



Evaluating Patients' Level of Satisfaction on the Quality of Health Services in Ekiti State University Teaching Hospital, Ado-Ekiti Nigeria

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Authors' contributions

This work was carried out in collaboration among all authors. Author EAB designed the study (conceptualization), performed the statistical analysis, and wrote the first draft of the manuscript. Authors EAB, ATA and COA managed the analyses of the study and edit the draft of the manuscript. Authors EAB, ATA and COA managed the literature searches. All authors read and approved the final manuscript.

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ABSTRACT

Aims: To evaluate patients' level of satisfaction on the quality of healthcare received by focusing on waiting time due to its level of importance. Studies have shown that a good healthcare system contributes immensely to the growth of a thriving economy, because patients' satisfaction is the major indicator of quality healthcare.

Study Design: A descriptive cross-sectional study was employed by using a structured questionnaire coupled with interview session. These was considered appropriate for data gathering in the overall outpatient department (OPD) of the health facility.

Methods: The present study evaluates patients' satisfaction level on the QoS in Ekiti State University Teaching Hospital (EKSUTH), Nigeria; by focusing majorly on waiting time. Systematic random sampling technique was used in selecting the participants for this research, with 241 patients' data collected. Convenience, courtesy and quality of care were used as factors to

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measure patients' satisfactions.

Results: Findings from this study showed that 73.03% of the patients were satisfied with the level of services in terms of conveniences, while 80.50% of the patients were highly satisfied as regards the courtesy level, also, 77.59% of the patients were satisfied with the quality of care received at the facility. Furthermore, our result indicates that a total of 154 (63.9%) of the patients were greatly satisfied with the quality of health services received in EKSUTH, however, 87 which represents 36.1% of patients were not satisfied with the level of services rendered at the facility.

Conclusion: The respondents showed high satisfaction level in most of the services they received from EKSUTH, however, long waiting time in the health facility has shown to be an impediment to the satisfaction level as well as the quality of care (QoC) received. Therefore, improved services; especially reducing the long waiting time will motivate patients to continue to utilize EKSUTH. More so, continuous efforts should be made by the hospital's administration to improve other areas where satisfaction level was shown to be low in the present study.

Keywords: Evaluation; patient satisfaction; waiting time; quality; health services.

1. INTRODUCTION

Patient satisfaction has been shown to be a factor of health significance as well as a measure of the result of care that is widely used in evaluating divergent magnitude of patients' healthiness care [1,2]. This could be considered in the context of contentment with services, and prospect in health care. Most often, expectation come with efficiency of services received and this is important in their satisfaction [3]. Such efficacy of services comprises waiting time prior to consultation, duration of consultation, amount of time depleted with health care provider during consultation and treatment, communication with patients and quality of treatment specified to patient [4].

Conversely, researchers have suggested that time spent in a tertiary health system may perhaps affect patients' satisfaction if it cuts into income generating operation [5]. Seeking patents' attitude while providing treatment improves their responses to individual treatment [6]. Furthermore, previous studies done in Nigeria showed that irregular electricity, poor and inadequate water supply& infrastructure, needs of essential drugs and long waiting hours between 3-4 hours contributed to patients discontent [7]. Time spent before a patient is being attended to, poor availability of drugs and lack of trained personnel can also affect the level of patient satisfaction coupled with the quality of care (QoC) received [8]. However, in Nigeria, services provided at public health facilities are commonly perceived by members of the public as being poor [9].

Despite the recent introduction of service compact with all Nigerians (SERVICOM) for

improved service delivery in the public sector [10], periodic patient satisfaction surveys are not yet custom in our hospitals. Various issues faced by the patients in the outpatient department like congestion, delay in talk session, lack of proper direction that leads to patient frustration. The major upsetting thing a patient contend with is the hospital waiting time [11].

