

ATTITUDE OF NURSES` AS A PREDICTOR OF STUDENTS` LEVEL OF SATISFACTION ON SERVICE DELIVERY IN THE UNIVERSITY OF BENIN HEALTH CENTRE

DR OSAMIRO EMMANUEL OSAGIOBARE

Department of Educational foundations,
Faculty of Education
University of Benin

Email: Emmanuel.osagiobare@uniben.Edu
07039080142

AIGUEDOWAN NOSA OSAGIE

Department of Health Information Management,
Institute of Health Sciences and Technology
University of Benin Teaching Hospital
Email: osibele1a@gmail.com
07033335077

Abstract

The study examined the professional attitude of nurses` at the University of Benin health centre as a predictor of the level of satisfaction of University of Benin students`. Three research questions and One hypothesis were raised in the study. A descriptive survey design was adopted in describing the level of students` satisfaction of nurses` services at the University`s health centre. The population of the study was mainly students` of faculty of Education which are Six thousand nine hundred and sixty six students` (6,966), sample of Three hundred and seventy eight (378) was selected thereafter from the said population via simple random sampling technique. The main data collection instrument was the questionnaire which was constructed using 4 point rating scale. Data was collected using the simple random sampling technique from a total of three hundred and seventy eight (378) respondents (students`) from 100 level to 400 level in the eight departments` under the faculty of Education, University of Benin.(These departments are: Educational management, Adult and non-formal education, educational evaluation & counseling psychology, educational foundations, curriculum & instructional technology, vocational & technical education, Human kinetics & sports science, Health safety & environmental education). Descriptive statistics of frequency count, mean and standard deviation and inferential statistics of simple Linear regression analysis were used to analyze the data and test the hypothesis respectively. The results showed that nurses` professional attitude is a great predictor of students` satisfaction of service delivery at the University of Benin health centre. The nurses` at the health centre possess a positive attitude towards the patients` (students`). This is an indication that students` who patronize the services of the health centre are pleased with the technical (professional) and moral attitude of nurses`. This paper recommends among other things that, nurses` should be sensitive to the services they provide to students` as this has a way of predicting or determining students` satisfaction of service delivery.

Keywords: Reinforcement, predictor, satisfaction, service delivery, attitude.

Introduction

University Health Services is the foundation of health care for staff and students (before referrals are made, if necessary) and part of the division of Student affairs, it is part of the benefits students enjoy while in school (University). It provides healthcare support to students in reaching their optimal

health so they can achieve their academic and personal potentials. The University health services was established to provide a broad range of professional health services for the diagnosis and treatment of illnesses and injuries, preventive health services, physical therapy and nutrition services, public health initiatives, including the promotion of a healthy campus, immunizations for vaccine-preventable diseases, and other public health services such as responding to certain infectious diseases on campus.

The University Health Service provides preventive, curative and environmental health services to all registered students, as well as to all members of staff and their dependants.

The following are some of the rules and regulations governing services in the University Health centre.

1. Medical registration at the Health Centre is mandatory for all categories of students including those who are undergoing registration towards full admission into university.
2. The University reserves the right not to issue Certificate of Admission where a candidate has not undergone medical registration.
3. For the avoidance of doubt, students' (or would-be students') registration shall not be deemed complete until medical registration has been satisfactorily complied with.
4. The University reserves the right to refuse to let any student write examinations in the University where it is discovered that such a student has not undergone medical registration at the University's Health Center
5. All students and would-be students shall be required to pay a token amount of money from time to time to the appropriate Committee(s) of the University, as part of process of medical registration.

The health care system is meant to be a resuscitating and a place of hope to the sick. The demand for quality healthcare delivery is a necessity in every nation, and quality health care is a right of the people which must not be traded for anything. The quality of health care delivery depends largely on the attitude of the health workers. It is understood that attitude is a cognitive state tied to values, beliefs or feelings and that predisposes behaviours or actions (Altmann, 2008). Thus, this attitude is composed of affective, cognitive and behavioural aspects and configures response to a stimulus (Angelo, M. Cruz, A.C. Mekitarian, F.F.P., Santos, C.C.S.D., Martinho, M.J.M., & Martins.S 2014). Nursing care is one of the major health care services that contribute significantly to the patient`s healing process. Though there may be competent physicians present in a given health facility, it would be inadequate and incomplete without appropriate nursing care.

