscape (Size, 2013; Merkouris et al., 2013). By addressing patient expectations and involving them in care processes, healthcare providers can achieve better outcomes, improved loyalty, and enhanced reputation.

Background

To begin with, nurses represent the largest group among healthcare professionals and maintain the closest interaction with patients (Kasa & Gedamu, 2019). In fact, patient satisfaction serves as a key metric for evaluating healthcare services, particularly the quality of nursing care (Alhassan & Ambulacrum, 2009; Shinde & Kapurkar, 2014). Specifically, it provides essential insights for healthcare administrators by highlighting patient expectations and satisfaction levels. This, in turn, aids in improving nursing service quality by identifying gaps, implementing targeted training, and planning necessary interventions (Abdel Maqsood et al., 2012; Gedelian & Chipeta, 2011; Gaskill et al., 2008). Moreover, evaluating healthcare involves setting clear objectives, monitoring resources, assessing outcomes, and identifying unintended or adverse effects of care (Alsaqri, 2016; Sitzia & Wood, 1997; Tang et al., 2013). Importantly, as a significant component of healthcare services, nursing care directly influences patient satisfaction, which has emerged as a vital predictor of overall hospital care quality and a primary goal for healthcare organizations (Goh et al., 2016; Laschinger et al., 2005; Reck, 2013). Additionally, measuring patient satisfaction helps establish care standards, monitor results, and understand perceptions of quality, leading to

enhanced nursing services (Akin & Erdoğan, 2007; Senarath & Gunawardena, 2011; Tang et al., 2013). Furthermore, nurses play a pivotal role in providing emotional and psychological support to patients and their families across various settings. Beyond this, nurses require professional expertise, appropriate attitudes, and strong interpersonal skills to offer informational, emotional, and practical support (Akhtari-Zavare et al., 2010; Buchanan et al., 2015; Goh et al., 2016). However, the quality of nursing care is influenced by factors such as working hours, job satisfaction, and the overall work environment (Putra et al., 2021; Son et al., 2019). Indeed, a positive work environment, including manageable shifts and high job satisfaction, correlates with better patient care outcomes (Brešan et al., 2021). Thus, developing reliable tools to measure patient satisfaction and the factors influencing it is crucial for improving nursing care quality (Freitas et al., 2014; Laschinger et al., 2005). Overall, research findings in nursing management can demonstrate the profession's contributions to patient care and promote its advancement through scientific rigor (Alsaqri, 2016; Freitas et al., 2014; Goh et al., 2016).

Problem Statement

Nursing care is a critical determinant of patient satisfaction with hospital services (American Nurses Association, 2019). Research indicates that patients in private hospitals report higher levels of satisfaction compared to those in public hospitals (Syed Zain-ul-Abideen Shah et al., 2012). This disparity is evident across all categories of care, with private hospitals consistently outperforming public facilities in meeting patient expectations (Diah Mutiarasari et al., 2021).

Significance of Study

This study aims to provide valuable insights into patient satisfaction at DHQ Hospital by identifying areas for improvement and guiding quality enhancement initiatives in nursing care. It seeks to address critical gaps in service delivery and enhance the overall healthcare experience. Moreover, by understanding the factors affecting patient satisfaction, the research will contribute to better patient outcomes, improved health, and more efficient healthcare delivery. Studies suggest that overall patient satisfaction has improved in recent years due to measures such as enhanced quality standards, customer-focused approaches, and the application of research findings (Farzianpour et al., 2015). In addition, satisfied patients not only report a higher quality of life and better self-rated health, but also experience improved outcomes, reduced medical expenses, and contribute to lower overall healthcare costs at the government level (Linda Baumbach et al., 2023). Furthermore, patient satisfaction serves as a key nursing-sensitive indicator for the quality of nursing care (Doran, 2011). Specifically, effective nurse-patient communication has been shown to produce positive outcomes, such as better pain management, particularly in specialized care settings like burn treatment (Tetteh et al., 2021). Overall, this study underscores the critical role of patient satisfaction in improving care quality and patient-reported outcomes, highlighting its importance in advancing nursing practice and healthcare system efficiency. Ultimately, its findings will inform targeted interventions and foster a more patient-centered approach to care.