This study became obligatory because of the need to integrate feedback from periodic patient satisfaction surveys into service enhancement plans in EKSUTH. The factors associated with patient satisfaction include waiting time prior to doctor's consultation [12]. Respondents who reported ever having longer waiting time were three times and they are likely to report a low level of satisfaction on services received in outpatient department (OPD) of any tertiary health institution compared to those who said they had shorter waiting time [12,13].

The level of patient satisfaction is a major factor for measuring the QoC rendered by a health institution [12,13]. Determinants of patient satisfaction from studies in developing world show a clear link between the level of patient satisfaction as well as a variety of explanatory factors; among which provider and patient characteristics has been prominent [14]. It has long been recorded that the level of patient satisfaction is multi-facet in which patients may be more satisfied with definite aspects of treatment and not with others, however, unsatisfied patients might be prone not come back to the hospital, and it can lead to loss of revenue from the patient, as well as wastage of management resources [15], but with the help of a satisfaction survey, such an occurrence can be corrected. Nevertheless, patient satisfaction

surveys can be utilized in evaluating hospital's level of performance in terms of care in relation to cost as well as QoS in the facility [9,16]. The patient level of satisfaction can also be measured in terms of communication coupled with consultation such as transfer of information, involving patient in decision and reassurance and inform planning as part of providing health care [16,17]. Because of this, the following research questions were raised; (1) what is the level of patients' satisfaction as regards services received at the OPD? (2) What areas are patient mostly satisfied? (3) What are the factors that affect patient satisfaction? Thus, this research focuses on evaluating the patient level of satisfaction as regards the services rendered at the OPD section of the Ekiti State University Teaching Hospital (EKSUTH), Ado-Ekiti.

1.1 Literature Review

Patient satisfaction has remained most important and essential focus point for all health providers. Satisfaction according to Felix (2017) can be defined as "If you expect a certain level of service, and perceive the service reviewed to be higher, you are a satisfied client [18]. Huetten et al. [19] however recommended to facilitate patient satisfaction is an optimistic affecting reaction that is required from cognitive procedure in which patient compare their individual experience to the set of subjective standards.

It can be concluded that different scholars have distinct the satisfaction with reference to the different parameters and aspects but none of them has denied its importance. Hence it is determined that patients are happy when all his needs are met according to his expectation. Convenience is an important factor with reference to the patient's experience. Ar-rashid (2018) studied ways and means to reduce the waiting and improve patient satisfaction [20].

1.2 Factors Upsetting Patient Satisfaction

There are numerous factors upsetting patient satisfaction: attainment attention from doctors, time taken to get schedule, opening hours, waiting time, expenses, expediency, treatment quality, pain management, and nurse communication [21]. The literature on patient satisfaction with primary care show that key attributes of healthcare treasured by patients are patient-centered, as well as time spent with the physician, willingness of the physician to listen to the patient, and expectations for treatment [9,22].

Ko et al.[23] conducted research on the factors affecting patient satisfaction. The subsequent five scopes were initiate to be highly considerable: doctor competency, provision of information, quality of care, waiting time, and hospital quality.

1.3 Waiting Time

A foundation of discontent with healthcare, often noted by patients, is the amount of time they wait during their clinic visit. For instance, in one survey gathered by Medical Economics, patients were asked to list their three important expectations regarding medical care. Forty-eight percent of respondents replied that being able to get an appointment quickly was important to 16 them, and 44% noted that going to a doctor who spends enough time with them was critical. Thirty-four percent of respondents listed a short waiting time in the doctor's office as one of their three most important requirement [24].

Several studies have documented the relationship between waiting for service and the overall satisfaction [25]. Waiting time can be defined as the length of time from when the patient entered the outpatient clinic to the time the patient actually received his or her prescription. Waiting in lines seem to be part of our everyday life. At the hospital, filling station, bus-stop, bank, or even in canteen, "waiting our turn". Nevertheless the proportion of time a patient hang around to be seen, is one factor which affects the operation of healthcare services and patients perceive long waiting times as barriers to actually obtaining services [26, 27].