However, this is not the case with many health facilities that are bedeviled with obnoxious and nonchalant attitude of health care workers in Nigeria.

Students are also patients/clients that access medical, surgical, counseling and other forms of care, which may in one way or the other have significant influence in their physical, social, emotional, among others. Being a patient is a depressing feeling that needs health care support. Tutton (2005) emphasized the significance of developing a relationship between nurses and patients and the importance of understanding the patient as well as gaining and retaining an emotional connection.

Attitude can simply be regarded as an idea, belief, or image formed as a result of how you perceive or comprehend something (Wondwossen 2011). Mellor. P., Chew. D., Greenhill. J (2007) opined that one of the most important aspects of providing any type of service is having a positive attitude towards it. He reiterated further that positive working attitude is a yardstick for service satisfaction in allfacet of human existence.

The perception of the public toward nurses is not encouraging, for instance, in India, Vaz e De Braganca and Nimala (2015) reported that 25% of the respondents in their study stated that the public perceive nursing as a dirty job and nurses as being rude to patients. However, the public image of nursing as a profession is important because it reflects the perception and value that society places on nursing service and affects the nurse-patient relationship (Hoeve, Jansen & Roodbol, 2014; Ozares & Abaan, 2018).

According to Sahlsten.M.J.M, Larsson. I.E., B. Sjostrom, & K.A.E Plos (2009), a nurse needs to use strategies including building close cooperation with the patient, getting to know the person and reinforcing self-care capacity. There is a tendency that it is most times the way the patient may feel about the nurses (patient outcome on nurses' attitude) that could also result to a reinforcement in relationship among the nurses. What this means is that when the nurses know that they portray a good image in the hearts of their patients/clients, they are likely to also feel relaxed, motivated and ready to do more for a better outcome.

An exploratory study conducted in some East African countries (Kenya, Uganda and Tanzania) by Ndirangu, Sarki, Mbekenga, and Edwards (2020) found that the public has both positive and negative public image of nursing and that this was significantly influenced by both personal experience and the media. Nurse-patient interaction is also heavily influenced by the work and culture of the organization (Jarrett & Payne, 2000). The quality and adequacy of healthcare services can be measured based on views and satisfaction of patients and their relatives (Merkouris. A., Andreadou. A., Athini. E., Hatzimbalasi .M, Rovithis M., & Papastavrou.E. 2013).

All over the world, there is a paradigm shift toward client-centred health care delivery. But the situation is different in Nigeria hospitals, especially the public hospitals. It is not uncommon to have nurses shout and humiliate patients who seek explanation to certain things concerning their health. In order to avoid these humiliations, patients simply keep quiet and do whatever they are asked to do without questions. A patient may return from hospital and when relatives or friends ask, "what was the diagnosis of your health condition?", the response would be, "donot know. The doctor only prescribed these drugs for me to buy without any explanation".

Asenso.O&Odili. I. (1999) noted that the attitude of health workers is one of the major factors considered by patients when choosing a health care provider. These authors noted that many patients have resorted to traditional health care because both the herbalist and the fetish priest devote a lot of time to patient, adding a personal touch to the treatment. Well-resourced individuals go to the private hospitals that tend to treat patients with some level of respect because of their profit maximization orientation.

Additionally, studies have shown that patient satisfaction is the most important indicator of high quality health care and is used for the assessment of quality assurance and planning of health care (Schmidt 2003). A study conducted by Abdel M, A.S. Owei, A.I & Hansa. F.S. (2012) indicated that patients were more satisfied with having respectful communication whereas, they were less satisfied with the professional information provided by the nurses' about their disease, health status, investigations and prognosis of their conditions.

In Nigeria, nurses working in tertiary hospital perceive that members of the public hold a negative image of them. (as expressed by patients'/clients through words or body gesture during their encounter while seeking for care or counseling in the hospital). This in turn affects their work satisfaction and negatively influence their motivation to continue practicing as nurses (Ingwu, Ohaeri&Iroka 2016). From personal observation and the confession of some close nurses', patients' are always anticipating nurses' mistakes (intentionally or non-intentionally) so as to express displeasure over the nurses' professional or attitudinal conduct.

