

## The relationship between medical personnel compassionate attitude on patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.

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### ABSTRACT

There is increasing pressure on medical care organizations to improve on the quality and focus of their service delivery to meet increasing patients' satisfaction. The relationship between medical personnel compassionate attitude on patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State was determined. The population of the study comprises of the Health-care staff and Health administrative staff in federal medical centre Owerri Imo State. Two hundred (200) copies of questionnaires were designed and distributed to the respondents. Out of the 200 Questionnaires distributed, 178 (89%) were completed and returned while 22 (11%) were not returned. Therefore, 89 percent respondents were a good representation. The results showed that medical personnel do not use careless and frivolous comment on patient, 61 respondents choose very great extent option, 47 respondents choose great extent option, 39 respondents choose moderately option, 13 respondents choose low extent option. 18 respondents choose very low extent. The mean and standard deviation were 3.674 and 0.0615 respectively. Respondents responded on the question item that medical personnel are sensitive to patient problem, 56 respondents choose very great extent option, 47 respondents choose great extent option, 45 respondents choose moderately option, 23 respondents choose low extent option. 8 respondents choose very low extent. The mean and standard deviation were 3.713 and 0.0633 respectively. Respondents responded on the question item that Medical personnel always come to work and attend to patient, 50 respondents choose very great extent option, 57 respondents choose great extent option, 36 respondents choose moderately option, 23 respondents choose low extent option. 12 respondents choose very low extent. The mean and standard deviation were 3.612 and 0.0586 respectively. Respondents responded on the question item that medical personnel do not use Patient drug illegally, 36 respondents choose moderately option, 23 respondents choose low extent option, 11 respondents choose very low extent. The mean and standard deviation were 3.685 and 0.0620 respectively. In Conclusion, medical personnel compassionate attitude has significant positive relationship with patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.

Keywords: Medical personnel, compassionate attitude and patient satisfaction.

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### INTRODUCTION

Some of the actions undertaken by the Ministry of Health are guaranteeing proper staffing levels and distribution, policies to increase transparency in personnel appointment, and the introduction of training programs for primary care physicians and their support personnel, service institution managers, and nurses [1,2,3,4]. The Ministry of Health is arranging a series of policies like additional payment based on performance intended to increase the motivations of its workers and is making efforts to determine the extent that work attitudes, such as interest, commitment, and professional fulfilment, are related to motivation and determining what influences these factors and establishing

policies, processes and procedures to increase and maintain workforce motivation [5,6,7,8]. To assist with these efforts, the Ministry of Health undertook this study, "Healthcare Employee Satisfaction Survey", in 2009 in all the areas of the country covered by the Health Transformation Program [9,10,11]. There is increasing pressure on medical care organizations to improve on the quality and focus of their service delivery to meet increasing patients' satisfaction [12,13]. Medical care organizations therefore embark on research projects to discover new and better ways of keeping abreast with changing patients demand and how best to adequately satisfy these demands. In fact there are several reasons

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why a medical care organization may conduct consumer satisfaction research [14,15]. It could be as a result of self-desire and a key strategy to improve on its processes [15]. This can either be motivated by a quest to improve on the processes thereby reducing cost or a

quest to improve customer satisfaction and thereby retaining old patients while attracting new ones [13]. For any of the above reasons the organization has the underlying objective of remaining relevant and competitive.

### **Objectives of the Study**

The objective of this study is to evaluate the investigate the relationship between medical personnel compassionate

attitude on patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.

### **Research Questions**

This study seeks to provide answers to the following research question. What is the relationship between medical personnel compassionate attitude and

patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State?

### **Research Hypothesis**

These null hypothesis are formulated as follows: Medical personnel compassionate attitude has no relationship with patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.