2. MATERIALS AND METHODS

2.1 Study Design

Systematic random sampling technique was used in selecting the participants for this research in the teaching hospital and every patient attending the outpatient clinic at the Ekiti State University Teaching Hospital All patients attending the outpatient medical clinics for both the first time and previous times were enlisted into the study (inclusion criteria) while critically ill patients were excluded.

2.2 Data Collection

The family medicine department of Ekiti State University Teaching Hospital, Ado-Ekiti provides services at the general paediatric outpatient clinic

(GPOPD), general adult outpatient clinic (GOPD) and HIV and/or AIDS outpatient clinic.

Descriptive cross-sectional study was carried out using a well-structured questionnaire and interview schedule which was considered appropriate for the local conditions.

2.3 Sample Size Determination

A confidence level of 95% and a power of 80% were used. The ratio of those having long waiting times compared to those with normal waiting times was 4:1 and at least 30% of those with long waiting times were dissatisfied (based on a pilot study that was conducted by the author using 20 patients in a different setting two months prior to this study). Using these estimates, a sample size of 217 patients was needed. Assuming a 10% non-respondent rate in this study, a minimum of 241 participants would be given the questionnaires. The participants in the pilot study were not part of this study.

The required sample size was estimated using statistical formula for estimating minimum sample size in descriptive studies $[n = \frac{Z^2 Pq}{d^2}]$ and findings from a previous study where 83% of patients were satisfied with services (Nigerian Journal of Clinical Practice, 2010).

- n = estimated sample size
- z = fixed alpha at 0.05 level which is 1.96, level of statistical significance
- p = proportion of patient's satisfaction with health services= 0.83
- q = 1-q, expected proportion of patient's not satisfied with health services = 0.17
- d = degree of accuracy/allowable error 0.05

$$n = \frac{(1.96)^2 \times (0.83) \times (0.17)}{(0.05)^2}$$

$$= 261.8 \sim 217$$

$$\text{Adjusted number of sample size (n)} = \frac{n}{1-0.1} = \frac{217}{0.9} = 241$$

3. RESULTS

3.1 Socio-Demographic Characteristics of the Patients

The socio-demographic characteristics of the patients include the following; age, sex, marital status, education as well as the number of visits to hospital. The results in Table 1, indicates that the youngest was below 18 years and eldest was 80 years. Mean age was 33.13 ± 3.17 .

Table 1. Socio-demographic factors of the patients in EKSUTH

Socio-demographic factors	Number n = 241	Percentage (%)
Age (years)		
Below 19yrs	10	4.1
20-29	63	26.1
30-39	80	33.2
40-49	42	17.4
50 years and above	46	19.1
Gender		
Male	101	41.9
Female	140	58.1
Marital status		
Single	84	34.9
Married	137	56.8
Separated/divorce/widow	20	8.3
Educational Level		
Primary	43	17.8
Secondary	75	31.1
Tertiary	126	51.0
Total number of visits to hospital		
First time	90	37.3
2-4times	93	38.6
5times and above	58	24.1

3.2 Perception of Patient about OPD Services

Perception to OPD services means that patient ever visited this hospital and used its services before and had experience to the services in terms of physical facilities, doctor services, nurses' services, pharmacy services, laboratory services and registration services.

From Table 3, the doctor's component as related to service has five items. Of the 241 respondents, majority of the respondents (76.35%) were of the opinion that; doctor performed physical examination in good manner and 81.33% of the patients were of the view that the doctor spent adequate time on physical examination. Furthermore, 78.84% of the patients were of the opinion that the doctor listened to their complaints.