Statement of Problem

In some part of the world, there is a paradigm shift toward patient-centred health care delivery, but the situation is different in Nigeria's public hospital. According to Bah and Sey-sawo (2018), many

nurses act as if rudeness is part of the nursing profession. Various authorities threatened to sanction nurses who exhibit unprofessional and unethical attitude, but the situation is worsening day after day. The question then is “are these unhealthy attitudes that are clearly unwelcome within the Nigerian society in the health care system across board? Or what are the implication of such unhealthy attitude on the patients` (students) seeking medical, surgical and counseling attention? and if it is peculiar across board, what can be done about it?

Purpose

The purpose of this study was to determine if the nurses` attitude is a predictor of students` level of satisfaction on service delivery in the University of Benin health centre. This study specifically address the following objectives.

1. Evaluate the professional attitude of nurses towards patients` (students) as regards service delivery at the University of Benin Health service centre.
2. Find out the level of satisfaction of patients` (students) on service delivery by nurses at the University of Benin health centre.
3. Find out if professional attitude of nurses is a predictor of students` level of satisfaction.

Research Questions

1. What is the professional attitude of nurses towards service delivery at the University of Benin Health centre?
2. What is the level of satisfaction of patients (students) on service delivery by nurses at the University of Benin Health centre?
3. Does the professional attitude of nurses predict students` level of satisfaction on service delivery?

Hypothesis

1. The professional attitude of nurses at the University of Benin Health centre does not significantly predict students` level of satisfaction on service delivery.

Methodology

A descriptive survey design was employed in describing the level of students satisfaction on the attitude of Nurses` on service delivery in the University of Benin Health centre. The reason for this method was to enable the researcher gather information about variables of interest to the study as they influence the level of satisfaction which can be analyzed and interpreted to measure the type of relationship between variables (Thomas and Nelson 2001). The sample comprises of three hundred and seventy-eight (378) students from Faculty of Education randomly obtained from six thousand nine hundred and sixtysix (6,966) of the entire population of students from the faculty of Education (2021/2022 academic session). The Questionnaire was comprised of variables regarding demographics in section A, while Attitude and level of satisfaction in section B formed the instrument used in the study. Self-developed attitude scale instrument with fifteen (15) items each on Nurses` attitude and Students` level of Satisfaction respectively was used in this study. The response format for the developed instruments ranged from Very High to Very Low on a 4-point scale. The reliability value was ascertained using test re-test method. This was done by carrying out a pilot study on fifty students` from the population who were not part of the actual study on two separate occasions. Fifty copies of the questionnaire were initially administered to the students` and their responses collected. After two weeks, the same copies of questionnaire were re-administered to the same students` in the faculty. The two responses were correlated using pearsson product moment correlation statistics and a reliability coefficient of 0.86 was obtained, which showed that the instrument was reliable. Data was analyzed using descriptive statistics of mean and standard deviation. Inferential statistics of simple Linear regression analysis was used to test the stated

hypothesis. Level of statistical significance was put at $\alpha=.05$. statistical Package for Social Scientist (SPSS) version 16.0 was used to analyze the data.

Total number of students` at the faculty of Education 2021/2022 academic session

Department	100 Level	200 Level	300 Level	400 Level	Total
Department of Educational management	119	366	366	467	1,318
Department of Adult and non-formal Education	72	58	298	221	649
Department of Educational Evaluation & Counseling Psychology	56	144	224	101	525
Department of Educational Foundations	172	356	475	452	1,455
Department of Curriculum and Instructional Technology	205	345	195	361	1,106
Department of Vocational and Technical Education	67	215	217	223	722
Department of Human Kinetics & Sport science	51	80	113	114	358
Department of Health safety & Environmental Education	146	256	207	224	833
Grand Total	888	1,820	2,095	2,163	6,966

Source: Assistant Dean office, faculty of Education, University of Benin, Benin city 2023.

From the above table, Yaro Yamane formular was computed to derive a sample of three hundred and seventy-eight (378) respondent, thereafter, proportionate sampling procedure was employed to select from each of the total of the departments under the faculty of Education which took part actively in the study.

