CHAPTER 5

CONCLUSION AND RECOMMENDATIONS

In this chapter, conclusion is presented on the basis of findings and discussions. Followed by the conclusion implications are made for nursing practice, nursing administration and nursing education. The chapter is closed with recommendations for future research.

Conclusion

This descriptive comparative research was aimed to study nurses and patients expectation from nursing service, to study nurses and patients perception of performance of nursing service performed by nurses and to compare nursing service quality as perceived by nurses and patients in the tertiary care hospital, Maldives. The sample included 162 nurses and 383 patients from 11 inpatient wards/units in Indira Gandhi Memorial Hospital of the Maldives. The samples of nurses and patients were selected based on inclusion criteria. Data were collected over a month period. The instruments used in the study were nurses SERVQUAL scale and patients SERVQUAL scale. Content validity index of SERVQUAL scales were 0.82 for nurses and 0.82 for patients. The patients SERVQUAL scale was translated to Maldivian language by the researcher. Reliability of the scales was verified by using Cronbach's alpha coefficient. The Cronbach's alpha coefficient of nurses SERVQUAL scale was 0.92 and 0.88 for patients respectively. Gap 5 of the service

quality model developed by Parasuraman et al. (1985) served as the conceptual framework of this study which included five dimensions namely: tangible, reliability, responsiveness, assurance and empathy. Descriptive statistics of frequency, percentage, mean and standard deviation were derived in order to describe demographic data of nurses and patients, nurses and patients expectation from nursing service quality, nurses and patients perception of nursing service performance. SERVQUAL score was computed as nursing service quality (SQ) = perception of performance score (P) - expectation score (E) for each pair of 22 statements of expectation and performance statements for each respondent, to obtain SERVQUAL score. The Mann-Whitney U Test was used to compare nurses and patients perceived nursing service quality.

Conclusions of the findings are presented as follows:

1. Total score of nurses' expectation from nursing service quality was Mean = 87.32, SD = 8.54 and nurses' highest expected dimension from the nursing service quality was reliability (Mean = 22.18, SD = 2.16). Total score of patients' expectation from nursing service quality was Mean = 88.11, SD = 9.14 and patients' highest expected dimension from the nursing service quality was reliability (Mean = 23.25, SD = 2.52).

2. Total score of nurses' perception of performance of nursing service quality was Mean = 86.77, SD = 8.31 and nurses' perception of highest performance dimension was reliability (Mean = 21.38, SD = 2.37). Total score of patients' perception of nurses' performance of nursing service quality was Mean = 75.57, SD = 12.14 and patients perception of highest nurses performance dimension was reliability (Mean = 19.16, SD = 4.15).

3. Statistically significant difference was found between nurses (Mean = -0.55, SD = 7.63) and patients (Mean =-12.54, SD = 15.48) perceived nursing service quality (Z = -9.37, p < .001).

Implications of Research Findings

The results of this study provided considerations for nursing administration nursing practice and nursing education. Implications are presented as follows.

Implication for Nursing Administration

Nursing administrators can utilize the findings to improve nursing service quality. Suggestions for nursing administrators are as follows.

1. Study finding had showed that responsiveness dimension as the lowest performed dimension as perceived by nurses and patients. Additionally, the dimension was found to be the lowest performance dimension as perceived by temporary nurses. Since, nursing personnel are from different nationalities, nursing administrators need to concentrate on providing in-service education through staff development unit to ensure for the establishment of uniformed understanding of roles and responsibilities which in turn have effect on nurses' accountability and responsiveness.

2. Nurse administrators need to develop nurses competency monitoring and maintaining programs to enhance their professional knowledge and skills as this can facilitate patients feeling secure and confidence in nursing services.

3. Hospital and nurse administrators need to ensure that the ratios of patient to nurse are met according to the standard of the hospital and to facilitate nursing service for critically sick patients from intensive care units as this can reduce

nurses' workload and can provide nursing service quality as expected by nurses and patients.

　　　4. Hospital and nurse administrators need to set up strategies for providing positive working atmosphere for staff retention in their present clinical ward/unit as length of employment and employee experience can have positive outcome for nursing service quality.

　　　5. Nursing administrators need establish strategies to ensure that the distribution of medical equipment and daily consumables are met according to the demand of the nursing units to overcome obstacles in delivering quality nursing service.

Implication for Nursing Practice

　　　It is important for nurses to improve self awareness about the importance of providing quality nursing service as this can enhance them to apply the concepts of service quality in their daily work. In addition, it is important for nurses to understand patients' expectation from nursing service so that nurses can perform nursing service consistent with those expectations.

Implication for Nursing Education

　　　The findings of the study provided knowledge about nursing service quality as perceived by nurses and patients, which can be used for teaching student nurses regarding importance of maintaining nursing service quality. Nurse educators can use the finding in teaching nursing students about importance of identifying expectations from nursing service quality, perception of performance of nursing service quality thereby to improve nursing service quality. These findings could

contribute to fundamental information in the area of nursing service quality in the Maldives.

Recommendations

Recommendations for Future Research

1. Further research is needed to be carried out to replicate this study in other hospitals in the Maldives.

2. A qualitative study is needed to further explore nurses and patients perception of performance of nursing service quality.

3. Further studies are needed to identify critical factors that are related to nursing service quality as perceived by nurses and patients.

4. Interventions for enhancing perceived nursing service quality should be designed and implemented in future research.