Table 2. Patients' perception about OPD facilities

Perception about OPD Facilities	Number and Percentage n=241 (%)		
	Agree	NS	Disagree
Physical Facilities			
Ventilation inside OPD good	97(40.25)	35(14.52)	109(45.22)
Enough light inside OPD	129(53.53)	11(4.56)	101(41.91)
Enough sitting chairs in OPD	117(48.55)	4(17.01)	83(34.44)
Enough good toilets in waiting are	87(36.10)	10(4.15)	144(59.75)
Enough space in diagnostic room	156 (64.73)	9(3.73)	76(31.54)
Clean and tidy waiting area	149 (61.83)	12(4.98)	80(33.20)

Table 3. Perception of patient about OPD health personnel services in EKSUTH

Perception about OPD Health Services	Number and Percentage n=241 (%)		
	Agree	NS	Disagree
DOCTOR'S SERVICE			
Doctor did physical examination with respect	184(76.35)	5(2.07)	52(21.58)
Doctor spent enough time for examination	196(81.33)	2(0.83)	3(17.84)
Doctor listened carefully and understand your concern	190(78.84)	11(4.56)	40(16.60)
Doctor gave you time to discuss your ailment	181(75.10)	17 (7.05)	43(17.84)
Doctor asked about illness in detail	199(82.57)	10(4.15)	32(13.28)
Adequate doctors in OPD for patient	175(72.61)	28(11.62)	38(15.77)
NURSE SERVICE			
Nurses show good communication skill	175(72.61)	12(4.98)	64(26.56)
Nurses were helpful	180(74.69)	21(8.71)	40(16.60)
Nurses treated you with respect	167(69.29)	30(12.45)	34(14.11)
Enough nurses in OPD	181(75.10)	20(8.30)	40(16.60)
PHARMACY SERVICE			
Drugs were expensive	143(59.34)	5(2.07)	93(38.59)
You understood explanation about drug from pharmacist	197(81.74)	5(2.07)	39(16.18)
Pharmacist has good communication skill	190(78.84)	10(4.15)	41(17.01)
Enough pharmacists in OPD	146(60.58)	39(16.18)	56(23.24)
LABORATORY SERVICE			
Tests were expensive	157(65.15)	49(20.33)	35(14.52)
Laboratory staff treated you with respect	177(73.44)	29(12.03)	35(14.52)
Enough staff in the laboratory	110(45.64)	40(16.60)	91(37.76)
REGISTRATION SERVICE			
Registration staff were cooperative	127(52.70)	37 (15.35)	77(31.95)
Registration staff showed good communication skill	151(62.66)	20(8.30)	70(29.04)
Enough registration staff in OPD	137(56.85)	39(16.18)	65(26.97)

Table 4. Shows the patients' level of perception of OPD service; as regards the physical facilities, 61.00% of the patients has a very good perception about the facilities. Moreover, 67.20% of the patients showed good perception about the doctors' services. About half showed good perception about nurse service (52.30%), while less than half show poor perception about pharmacy service, laboratory service as well as the level of registration services rendered in the facility.

Table 5 shows the overall perception of patients towards medical services at the OPD section.

This is divided into two groups: (1) good perception and (2) poor perception using best criteria. Those whose response were above 51% was classified to have good perception while those below 51% poor perception.

Table 7 shows perception of patients about accessibility to OPD service as 37.80% of the patient had good accessibility in terms of waiting time while 62.20% percent had poor accessibility. Furthermore, in terms of service process, majority of the respondents (53.50%) had good accessibility.

Table 4. Patients' overall perception about OPD health personnel service in EKSUTH

OPD services	Level of Perception n=241(%)	
	GOOD	POOR
Physical facilities	147 (61.00%)	94(39.00%)
Doctor's service	162 (67.20%)	79 (32.80%)
Nurse service	126(52.30%)	115 (47.79%)
Pharmacy service	102 (42.30%)	139(57.70%)
Laboratory service	97 (40.20%)	44(59.80%)
Registration service	103 (42.70%)	138(57.30%)

Percentage ≤ 51%= Poor, ≥51%= Good

Table 5. Overall perception of patients concerning OPD services in EKSUTH

Level of Perception	NUMBER n=241	PERCENTAGE (%)
Good Perception	124	51.50
Poor Perception	117	48.50