Results

Research Question 1

What is the professional attitude of nurses towards service delivery at the University of Benin Health service?

Table 1: Descriptive statistics on the analysis of the professional attitude of nurses at the University of Benin Health services.

Variables	N	calculated	Std. Dev.	Cut-off	Remark
Mean		mean value			
Professional attitude	378	3.36	1.88	2.5	At the University of
Towards service					health service, nurses
attitude					towards service
Delivery					Very positive.
delivery is					

The table above revealed that the total respondents (N) of 378 with a calculated mean value of 3.25 and standard deviation of 0.42. the maximum score obtainable from the fifteen (15) items in the instrument that addressed the variable “professional attitude is sixty (60). The cut-off mean value for items is 2.5. the calculated mean value of 3.25 is higher than the cut-off mean value of 2.5. therefore, professional attitude of nurses has a role to play in service delivery.

Research Question 2

What is the level of satisfaction of patients (students) on service delivery by nurses at the University of Benin Health service?

Table 2: Descriptive statistics on the analysis of students` level of satisfaction at the University of Benin Health service.

Variables	N	calculated Mean	Std. Dev.	Cut-off mean value	Remark
Students` level of satisfaction	378	3.39	1.88 2.5	Students are very satisfied at the University of Beninhealth service	

It is observed that table 2 revealed the total respondents (N students`) of 378 with a calculated mean value of 3.39 and standard deviation of 0.49. the total maximum score obtainable from the fifteen items in the instrument that addressed the variable “level of satisfaction “is sixty (60). Before now, there is a general impression that nurses are very hostile, inhuman, not friendly, unreasonable and very provocative to patients` that come to the hospital for clinic appointment or counseling (Vaz e De Braganca and Nimala 2015). However, at the University of Benin Health centre, the results showed otherwise (probably because of the management strategy, functionality of SERVICOM, regular training and retraining or because nurses` see themselves as been part of a community of family and friends).

Hypothesis: Attitude of Nurses` does not significantly predict students` satisfaction of service delivery.

To test this hypothesis, Regression analysis was performed using the data obtained from the scaled designed to elicit information from the students`.

Title 1: Regression summary of attitude of Nurses as predictor of students` satisfaction

Model	Unstandardized Coefficient Â	Standard Error	Standardized Coeff. Beta	t	Sig
Constant	2.346	.735	3.193	.002	
Nurses` Attitude	.960	.015	.960	66.090	.000

Dependent variable: Students` satisfaction, independent variable: (constant), Nurses` Attitude.
Model Summary $R = .960$, $R^2 = .921$, $\text{Adj } R^2 = .921$, Std. Error = .53125 $F(1,378) = 4.368$

$p \leq 0.05$

Table 1 above showed that Nurses' attitude significantly predict students' satisfaction (Beta = ..., $p \leq 0.05$). Based on this, the null hypothesis is rejected. By implication, Nurses' attitude predict significantly and has positive contribution to students satisfaction of service delivery at the University of Benin Health centre. The Adjusted R^2 value of 0.9. showed that 90...% variation on students' satisfaction can be explained by Nurses' attitude at the University of Benin Health centre.

Discussion

From the researcher's personal intuition as a staff of the University of Benin Teaching Hospital/University of Benin, it is said and has been proven that nurses are the worse set of healthcare professionals that anyone will envisage to interact with on an encounter in the hospital. Nurses' sometimes are never mindful of their attitude towards their patient, most especially those in the in-patient wards of the hospital. The researcher is privileged to have witnessed some of the nonchalant attitude of the nurses' that has led to disaster in the hospital (sometimes leading to litigation from patients or their relatives).

The result from research question one shows that nurses at the University of Benin Health centre has a very positive attitude towards service delivery, they carry out their duties with a high level of empathy, contentment, motivation, zealously, coordination and commitment to quality care. This finding is in line with the work of Hamedanizadeh.F, Motahedian. T.E, Sarhangi.F&Zigheymat.F. (2008) which corroborate the fact that nurses' have a positive attitude towards care. It is often said that attitude is everything. This is a particularly important characteristics of a good nurse. Having a positive attitude in one's work environment, especially in the health field, can at times determine life or death. Coming off with a negative attitude could potentially cause a patient to lose trust and not have the enjoyable experience that is deserved.

