

## **Examining Patient Contentment with the Quality of Nursing Care in the Public Healthcare Sector**

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### **Abstract**

Patient satisfaction has grown in popularity as a vital component of determining the quality of care. A crucial aspect of quality improvement involves comprehending the viewpoints of patients, as this approach is fully human-centric. The degree of patient satisfaction with nursing care is a crucial indicator of the calibre of hospital treatment. A happy patient is more likely to recommend the hospital to others for treatment. For the purpose of ensuring proper levels of service improvement, it is vital to understand the factors that affect patient satisfaction with nursing care. This study aims to explore how happy patients are with the quality of nursing care provided in hospitals. Many Sri Lankans, especially those who work as nurses or midwives, strongly believe that providing care alone is inadequate and believe nursing as a unique service rather than a career. This sensitive concern among nursing professionals underscores the significance they place on nursing care. In terms of research methodology, this study follows the qualitative approach, and the necessary data for the study were gathered through structured interviews with around 100 patients residing in the Ratmalana area. The primary focus of the sampling was patients who visit the hospitals outpatient clinics monthly. The study deployed thematic analysis. The result of the study revealed that nurses have demonstrated effective management of both personal hygiene and cleanliness in their work environment. Additionally, nurses have exhibited competence in their professional roles as well. However, development is needed in cultivating qualities.

**Keywords:** *Quality of nursing care, Patients satisfaction, Medical sector*