Table 6. Accessibility of patients towards OPD services in EKSUTH

Accessibility towards OPD Services	Percentage n=241(%)		
	Agree	NS	Disagree
Waiting Time			
Waiting for getting treatment from doctor was appropriate	75(31.12)	12(4.98)	154(63.90)
Waiting time for getting the prescribed drug was appropriate	83(34.44)	9(3.73)	149(61.83)
Waiting time for getting test results was appropriate	67(27.80)	2(0.83)	172(71.37)
Service Process			
Service process of registration is simple, fast and free of stress	63(67.63)	5(2.07)	73(30.29)

Table 7. Perception of patients on accessibility to OPD services in EKSUTH

Accessibility towards OPD Service	Level of Perception n=241	
	GOOD	POOR
Waiting time	91(37.8%)	150 (62.2%)
Service process	129(53.5%)	112(46.5%)

Table 8 shows the total level of perception of respondents about accessibility to OPD services in EKSUTH. Our result indicated that overall level of perception about accessibility to OPD services was poor.

Table 8. Overall level of patients' perception towards accessibility of OPD services in EKSUTH

Level of Accessibility	NUMBER n=241	PERCENTAGE (%)
Good Accessibility	114	47.30
Poor Accessibility	127	52.70

Table 10, shows number and percentage of respondents by overall satisfaction to OPD. Majority of the respondents had high satisfaction in terms of convenience, more than three quarter

(80.50%) of patients were satisfied in terms of courtesy while in terms of quality of care, majority of patients had high satisfaction.

As shown in Table 11, total level of satisfaction with medicine OPD services at EKSUTH was computed by dividing it into high satisfaction and low satisfaction using best criteria. The score was set as ≥ 51 scores for high satisfaction while ≤ 51 scores for low satisfaction. During the analysis of data, 36.10% of respondents had low level of satisfaction.

Perception about services was compared with to healthcare facilities, doctor, nurse, pharmacy, laboratory as well as registration services. As shown in Table 13, 72.1% of patient with good perception about physical facilities had high satisfaction while 27.9% of good perception about physical facilities had low level of satisfaction.

Table 9. Patient level of satisfaction towards OPD services in terms of courtesy in EKSUTH

Patient Satisfaction	Number and Percentage n=241(%)		
	Satisfactory	Not Sure	Dissatisfactory
Courtesy			
Friendliness, readiness of doctors	171(70.95)	11(4.56)	59(24.48)
Friendliness, respect from nurses	145(60.17)	25(10.37)	71(29.46)
Friendliness, respect from other staff (pharmacist, lab scientist, registration staff, others)	156(64.73)	37(15.35)	48(19.92)
Attentiveness from doctor while answering your question	189(78.42)	12(4.98)	40(16.60)
Privacy from doctors and nurses during examination and treatment	192(79.67)	7(2.90)	42(17.43)

Table 10. Overall satisfaction of respondents to OPD services in EKSUTH

Patient Satisfaction	Level of Satisfaction n=241(%)	
	High	Low
Convenience	176 (73.03%)	65 (26.97%)
Courtesy	194 (80.50%)	47 (19.50%)
Quality of Care	187 (77.59%)	54 (22.41%)

Percentage $\leq 51\%$ = Low, $\geq 51\%$ = High

Table 11. Total level of satisfaction of respondents from OPD in EKSUTH

Level of Satisfaction	Number n=241	Percentage
High Satisfaction (≥ 51 scores)	154	63.9
Low Satisfaction (≤ 51 scores)	87	36.1

Table 12. Relationship between socio-demographic factors and patients' level of satisfaction towards OPD services in EKSUTH