Objectives

To assess the level of patient satisfaction with the quality of nursing care at DHQ Hospital Charsadda.

Inclusion & Exclusion Criteria

This comprehensive review encompassed a wide range of sources, including original quantitative research articles, published theses, and research reports, all pertaining to various aspects of patient satisfaction with nursing care. The search criteria were within the timeline from 2014 to the present, while a few older articles were also considered because they were original and relevant to

the study concepts. Exclusions were made for duplicate studies and research with differing objectives and purposes. Additionally, articles with unclear methodologies were omitted. It's important to note that all included articles in the review were written in the English language. By employing these selection criteria, we aimed to compile a comprehensive and relevant body of literature on patient satisfaction within nursing care.

Research Methodology

Study Design

A descriptive cross-sectional study design was appropriate for this study because it allows for the identification of relationships among different variables over a specific period (Beck, 2012). A descriptive cross-sectional survey using a quantitative method was chosen due to its time efficiency, ability to provide a snapshot of the current situation, and lower cost.

Study Population & Study Setting

Admitted patients in the hospital were considered for the study because they spend time in the hospital and can assess the quality of nursing care accurately. The setting was a public sector hospital in Charsadda.

Sampling Technique & Sample Size

Convenience sampling, a non-probability sampling strategy, was used as it allows researchers to easily acquire essential data by selecting subjects based on accessibility (Sedgwick, 2013). A sample size of 385 was determined using an online sample size calculator (Raosoft) with a confidence interval of 95% and a 5% margin of error.

Inclusion Criteria

Patients who voluntarily provided information and spent at least 24 hours in the hospital were included because they were in a better position to accurately assess the nursing care they received.

Exclusion Criteria

Children, patients who were severely ill, unconscious, psychiatric patients, and those who were unable to communicate due to low intellectual capacity were excluded, as they might not be able to provide reliable assessments.

Duration

The research project was conducted from August 25 to November 30, 2024.

Data Collection Tool

The **Patient Satisfaction with Nursing Care Quality** (PSNCQQ) was used to collect data from patients. The tool combines basic demographic questions with items focusing on specific aspects of nursing care, communication, and overall satisfaction. The goal is to assess how well nurses meet patients' needs in areas such as communication, professionalism, responsiveness, patient involvement, and the overall environment provided by the nursing staff.

Reliability

The PSNCQQ-AR demonstrated excellent reliability, with a Cronbach's alpha coefficient of 0.96, consistent across various hospital units. The split-half reliability was also high, with coefficients of 0.91 for Part 1 and 0.95 for Part 2. Additionally, the Guttman split-half coefficient was 0.94 (Alaa ALBASHAYREH et al., 2019).

Validity

Content validity analysis, conducted by six expert raters, showed item-level content validity indices ranging from 0.83 to 1, with a scale-level content validity index of 0.94. Evidence of construct validity was confirmed through exploratory factor analysis (EFA), which identified two factors with eigenvalues greater than 1 (10.75 and 1.02), explaining 69.3% of the variance. The scree plot also supported a two-factor model. Factor 1 (items 6-17) explained 46.4% of the variance, while Factor 2 (items 1-5) accounted for 22.9%. Confirmatory factor analysis (CFA) revealed that the one-factor model had poor data fit ($22/df = 4.56$, $TLI = 0.86$, $CFI = 0.89$, $RMSEA = 0.11$), while the two-factor model showed a better fit ($22/df = 3.90$, $TLI = 0.90$, $CFI = 0.91$, $RMSEA = 0.09$) (Alaa ALBASHAYREH et al., 2019).