The second research question on the level of students' satisfaction with service delivery by nurses shows that students at the University of Benin Health centre are very satisfied with the services nurses' render. Satisfaction could be derived by students when nurses are punctual on duty, devoted, show interest and enthusiasm on the display of their job as a nurse. At every point of care in the hospital, the patients (students') are very much involved and observant of the clinic processes. When patients' (students') are pampered and cared for appropriately, their level of satisfaction will therefore skyrocket to a hundred percentage. It is worthwhile to know that patients' who are more satisfied with the care they receive are more likely to follow medically prescribed regimens and thus contributing to the positive influence on health (Bachanan, Dawkins, &Lindo, 2015; Dzomeku, Atinga, Tulukuu, &Mantey, 2013; Frojd, Swenne, Rubertsson, Gunningberg, &Wadensten, 2011).

The third research question and the corresponding hypothesis deal with whether the professional attitude of nurses' predict students' level of satisfaction. Results reveal that nurses' attitude predict significantly and has a positive contribution to students' satisfaction of service delivery at the University of Benin Health centre. Most studies are increasingly reporting significant contributions between attitude and level of satisfaction. More recent findings revealed that patients' are satisfied with the concerns and care by nurses' (Karaca&Durna 2019).

In the course of eliciting information from the respondents (students') in the facility, the researcher observed the following:

1. The SERVICOM department/unit in the health centre is very functional, they set the standard and regulate the waiting time of patients' in the facility. Thus, patients' cannot wait unnecessarily for service, and any department or unit culpable of such offences is duly sanctioned.
2. The Director at the University of Benin Health centre organizes training and re-training on "Anger Management" for all categories of workers on a regular basis.

3. Even after patients` (due to anxiety or frustration) shouts at nurses` at times, the nurses` on duty still attends to the patients irrespective of the pain or embarrassment that may have cost them. Probably this happens because they (both nurses` and patients`) see themselves belonging to the same community, as they might meet or need each others help anytime.

4. **Conclusion**

On the basis of the above findings, it is arrived at, that the professional attitude of nurses` at the University of Benin Health centre is highly positive. Though there are different categories of nurses` in Nigeria, the focus was on out-patient nurses`. The healthcare system is made up of both medical and paramedical professionals. These categories have peculiar and unique tenets which influences the feelings, morals, and so on of the professionals involved, this invariably affects professional attitude.

In the healthcare system in Nigeria today, there are so many seen or unseen circumstances that may jeopardize the motivational enthusiasm of health care workers. From unjustified assault to lack of basic infrastructure or low remuneration to practice optimally. Therefore, the patients (students`) are in the right position to assess the level of satisfaction they derive from the service delivery of nurses` at the University of Benin health centre. The patients` (students`) at the health are very satisfied with the professional attitude of nurses` in the University of Benin.

Nurses` occupy significant space in the health sector all over the world today with considerably large populace, hence it is concluded that nurses` professional attitudes are predictors to the satisfaction that patients` (students`) derive whenever they come in contact with the health sector or nurses` services. This implies that students are always sensitive to services provided by health care professionals at all entry and exit point in the health care facility.

Recommendations

It is recommended that, though patients` (students`) are satisfied with the service delivery of nurses at the University of Benin health centre, but there is need to sustain the standard. Patients` (students`) are hospital customers, hence they must be provided the necessary attention and services to remain healthy in body and thought. And when they are attended to, they will always refer and sing praises about the services of nurses` in the facility. Nurses` at the University of Benin health centre should continue to be devoted, punctual and show great interest and empathy towards their patients` (students`). Nurses` should be provided adequate equipment to work, conducive environment and good remuneration in order for them (nurses`) to continue to bring out the best in them technically (professionally), socially, morally, among others.

It is also recommended that subsequent studies should explore the effect of nurses` attitude as a predictor of patients` (students) satisfaction of service delivery in a different population because the sample for the present study was students` from faculty of Education , University of Benin, Benin city, Edo State, Nigeria. It is also constructive for other researchers` to replicate this study in some other population to test the generalizability of the findings. Similarly, exploring other faculty students` perception of nurses` professional attitude will be a worthwhile academic exercise.

