

Original Article

Patients Satisfaction in the Outpatient Department of Khwaja Yunus Ali Medical College Hospital

Mst. Bithy Tanima¹, Shahina Akter², Md. Mahmudul Haque³

Abstract

Background: Patient satisfaction is an important indicator of healthcare quality and reflects the effectiveness of hospital services. Assessing satisfaction in outpatient departments helps identify areas of strength and opportunities for improvement in service delivery.

Objective(s): To assess patient satisfaction in the outpatient department of Khwaja Yunus Ali Medical College Hospital and examine associated sociodemographic and service-related factors.

Materials and Methods: A descriptive cross-sectional study was conducted among 150 patients attending the outpatient department. Data were collected using a semi-structured questionnaire that included sociodemographic characteristics, prior hospital visits, departments attended, mode of arrival, and satisfaction with various hospital service areas, including registration, clinical care, staff behavior, treatment/advice, pharmacy services, waiting time, and hospital environment.

Results: The majority of respondents were aged 21-30 years (48.0%), with an equal sex distribution. Most were Muslims (92%), and 60% had higher secondary or graduate education. Students (32%) and housewives (28%) formed the largest occupational groups. Most patients (84%) had previously visited the hospital, predominantly in the Medicine, Surgery, and Obstetrics & Gynecology departments. Overall, patient satisfaction was high across most domains. The highest satisfaction was reported for hospital cleanliness (96% satisfied/very satisfied), doctor's behavior (86%), and waiting time for tests/reports (80%). Moderate neutral responses were observed for registration processes and treatment/advice received (28-40%). Overall satisfaction was reported as satisfied or very satisfied by 72% of respondents.

Conclusion: Patients attending the outpatient department of Khwaja Yunus Ali Medical College Hospital expressed high levels of satisfaction, particularly regarding cleanliness, staff behavior, and service efficiency. Continuous monitoring of patient feedback and targeted improvements in registration and treatment processes are recommended to further enhance service quality and patient experience.

KYANCJ 2026; 07 (01): 6-11

Keywords: Patient satisfaction, Outpatient department, Healthcare quality, Hospital services, Bangladesh

DOI: <https://doi.org/10.3329/kyancj.v7i1.94168>

Introduction

Patient satisfaction is widely recognized as a key indicator of healthcare quality and performance of health service delivery systems. It reflects patients' perceptions of care received and is influenced by multiple factors including accessibility of services, provider-patient communication, waiting time, availability of resources, and overall hospital environment. In outpatient departments (OPDs), where first contact between patients and healthcare providers usually occurs, patient

satisfaction plays a crucial role in determining health-seeking behavior, continuity of care, and compliance with medical advice. High levels of satisfaction are associated with improved clinical outcomes, better patient retention, and enhanced utilization of health services.^{1,2}

Outpatient services form the backbone of hospital care, particularly in low- and middle-income countries, where a large proportion of patients seek treatment without requiring hospitalization. OPDs often experience heavy patient loads, limited consultation time, and

1. RN, Ex Student, Khwaja Yunus Ali Nursing College, Enayetpur, Sirajganj, Bangladesh.

2. Assistant Professor, Khwaja Yunus Ali Nursing College, Enayetpur, Sirajganj, Bangladesh.

3. Professor of Community Medicine and Public Health, Khwaja Yunus Ali Medical College, Enayetpur, Sirajganj, Bangladesh.

Correspondence: Md. Mahmudul Haque, Professor of Community Medicine and Public Health
Khwaja Yunus Ali Medical College, Enayetpur, Sirajganj, Bangladesh.
Cell Phone: 0178532959, E-mail: dr.mahmud@kyamc.edu.bd

resource constraints, which may adversely affect the quality of care and patient satisfaction. Factors such as long waiting times, inadequate information provision, overcrowding, and insufficient staffing have been identified as common causes of dissatisfaction among OPD patients.^{3,4} Therefore, systematic assessment of patient satisfaction in OPDs is essential for identifying service gaps and planning targeted quality improvement interventions.