Questionnaire

The main part of the questionnaire consists of 17 questions, rated on a 5-point Likert scale, focusing on different aspects of nursing care. These areas include:

- **Clarity and Completeness of Explanations**
- **Communication with Patients and Families**
- **Flexibility and Willingness to Meet Needs**
- **Involvement in Care**
- **Courtesy and Respect**
- **Frequency of Nurse Check-ups**
- **Patient Preferences and Choices**
- **Promptness of Assistance**
- **Technical Skills**
- **Teamwork**
- **Environment and Comfort**
- **Privacy Protection**
- **Overall Satisfaction**

The **Overall Satisfaction Score** is categorized as follows:

- 1 to 34 = Lowest/Unsatisfied
- 35 to 68 = Satisfied
- 69 to 85 = Highly Satisfied

Data Collection Process

Data collection began after receiving approval from the Institutional Review Board (IRB) and the Medical Superintendent. The data collection period was from September 6 to October 10, 2024. Informed consent was obtained from each participant before data collection. The researcher ensured the confidentiality, privacy, and anonymity of all participants and explained each question in the questionnaire. Participants rated their satisfaction on a 5-point Likert scale.

Data Analysis

The data collected were analyzed using the Statistical Package for the Social Sciences (SPSS) version 27. The data were first screened for completeness, ensuring that all relevant information was included. Descriptive statistics were applied to the variables such as gender, past visit, and individual questionnaire items to identify satisfaction levels categorized as poor, fair, good, very good, and excellent. Additionally, the overall satisfaction level was assessed. A cross-tabulation was performed to explore the relationship between gender and overall satisfaction as well as past

visits and overall satisfaction. Finally, inferential statistics were used, specifically a Chi-square test, to evaluate the association between patient satisfaction and both gender and past visit frequency.

Ethical Considerations

The research on patient satisfaction with nursing care was conducted with a strong commitment to ethical standards. The study adhered to the principles of honesty, transparency, and ethical responsibility. Key ethical considerations included the protection of patient confidentiality, the requirement of informed consent, and the maintenance of participant anonymity throughout the study. Participants were fully informed about the study's purpose and procedures, and their participation was voluntary. Informed consent was obtained prior to data collection, ensuring participants understood their rights. The study also prioritized patient privacy, ensuring that all personal data were handled securely. Throughout the research process, the integrity of the data collection and analysis was maintained, and all findings, whether positive or negative, were reported truthfully. The research was free from conflicts of interest, and the research team was accountable for ensuring that the study was conducted with the highest ethical standards.

Results

A total of 385 patients participated in the survey, providing feedback on their experiences with nursing care. The sample included patients with varying numbers of hospital visits. Of the participants, 41.6% had visited the hospital only once, 17.7% had visited twice, and the remaining patients had visited three or more times. The sample was composed of a slightly higher proportion of male patients (54.5%) compared to female patients (45.5%). In terms of patient satisfaction, the majority of patients reported satisfaction with the nursing care they received. The highest levels of satisfaction were observed in areas such as the courtesy and respect shown by nurses (37.4% of patients rated this as "excellent"), teamwork between nurses and other healthcare staff (38.2% rated this as "excellent"), and the overall quality of nursing care (40.5% rated this as "excellent"). These results suggest that patients valued the interpersonal aspects of nursing care, including respect, collaboration, and overall care quality. However, there were some areas where satisfaction was lower. A small percentage of patients (4.4%) rated the provision of patient privacy as "poor," indicating concerns about the protection of their privacy during their hospital stay. Additionally, 8.1% of patients rated the noise level in the hospital as "poor," reflecting dissatisfaction with the amount of peace and quiet available, which can impact recovery. The study also examined the relationship between patient satisfaction and the number of past hospital visits. Patients who had visited the hospital only once tended to report moderate satisfaction (57.5%), with 67 patients expressing high satisfaction. However, this group also had the lowest percentage of patients expressing moderate satisfaction, with only one patient reporting low satisfaction. In contrast, patients who visited the hospital twice showed slightly higher levels of satisfaction, with 52 indicating moderate satisfaction and 16 reporting high levels of satisfaction. For patients with three visits, a similar trend was observed, with most reporting moderate satisfaction but fewer expressing high satisfaction compared to those with fewer visits. Interestingly, patients with four or more admissions exhibited the highest levels of satisfaction, particularly those with four visits. Among these patients, 91.1% indicated moderate satisfaction, suggesting that repeated hospital visits may improve patient satisfaction levels. This could be due to patients becoming more familiar with the hospital environment, building stronger relationships with healthcare providers, and feeling more comfortable with the care they receive.