## **RESEARCH METHODOLOGY**

### **Area of Study**

The area of study is Federal Medical centre Owerri Imo state, Nigeria. The choice of location is based on interest and proximity to the researcher. Again, another reason for chosen area of study is for effective coverage and cost minimization. Imo is one of the 36 states of Nigeria and lies in the South East of Nigeria. Imo state was created on February 3, 1976 out of the former East Central state under the leadership of the late military ruler of Nigeria, Muritala Muhammad. Owerri is its capital and largest city. It is located between Anambra State in the North, Rivers State in the South, Akwa Ibom State to the East and on the West by Delta State. The state lies within latitudes 4°45'N and 7°15'N, and longitude 6°50'E and 7°25'E with an area of around 5,100 sq km. The economy of the state depends primarily on agriculture and commerce. It is named after the Imo River which flows from the uplands of the state around Okigwe into the Atlantic ocean. Imo state is part of Igboland and the original inhabitants are Igbos, a culturally homogeneous group. Igbo is the language

spoken throughout the state with different dialects spoken in different parts. Some other major towns in Imo state are Okigwe, Oguta, Orlu, Mbaise, Uzoagba and Emekuku. The state is rich in crude oil, natural gas and fertile, arable agricultural land. Part of it was split off in 1991 as Abia State, and another part became Ebonyi State. Imo State is divided into twenty seven local government areas (LGAs), and three senatorial zones. Each local government area is headed by a chairman who leads the executive arm which also has the deputy chairman and supervisory councilors. The legislative arm of the Local Government area is made up of elected councillors from each ward in the local government area. The twenty seven local government areas in Imo state are: Aboh-Mbaise, Ahiazu-Mbaise, Ehime-Mbano, Ezinihitte, Ideato North, Ideato South, Ihitte/Uboma, Ikeduru, IsialaMbano, Isu, Mbaitoli, Ngor-Okpala, Njaba, Nwangele, Nkwerre, Obowo, Oguta, Ohaji/Egbema, Okigwe, Orlu, Orsu, Oru East, Oru West, Owerri-Municipal, Owerri North, Owerri West, Unuimo.

### **Research Design**

Research design isa descriptive sample survey. This is an investigation in which only part or sample of the population is studied and the selection is made such that the sample is representative of the

whole population. Information gathered must be able to be generalized to the whole population and thus a sample survey is useful for development and planning purposes.

### **Sources of Data**

The major sources of data/information for the study are the primary and secondary data sources. A primary data

source is an original data source, that is, one in which the data are collected first hand by the researcher for a specific

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research purpose or project. Primary data can be collected in a number of ways. However, the most common techniques are self-administered surveys, interviews, field observation, and experiments. Primary data collection is quite expensive and time consuming compared to secondary data collection. Notwithstanding, primary data collection may be the only suitable method for some types of research. In the conduct of research, researchers rely on two kinds of data sources primary and secondary

[8]. The primary data refers to first hand information this include data collected from the field using instruments of questionnaires, interview and observation. The secondary sources of information relating to the study were gathered from already documented recorded on the aspects of performance of the subject which include textbooks, lecture notes, journals, newspaper, magazines and internet media which help to get empirical research work for this research study.

#### Population the Study

The population of the study comprises of the Health-care staff and Health administrative staff in federal medical centre Owerri Imo State. The choice for Table 1:

only Health-care staff and Health administrative staff was because of nature of this study. The population of respondents was 686.

Categories Medical Personnel	Total
Administrative Personnel	213
specialist Dentist/ Family Practitioner	183
Pharmacist/ Doctor	88
Nurse and Midwife	202
	686

Source: Hospital Data Bank, 2018

#### Sample Determination and Sampling Techniques

This study employs purposive and simple random sampling. In this type of sampling, the researcher includes in the sampling only those that posses some given characteristics and are ready and willing to be part of the study and they

selected randomly. [9], sampling technique is applied to narrow down the population to a researchable size (sample size). This sampling technique is simple in computation. The formulae is written as

$$N = \frac{Z^2 N P Q}{N e^2 + Z^2 P Q}$$

Where n = Sample Size

Z = normal distribution (1.19)

P = Proportion of population likely to be included in the sample (5% or 0.5)

Q = proportion of population not likely to be included in the sample (5% or 0.5)