Socio-demographic factors	Patient Satisfaction		X ²	P-value
	High n(%)	Low n(%)		
Age (years)			15.031	0.005*
Below 19yrs	6(60.0%)	4(40.0%)		
20-29	37(58.7%)	26(41.3%)		
30-39	42(52.5%)	38(47.5%)		
40-49	30(71.4%)	12(28.6%)		
50 years and above	39(84.8%)	7(15.2%)		
Gender			0.158	0.691
Male	66(65.3%)	35(34.7%)		
Female	88(62.9%)	52(37.1%)		
Marital status			6.272	0.043*
Single	45(53.6%)	39(46.4%)		
Married	94(68.6%)	43(31.4%)		
Separated/divorce	15(75.0%)	5(25.0%)		
Educational Level			1.439	0.487
Primary	27(62.8%)	16(37.2%)		
Secondary	52(69.3%)	23(30.7%)		
Tertiary	75(61.0%)	48(39.0%)		
Total number of visits to hospital			28.302	0.000*
First time	50(55.6%)	40(44.4%)		
2-4 times	50(53.8%)	43(46.2%)		
5times and above	54(93.1%)	4(6.9%)		

*statistical significance level p=0.05

Table 13. Relationship between the level of patients' perception and patients' satisfaction from OPD services in EKSUTH

Perception of Patients	Patient Satisfaction		X ²	P-value
	High n (%)	Low n (%)		
Physical facilities			11.008	0.001*
Good	106(72.1%)	41(27.9%)		
Poor	48(51.1%)	46(48.9%)		
Doctor's service			4.569	0.033*
Good	111(68.5%)	51(31.5%)		
Poor	43(54.4%)	36(45.6%)		
Nurse's service			3.033	0.082
Good	67(58.3%)	48(41.7%)		
Poor	87(69.0%)	39(31.0%)		
Pharmacy service			0.587	0.444
Good	68(66.7%)	34(33.3%)		
Poor	86(61.9%)	53(38.1%)		
Laboratory service			2.708	0.100
Good	68(70.1%)	29(29.9%)		
Poor	86(59.7%)	58(40.3%)		
Registration service			0.583	0.445
Good	63(61.2%)	40(38.8%)		
Poor	91(65.9%)	47(34.1%)		

4. DISCUSSION

Two hundred and forty-one (241) were interviewed at EKSUTH OPD for evaluating their

perception as regards the service delivery at the OPD section. Number as well as the percentage distribution of respondents as regards their level of experience is shown in Table 2. The

perception was classified as good and bad using the best criteria. The component related to physical facilities consisted of 5 items. From Table 2, 40.2% of the respondents said that ventilation inside the OPD was good while 53.53% of the respondents agreed that there was enough light in the OPD section of the health facility. Furthermore, 48.55% was of the opinion that there are enough chairs in OPD section and 36.10% agreed that there are adequate good toilets in the facility and 64.73% of the patients accepted that there is enough space in diagnostic section as well as clean waiting room.

In terms of patients' level of accessibility towards OPD healthcare services at EKSUTH, the best criteria were used to categorize the accessibility vis-à-vis (1) good and (2) poor accessibilities. There are two main parts i.e. the waiting time as well as the process of the services rendered. Table 6 shows the data about the accessibility of patients as regards the services rendered in EKSUTH. There are three questions on waiting time: our result showed that 63.90% of the patients are in agreement that the waiting time for treatment was too long for them. On the other hand, concerning the waiting time at pharmacy, 61.83% of respondents said that the waiting time for getting the prescribed drugs from the pharmacy was inappropriate for them. This implies that there is poor accessibility in getting drug at the pharmacy going by the best criteria. Also, 71.37% of the respondents were of the opinion that accessibility for getting test results was inappropriate.

Furthermore, in terms of patient level of satisfaction towards OPD services in EKSUTH, there are several factors which influences the level of patients' satisfaction but as mentioned in conceptual framework, the authors see the satisfaction in three different prospective: (1) convenience, (2) courtesy and (3) quality of care received. The questionnaire had 26 questions which asked about the level of satisfaction. The score was measured by Likert's scale, as satisfactory, not sure and dissatisfactory.