Patient satisfaction surveys are increasingly used worldwide as a tool for evaluating healthcare services and guiding policy decisions. The World Health Organization emphasizes patient-centered care as a fundamental component of health system strengthening, highlighting the importance of understanding patients' expectations and experiences.⁵ In Bangladesh, where both public and private healthcare institutions serve a large and diverse population, measuring patient satisfaction has become particularly relevant due to rising healthcare demands, increased patient awareness, and growing competition among healthcare providers.⁶

Khwaja Yunus Ali Medical College Hospital (KYAMCH) is a major tertiary care teaching hospital serving a large population from Sirajganj and surrounding districts. The outpatient department of the hospital caters to patients from varied socioeconomic backgrounds and plays a vital role in delivering accessible and affordable healthcare services. Despite its importance, limited published data are available regarding patient satisfaction in the OPD of KYAMCH. Assessing patients' satisfaction levels and identifying factors influencing their perceptions can provide valuable insights for improving service quality, optimizing resource utilization, and enhancing patient-centered care. Therefore, this study aims to evaluate patient satisfaction in the outpatient department of Khwaja Yunus Ali Medical College Hospital.

Materials and methods

This descriptive cross-sectional study was conducted in the outpatient department of Khwaja Yunus Ali Medical College Hospital, Enayetpur, Sirajganj, over a six-month period from July to December 2024. The study population consisted of patients attending the outpatient department during the study period. A total of 150 respondents were included in the study using a convenience sampling technique. Patients aged 15 years and above who visited the OPD for treatment and provided informed consent were included in the study, while those who did not consent and severely ill patients were excluded. Data were collected using a semi-structured questionnaire developed to assess patient satisfaction with outpatient services. Relevant information was obtained through

face-to-face interviews conducted by the investigators. Prior to data collection, all participants were informed about the purpose of the study, and voluntary participation was ensured. Confidentiality and anonymity of the respondents were strictly maintained, and the collected information was used solely for research purposes. After data collection, the questionnaires were checked, cleaned, and edited to identify and correct any inconsistencies or incomplete responses. The data were then entered into a computer and analyzed using the Statistical Package for Social Sciences (SPSS) software version 27. The analyzed data were presented in the form of tables and graphs in the final report.

Results

Table 1: Sociodemographic characteristics of the respondents (n=150)

Age	Frequency	Percent
15-20 years	15	10.0
21-30 years	72	48.0
31-40 years	27	18.0
41-50 years	24	16.0
51-57 years	12	8.0
Sex		
Male	75	50.0
Female	75	50.0
Religion		
Islam	138	92.0
Sanatan	12	8.0
Education		
Primary	27	18.0
Secondary	33	22.0
Higher Secondary	45	30.0
Graduate	45	30.0
Occupation		
Service	30	20.0
Business	18	12.0
Housewife	42	28.0
Student	48	32.0
Others	12	8.0

Table 1 describes socio-demographic characteristics of the 150 respondents. The majority of the respondents belonged to the 21-30 years age group (48.0%), followed by those aged 31-40 years (18.0%) and 41-50 years (16.0%). Adolescents aged 15-20 years constituted 10.0% of the participants, while 8.0% were aged between

51 and 57 years. Regarding sex distribution, the respondents were equally divided, with 50.0% males and 50.0% females. In terms of religion, most of the respondents were Muslims (92.0%), whereas 8.0% followed Sanatan religion. Concerning educational status, 30.0% of the respondents had completed higher secondary education and another 30.0% were graduates, while 22.0% had secondary-level education and 18.0% had primary education. With respect to occupation, students constituted the largest group (32.0%), followed by housewives (28.0%), service holders (20.0%), businesspersons (12.0%), and others (8.0%).