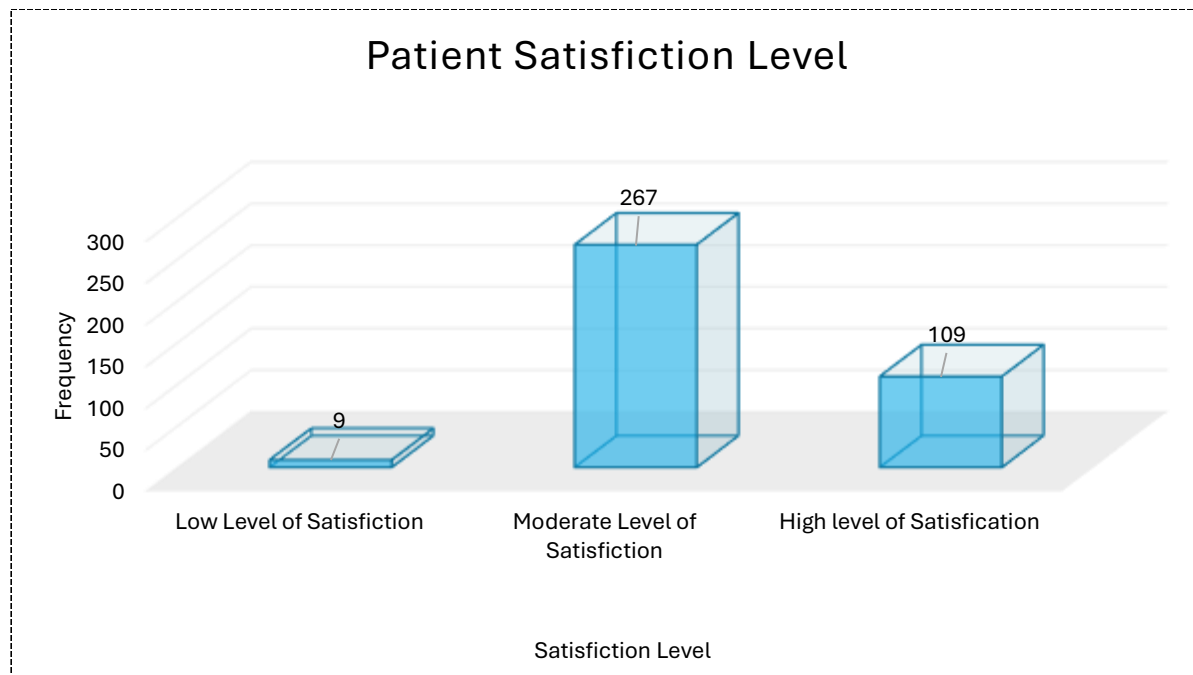


Figure 1 past visits and their relation to satisfaction level. Communication & Teamwork

The study's findings emphasize how crucial effective communication and teamwork are in shaping patient satisfaction. Patients who expressed higher satisfaction with their nursing care also tended to feel more positive about how well the healthcare team communicated and worked together. This suggests that good communication and collaborative teamwork are key factors in enhancing the overall patient experience.