Moreover, as shown in Table 9, the section on courtesy consisted of five items on the friendliness and readiness of doctors, friendliness and respect from nurses, friendliness and respect from other staff (pharmacist, lab scientist, registration staff, others), attentiveness of doctor while answering questions and privacy

from doctors and nurses during physical examination as well as the treatment time schedule. Our result showed that maximum numbers of patients (70.95%) were satisfied from the friendliness and readiness of doctors, attentiveness of doctor while answering question (78.42%) and privacy from doctors and nurses during examination and treatment (79.67%). Maximum satisfaction (60.17%) was also expressed from courtesy and respect from nurses as well as from other staff (64.73%).

In determining the association between the dependent as well as the independent variable, Chi square test was employed. From Table 12, the socio-demographic data of the patients composed of: age, gender, marital status, educational level and total number of visits to hospital. The relationship of the age with satisfaction was analysed. The age was categorized into five groups. Our result showed that the age of respondents was found to have the largest proportion of high satisfaction was in age group 30-39 years. After analysing the association of age with satisfaction it was concluded that age is a major factor in association with satisfaction ($p=0.005$).

In terms of gender, our result showed that males as well as their females' counterparts had great difference in the satisfaction level. It was concluded that there was no association between gender and satisfaction ($p=0.691$). Talking about the marital status which was categorized into single, married and widow/separated/divorced groups it was found that married group when compared with the single group had high percentage of patients with satisfaction (68.6%). The widow/separated/divorced had 75.0% of respondents with high satisfaction. By comparison, the married group had highest proportion of high satisfaction when compared with other two groups. Finally, it can be concluded statistically that; there was a significant level of association between marital status and satisfaction with chi square of 6.272 and p-value of 0.043. In context of education of respondents, it was divided into three categories of primary, secondary and tertiary. The patient with different educational levels had different level of satisfaction. The respondents with tertiary educational qualification had slightly higher proportion (61.0%) of high satisfaction compared to others. The p-value was 0.487 which confirmed that there was no association of education with satisfaction.

The total number of visits to hospital was categorized into first time, 2 to 4 times and 5 times and above. It was found that those who visited the hospital 5 times and above had the highest proportion (93.1%) of satisfaction level while for the first time had almost the same level of satisfaction as the respondents who visited 2-4 times with high satisfaction of 55.6% and 53.8% respectively. It was also found that there was significant association between the number of hospital visits and satisfaction (p -value=0.000, $X^2=28.302$).

5. CONCLUSIONS

Patient contentment can help to measure the quality of healthcare provided by a health institution as well as improve the health condition of patients and their appropriate utilization of health institution especially the tertiary institutions. This could be seen as the level of satisfaction given by the respondents. Patients showed high level of satisfaction in majority of the services rendered by the healthcare provider but long waiting time in the health facility has shown to be a stumbling block to the QoC as well as satisfaction received. Patient's satisfaction improves the health condition of patient. Therefore, improved services especially reducing the long waiting time will motivate patients to continue to utilize the tertiary health institution. More so, continuous efforts should be made by the hospital management to improve significantly on other areas of service delivery where the level of patients' satisfaction appears low in the present study.

6. RECOMMENDATIONS

This study has brought to light a few short comings in services of Ekiti State University Teaching Hospital (EKSUTH) OPD and as a result of this, the following recommendations were proposed:

- 1) To gain patient positive attitude towards EKSUTH, the good image of the hospital must be advocated.
- 2) The staff working in the hospital should be motivated in terms of careful and enthusiastic services.
- 3) As a convenience to patients, newspapers, health related magazines, brochures etc should be provided in waiting area.
- 4) OPD is the place where patients come with all general medical conditions, as OPD is

mostly a crowded section in any healthcare facility, it is therefore recommended that the internal environment of hospital should be made more convenient specially the registration section where long queues should be discouraged as few patients complained about this section as mentioned earlier.

CONSENT AND ETHICAL APPROVAL

The study was carried out in the GOPD after obtaining permission from the Institution's Ethical Committee. As per international standard or university standard, patient's written consent has been collected and preserved by the authors.

COMPETING INTERESTS

Authors have declared that no competing interests exist.

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