E = margin of error 0.5

N = Target population

$$N = \frac{(1.96)^2 * 686 (0.5) (0.5)}{686 (0.05)^2 + (1.96)^2 (0.5) (0.5)} = \frac{3.3416 * 686 * 0.25}{1.715 + 0.8354} = 573.0844$$

$$\frac{573.0844}{2.5504} = 224.703733$$

So, the sample size was proximately 224  
In order to ensure equitable representation of each unit, the Bowley proportional statistical was adopted to

get proportionate sample of each unit.  
The formular is  $n_h = \frac{nN_h}{N}$

**Table 3: The proportionate Sample**

Categories Medical Personnel	Total	Computation	proportionate Sample
Administrative Personnel	213	$224 \times 213 / 686 = 70$	70
specialist Dentist/ Family Practitioner	183	$224 \times 183 / 686 = 60$	60
Pharmacist/ Doctor	88	$224 \times 88 / 686 = 29$	28
Nurse and Midwife	202	$224 \times 202 / 686 = 66$	66
	686		224

Source: Field Survey 2018

### **Instruments for Data Collection**

This research utilized the qualitative methods of data collection such as responses gotten from questionnaire administered. The research work used both primary sources for data collection. In primary sources, open - ended questions were designed and sent to all respondents to obtain their opinions. The five point Likert Scale will be used in the questionnaire. The five points Likert Scale

will be used in analyzing the questionnaire. Then, the five point rank weight follows these order of very low extent (1), Low extent (2), Moderate (3), Great extent (4), and very great extent (5). In addition, a back-up interview was carried out with few carefully selected respondents in order to affirm the information obtained from questionnaires.

### **Method of Administration of the Research instrument**

Research questionnaire was given to the people scientifically selected for this study. They were required to either circle or tick the option that best suited their choice and also fill the blank spaces where necessary. To avoid delay and the materials are collected at the spot to ensure high percentage return of the

questionnaire, they were distributed by hand and collected after the respondents have duly completed them. This study makes use of research assistant to collect already filled questionnaires from respondents and the researcher will collect those ones he distributed.

### **Validation of Research instruments**

The instrument for data collection (questionnaires) is given to three validates who are specialists in the research and field of management who have vetted it in terms of appropriateness of content, clarity of words and relevance to the objective of the study. This is to ensure

that the research study come up with correct formalities and measure what it meant to measure. The corrections made by the three validates were used in the final draft of the instruments to establish the face validity, content validity and construct validity.

### **Reliability of Research instruments**

This measures the consistency between independent measurements of the same phenomenon. In other to ascertain that the instruments are reliable, the study adopted the test-retest method in which 14 copies of the questionnaire were distributed to a set of selected respondents twice in two different

occasions (7 copies to each set of respondents). The instruments is collected afterwards and re-administered for the second time. Using the Cronbach's Alpha correlation coefficient of reliability, the outcome of the test-retest resulted to 72 percent reliability of the research instrument (questionnaire).

### **Method of Data Analysis**

To ensure appropriate evaluate the relationship between medical personnel attitude and patient satisfaction in out-patient department in Federal Medical centre Owerri Imo state Nigeria, the research questions will be analyzed using

arithmetic mean and standard. The research hypotheses will be tested with Pearson moment product correlation test while table will used for data presentation. The single correlation analysis method was used to analyze the

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effect of independent variables on dependent variables. This will enable us to determine the strength of the intercept term and the slope of the coefficient and how they affect both the regressor and regress and in the model specification. The correlation analysis method technique was chosen because of its basic

properties of Best Linear, Unbiased & Efficient (BLUE) estimators. It is best for impact analysis. The methods of data presentation are table and simple percentage. Statistical Package for Social Science (SPSS) is the computer Application Software that was used for the data analysis.

### PRESENTATION AND ANALYSIS OF DATA

#### Data Presentation

**Table 3: Summary of Questionnaires Distributed**

Questionnaires Distribution	Frequency	Percentage
Questionnaires distributed	200	100%
Returned Questionnaires	178	89%
Not Returned Questionnaires	22	11%

**Sources: Field Survey, 2019**

Two hundred (200) copies of questionnaires were designed and distributed to the respondents. Out of the 200 Questionnaires distributed, 178 (89%)

were completed and returned while 22 (11%) were not returned. Therefore, 89 percent respondents were a good representation.