Gender Base Satisfaction

The data from the study shows how patient satisfaction levels vary between male and female patients. Out of a total of 210 male patients, 5 reported a low level of satisfaction, 149 were moderately satisfied, and 56 were highly satisfied. On the other hand, of the 175 female patients, 4 had low satisfaction, 118 had moderate satisfaction, and 53 were highly satisfied. Overall, the findings suggest that both male and female patients generally reported moderate to high satisfaction with nursing care, with males slightly more likely to report a higher level of satisfaction than females. The total number of patients in the study was 385, and the distribution of satisfaction levels indicates a strong tendency towards moderate satisfaction across both sexes, with a smaller percentage of patients experiencing either low or high satisfaction. Table 1

Satisfaction Level	Male	Female	Total
Low Level of Satisfaction	5	4	9
Moderate Level of Satisfaction	149	118	267
High Level of Satisfaction	56	53	109
Total	210	175	385

Table:1 Gender base Satisfaction level. Hospital Recommendation

Asked patients if they would recommend the hospital to their family and friends based on the nursing care they received. Here's how they responded that 3.1% of patients rated their experience as poor, 8.6% rated it as fair, 40.5% felt the nursing care was good, 24.4% described the care as very good and 23.4% considered the care to be excellent. In total, 88.4% of patients rated the nursing care as either good, very good, or excellent, reflecting an overall positive view of the care they received. On the other hand, only 11.7% expressed less satisfaction, rating it as poor or fair. These results indicate that most patients were satisfied with their nursing care and felt comfortable recommending the hospital to others. Figure 4

Satisfaction Level	Frequency	Percent
Poor	12	3.1%
Fair	33	8.6%
Good	156	40.5%
Very Good	94	24.4%
Excellent	90	23.4%
Total	385	100.0%

Table: 2 hospital recommendations and their relation to satisfaction level.

Communication

Asked patients about how well the nurses kept them informed regarding their condition and needs. The responses revealed 4.7% of patients felt the communication was poor. 16.4% thought it was fair. 36.6% rated it as good. 29.9% considered it very good. 12.5% felt it was excellent. Overall, 79.0% of patients rated the communication as good, very good, or excellent, indicating a positive response from the majority regarding how well the nurses kept them informed. However, 21.1% of patients rated the communication as poor or fair, pointing to areas where improvements could be made. While most patients were satisfied with how well nurses communicated, there's still an opportunity to enhance the experience for those who felt less informed during their care. Figure 5

Satisfaction Level	Frequency	Percent
Poor	18	4.7%
Fair	63	16.4%
Good	141	36.6%
Very Good	115	29.9%
Excellent	48	12.5%
Total	385	100.0%

Table:3 Communication Relation with Satisfaction Level.

Relationship Between Variables: (Chi Square)

There is a significant association between the number of hospital visits and patient satisfaction ($p < 0.001$). Patients who visited the hospital more frequently tended to report higher levels of satisfaction. There is no significant association between gender and patient satisfaction level ($p = 0.735$).