References

- Abdel, .M., A. S., Oweis, A.I., &Hansa, F.S. (2012). Differences between patients` expectations and satisfaction with nursing care in a private hospital in Jordan. *International journal of Nursing practice*, 18(6), 140-146.
- Altmann, T.K (2008). Attitude: A concept analysis. *American Nursing forum*, 43(3), 144-150.
- Angelo, M., Cruz. A. C., Mekitarian, F.F.P., Santos, C.C.D.S.D., Martinho, M.J.C.M., & Martins, S. (2014). Nurses` attitude regarding the importance of families in pediatric nursing care. *Revista da Escola de Enfermagem da USP*, 48(2), 74-79.
- Asenso, O&Odili, I. (1999).The behaviour of health workers in an era of cost sharing. *Journal of Tropical medicine and International Health*, 4(8), 586-593.
- Bachanan, J., Dawkins, P., &Lindo, J.L.M. (2015). Satisfaction with nursing care in the emergency department of an urban hospital in the developing world: A pilot study. *International Emergency Nursing Journal*, 23(5), 218-224.
- Bah, H.T., &Sey-sawo, J. (2018). Teaching and practicing nursing code of ethics and values in the Gambia. *International journal of Africa Nursing Sciences*, 9(4), 68-72.
- Hamedanizadeh, F., Motahedian, T.E., Sarhangi, F&Zigheymat, F. (2008). A study of attitude among nurses during care of old patients(Persian). *Kowser medical Journal*, 13(3), 253-8
- Hoeve, Y. T., Jansen, G.&Roodbol, P. (2014). The nursing profession: Public image, self-concept and professional identity. A discussion paper. *Journal of Advanced Nursing*.70(2), 295-309.
- Ingwu, J., Ohaeri, B.&Iroka, O. (2016). The professional image of nursing as perceived by nurses working in tertiary hospitals in Enugu, Southeast Nigeria.*African journal of Nursing and Midwifery*, 4(1), 595-602.
- Jarrett, N.J& Payne, S.A,. (2000). Creating and maintaining optimism in cancer care communication. *International journal of Nursing studies*,37(9), 81-90
- Mellor.P., Chew.D., Greenhill. J. (2007). Nurses` attitude towards elderly people and knowledge ofgerontic care in a multi-purpose health service (MPHS). *Australian journal of Advanced Nursing*, 24(4), 37-41
- Merkouris, A., Andreadou., A., Athini, E., Hatzimbalasi, M., Rovithis, M& Papastavrou, E. (2013). Assessment of patient satisfaction in public hospitals in Cyprus: A descriptive study. *Health Science journal*, 7(1), 28-40
- Ndirangu, E.W., Sarki, A., Mbekunga, C., & Edwards, G. (2020). *Professional image of Nursingand Midwifery*. Nigeria Imo State, Owerri: Totan Publishers Ltd.
- Ozaras, G &Abaan, S. (2018). Investigation of the trust status of the nurse-patient relationship. *Journal of Nursing Ethics*.25(5), 628-639.
- Sahlsten, M.J. M, Larsson, I.E., B. Sjostrom, and K.A.E. Plos. (2009). Nurse strategies for optimizing patient participation in nursing care. *Scandinavian journal of caring Sciences*, 23(3), 490-497.
- Schmidt, L.A. (2003). Patients` perceptions of nursing care in the hospital setting. *Journal of Advanced Nursing* 44(2), 393-399.
- Tutton, E.M.M. (2005). Patient participation on a ward for frail older people. *Journal of Advanced Nursing*, 50(2), 143-152
- University of Ibadan (2023). *Health Services*.Ibadan, accessed via ui.edu.ng/health service
- Vaz, E., De Braganca, A. &Nirmala, R. (2015). *Image of nurse and nursing: Influencing careerchoice and development among nursing students in selected institutes of Goa*: Fire starter publishing: Corwin.
- Wondwossen, L. (2011). *Assessment of nurses`perception towards nursing profession in publicHospitals*. Available at: <http://etd.aau.edu.et/dspace/handle/123456789/244>. Accessed on 10-9- 2020.