#### Demographic Distribution of Respondents

**Table 4: Details of Respondents by Gender**

##### Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Male	72	40.4	40.4	40.4
Female	106	59.6	59.6	100.0
Total	178	100.0	100.0	

**Source: Field Survey, 2019.**

This is frequent table of gender, it shows that 72 male respondents participated in the field survey given forty (40) percent and 106 female respondents participated in the field survey given fifty nine (59%) percent.

**Table 5: Details of respondents by Age Bracket**

##### Age Bracket

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 20-30 yrs	19	10.7	10.7	10.7
31-40 yrs	96	53.9	53.9	64.6
41-50 yr	46	25.8	25.8	90.4
50 and Above	17	9.6	9.6	100.0
Total	178	100.0	100.0	

**Source: Field Survey, 2019.**

The survey shows several Age brackets of the respondents, the respondents who are at the age bracket of 20-30 yrs were nineteen in number given eleven percent (11%), the respondents who are at the age bracket of 31-40 yrs were ninety six in number given fifty four percent (54%), the

respondents who are at the age bracket of 41-50 yrs were forty six in number given twenty six percent (26%), the respondents who are at the age bracket of 50 and above yrs were seventeen in number given ten percent (10%).

**Table 6: Details of respondents by Marital Status**

		Marital status			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	82	46.1	46.1	46.1
	Married	83	46.6	46.6	92.7
	Widow/widower	13	7.3	7.3	100.0
	Total	178	100.0	100.0	

Sources: Field Survey, April. 2019.

The survey shows several marital statuses of the respondents, the married respondents were 83 in number given forty six percent (46%), the single

respondents were eight three in number given forty seven percent (47%), the widow/widower respondents were thirteen in number given seven percent (7%).

**Table 7: Details of respondents by Qualifications**

		Qualifications			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	FLSC	15	8.4	8.4	8.4
	SSCE	29	16.3	16.3	24.7
	NCE/OND	45	25.3	25.3	50.0
	B.sc/B.A	86	48.3	48.3	98.3
	M.sc/MBA	3	1.7	1.7	100.0
	Total	178	100.0	100.0	

Sources: Field Survey, April. 2019

The survey shows several academic qualifications of the respondents, the holder of FSLC respondents were fifteen in number given eight percent (8%), the holders of WASC/SSCE honour were twenty nine in number given sixteen percent (16%), the holders OND/NCE certificate were forty five in number

given twenty five percent (25%), holders of BA/B.sc were one hundred and twelve in number given twenty eight percent (28%), OND/NCE holders are one hundred and five in number given twenty six percent (26%), holders of B.sc/B.A were eight six in number given forty eight percent (48%), MA/M.sc/ holders were three in number given two percent (2%).

**Table 8:Details of respondents by length of service**

		Length of Service			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5 yrs	16	9.0	9.0	9.0
	6-15 yrs	35	19.7	19.7	28.7
	16-25 yrs	75	42.1	42.1	70.8
	26 and above	52	29.2	29.2	100.0
	Total	178	100.0	100.0	

Sources: Field Survey, 2019

The survey shows detail of respondents by the length of service. The respondents who have stayed in the industry from zero to five years were sixteen in number given nine percent, the respondents who have stayed in the industry from 6 to 15 years were thirty five in number given

nineteen percent, the respondents who have stayed in the industry from 16 to 25 years were seventy five in number given forty two percent and the respondents who have stayed in the industry from 26 and above were fifty two in number given twenty nine percent.

**Table 9: Details of respondents by position in the Organization**

		Staff Position			Cumulative Percent
		Frequency	Percent	Valid Percent	
Valid	Health-care Personnel	72	40.4	40.4	40.4
	Admin Health-care Personnel	106	59.6	59.6	100.0
	Total	178	100.0	100.0	

**Sources: Field Survey, 2019**

The survey shows detail of respondents by the position of organization. The respondents who were health-care personnel were seventy two given fifty nine (59) and the respondents who were Admin health-care personnel were one hundred and six in number given fifty nine (59) percent.