Discussion

The study aimed to assess patient satisfaction with nursing care at DHQ Hospital, Charsadda. The findings indicate that overall patient satisfaction was moderate. This is consistent with a similar study in Karachi, Pakistan (Rashad et al., 2023), where patients reported moderate satisfaction. However, the results from this study contrast with those from Ethiopia, where a significant portion of patients, less than half, reported dissatisfaction with nursing care. Specifically, studies by Sharew et al. (2018) and Kasa & Gedamu (2019) found much lower satisfaction levels among patients. The study revealed that the highest levels of satisfaction were related to nurses' courtesy, respect, and responsiveness to patient calls. This finding aligns with research conducted in Turkey, where patients reported high satisfaction with nurses' kindness, respect, and promptness (Karaca & Durna, 2019). Similarly, communication was another key area of patient satisfaction in this study. The information provided by nurses was highly satisfactory, which concurs with the findings of studies in Turkey (Karaca & Durna, 2019) and the work of Desborough et al. (2016). However, a contrasting study in Jordan (Abdel Maqsood, 2012) noted lower satisfaction levels with nurse-patient communication. Regarding gender and patient satisfaction, our results indicated no significant relationship between gender and satisfaction, which is consistent with multiple studies conducted in diverse settings, including Karachi (Rashad et al., 2023), Saudi Arabia (Alsaqri, 2016), and Turkey (Karaca & Durna, 2019). However, some studies, including those from Saudi Arabia (Al Qahtani & Al Dahi, 2015) and India (Shinde & Kapurkar, 2014), have suggested that male patients tend to report higher satisfaction levels than female patients. The overall quality of nursing care in this study received high ratings, which is consistent with findings from Saudi Arabia, where patients also expressed high satisfaction with both nursing care and the information provided (Alharbi et al., 2023). Similar studies in Oman (Albashayreh et al., 2019), Jordan (Al-Awamreh & Suliman, 2019), and Turkey (Karaca & Durna, 2019) also report high levels of satisfaction with nursing care. A notable finding in this study was the positive correlation between prior hospitalization experiences and patient satisfaction. Patients who had been hospitalized multiple times reported higher satisfaction levels, a result that aligns with previous research (Alsaqri, 2016; Karaca & Durna, 2019). Repeated hospital visits may improve patient satisfaction, as patients become more familiar with the hospital environment and build stronger relationships with healthcare providers.

Strengths of the Research

This study has several strengths. It provides valuable insights into factors influencing patient satisfaction with nursing care in a public sector hospital in Charsadda, a region not extensively covered in existing research. Additionally, the study offers a comprehensive assessment of the overall patient satisfaction level, allowing for the identification of key areas requiring improvement. Furthermore, the findings contribute to the broader understanding of patient satisfaction with nursing care, which can be used to inform targeted interventions.

Limitations of the Research

However, there are certain limitations to this study. First, the study exclusively focused on patient satisfaction with nursing care, without considering other important aspects of healthcare such as doctor-patient interactions or hospital facilities. Second, research was conducted in a single

hospital, which may limit the ability to generalize the findings to other healthcare settings. The results may not reflect the experiences of patients in different hospitals or regions, potentially affecting the study's external validity.

Recommendations

Based on the findings of this study, several recommendations can be made. Future research should explore patient satisfaction using a mixed-methods approach, combining quantitative data with qualitative insights. This would provide a more nuanced understanding of the factors influencing patient satisfaction. Additionally, comparative studies between different healthcare settings, such as private versus public hospitals, could offer valuable insights into how satisfaction levels differ across types of institutions. Future studies should also examine how other elements of hospital care, including doctor-patient interactions, hospital facilities, and the overall hospital environment, impact patient satisfaction.

From a policy perspective, it is recommended that the government consider increasing the nurse-to-patient ratio in public hospitals. This could help improve nursing care, thereby enhancing patient satisfaction and healthcare outcomes.

Conclusion

In conclusion, this study emphasizes the critical role that nursing care plays in shaping patient satisfaction. Key factors such as courtesy, respect, teamwork, and the overall quality of care were the primary contributors to positive patient experiences. While overall satisfaction was moderate, there are clear areas for improvement, particularly in terms of patient privacy and noise levels, which need more attention. Gender did not significantly affect satisfaction, but male patients were slightly more satisfied than female patients. For healthcare institutions to improve patient satisfaction, they must focus on enhancing communication, respect, and collaboration among nursing staff. Addressing these areas could improve patient experiences, promote better health outcomes, and strengthen the hospital's reputation. To further explore patient satisfaction, future research should utilize a mixed methods approach and investigate how other aspects of hospital care influence satisfaction. Additionally, increasing the nurse-to-patient ratio at public hospitals should be considered a priority at the government level to enhance care delivery and patient satisfaction.

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