#### Data Analysis

The Likert scale used in this study has five points, namely; very low extent (1), Low extent (2), Moderate (3), Great extent (4), and very great extent (5). Each of these categories is assigned number ranging from VLE = 1, LE = 2, moderate = 3, Great extent = 4, and Very great extent = 5. The mean is then;

$$\frac{5+4+3+2+1}{5} = \frac{15}{5} = 3$$

Then we consider it appropriate to take as accept the option (question item) if the computed weighted mean of responses is 3 and above, otherwise, we consider we reject opinion (option).

**Question: What is the relationship between medical personnel compassionate attitude and patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State?**

**Table 10: Responses of the respondents on what is the relationship between medical personnel compassionate attitude and patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.**

S/N	Questionnaire Item	VGE(5)	LA(4)	M(3)	LE(2)	VLE(1)	Mean	SD
1	Medical personnel do not use careless and frivolous comment on patient	61	47	39	13	18	3.674	0.0615
2	Medical personnel are sensitive to patient problem	56	47	45	23	8	3.713	0.0633
3	Medical personnel always come to work and attend to patient	50	57	36	23	12	3.612	0.0586
4.	Medical personnel do not use Patient drug illegally	61	45	38	23	11	3.685	0.0620

**Source: Field Survey, 2019**

This table shows that the respondents indicated their option on what is the relationship between medical personnel compassionate attitude and patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State. Respondents responded on the question item that medical personnel do not use careless and frivolous comment on patient, 61 respondents choose very great extent option, 47 respondents choose great extent option, 39 respondents choose moderately option, 13 respondents choose low extent option. 18

respondents choose very low extent. The mean and standard deviation were 3.674 and 0.0615 respectively. Respondents responded on the question item that medical personnel are sensitive to patient problem, 56 respondents choose very great extent option, 47 respondents choose great extent option, 45 respondents choose moderately option, 23 respondents choose low extent option. 8 respondents choose very low extent. The mean and standard deviation were 3.713 and 0.0633 respectively. Respondents responded on the question

item that Medical personnel always come to work and attend to patient, 50 respondents choose very great extent option, 57 respondents choose great extent option, 36 respondents choose moderately option, 23 respondents choose low extent option. 12 respondents choose very low extent. The mean and standard deviation were 3.612 and 0.0586

respectively. Respondents responded on the question item that medical personnel do not use Patient drug illegally, 36 respondents choose moderately option, 23 respondents choose low extent option, 11 respondents choose very low extent. The mean and standard deviation were 3.685 and 0.0620 respectively.

**Test of Hypothesis**

H<sub>2</sub> = Medical personnel compassionate attitude has no relationship with patient satisfaction in Out-patient

department in Federal Medical centre Owerri Imo State.

**Table 11: Summary of Results for Hypothesis two Correlations**

		Patient Satisfaction	Medical Personnel Compassionate Attitude
Patient Satisfaction	Pearson Correlation	1	.670**
	Sig. (2-tailed)		.000
	N	178	178
Medical Personnel Compassionate Attitude	Pearson Correlation	.670**	1
	Sig. (2-tailed)	.000	
	N	178	178

\*\* . Correlation is significant at the 0.01 level (2-tailed). **SPSS Results**

In testing this hypothesis, medical compassionate attitude was regressed against patient satisfaction. The result of the bivariant correlation analysis summarized in table 4.3.2 shows the model to investigate the relationship between medical personnel compassionate attitude on patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State. The empirical result shows that the medical personnel compassionate attitude has positive relationship with

patient satisfaction; it means that medical personnel compassionate attitude has positive and direct influence on patient satisfaction. Again, our empirical result shows that the Pearson product moment correlation analysis (r) was 0.670. The strength of relationship between the two variables was fair. However, we reject the null hypothesis and conclude that medical personnel compassionate attitude has relationship with patient satisfaction in Out-patient department in Federal Medical centre Owerri Imo State.

**CONCLUSION**

The study concluded that medical personnel compassionate attitude has significant positive relationship with patient satisfaction in Out-patient

department in Federal Medical centre Owerri Imo State (r — statistics (0.670), P-values (0.000).

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