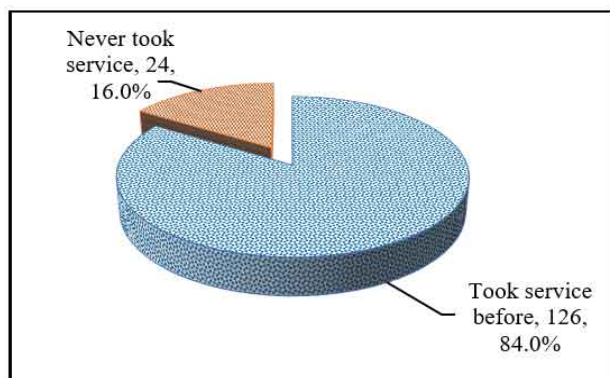


Figure 1: Distribution of the respondents by prior attendance at this hospital (n=150)

Figure 1 illustrates the distribution of the respondents according to their prior attendance at this hospital. Out of the 150 respondents, the majority [126 (84.0%)] reported having attended the hospital previously, while a smaller proportion [24 (16.0%)] were first-time visitors. This indicates that most respondents had prior experience with the hospital services.

Table II: Departments where respondents previously received treatment (n=126)

Departments	Frequency	Percent
Medicine	51	40.5
Surgery	24	19.0
Obs. & Gyne.	23	18.3
Skin & VD	6	4.8
Eye	13	10.3
Orthopedics	9	7.1
Total	126	100.0

Table II shows the distribution of respondents according to the departments from which they had received prior treatment. Out of the total 126 respondents, the majority

had previously sought treatment from the Medicine department 51 (40.5%). This was followed by the Surgery department 24 (19.0%) and Obstetrics & Gynecology 23 (18.3%). Prior treatment from the Eye department was reported by 13 (10.3%) respondents, while Orthopedics accounted for 9 (7.1%). The lowest proportion of respondents had received prior treatment from the Skin & VD department, comprising only 6 (4.8%) respondents.

Table III: Distribution of respondents by department visited during current visit

Departments	Frequency	Percent
Medicine	57	38.0
Surgery	21	14.0
Obs. & Gyne.	42	28.0
Skin & VD	3	2.0
Eye	12	8.0
Cardiology	3	2.0
Neurology	3	2.0
Orthopedics	9	6.0
Total	150	100.0

Table III presents the distribution of respondents according to the department visited during their current outpatient visit. Among the 150 respondents, the highest proportion visited the Medicine department 57 (38.0%), followed by Obstetrics & Gynecology 42 (28.0%) and the Surgery department 21 (14.0%). Visits to the Eye department were reported by 12 (8.0%) respondents, while Orthopedics accounted for 9 (6.0%). A relatively small number of respondents visited the Skin & VD, Cardiology, and Neurology departments, with 3 (2.0%) respondents in each department.

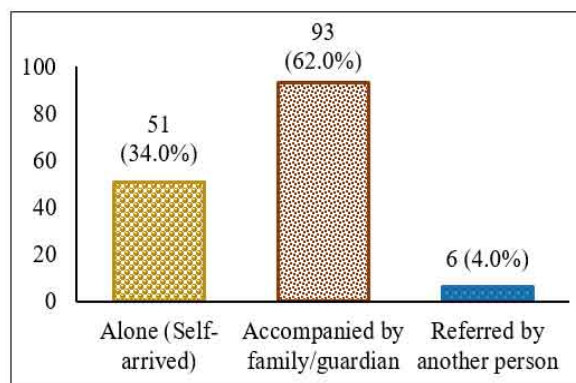


Figure 2: Distribution of respondents according to mode of arrival at the hospital (n=150)

Table IV: Patient satisfaction across different hospital service areas (n=150)

Aspect of Service	V. Dis.	Dis.	N	Sat.	V. Sat.
Location and environment	3 (2.0%)	–	3 (2.0%)	45 (30.0%)	99 (66.0%)
Registration process	6 (4.0%)	–	42 (28.0%)	81 (54.0%)	21 (14.0%)
Doctor's behavior	3 (2.0%)	–	18 (12.0%)	108 (72.0%)	21 (14.0%)
Clinical examination	3 (2.0%)	3 (2.0%)	42 (28.0%)	72 (48.0%)	30 (20.0%)
Nurses & staff behavior	3 (2.0%)	6 (4.0%)	60 (40.0%)	66 (44.0%)	15 (10.0%)
Treatment/advice received	3 (2.0%)	–	60 (40.0%)	69 (46.0%)	18 (12.0%)
Medicine & pharmacy services	3 (2.0%)	–	42 (28.0%)	81 (54.0%)	24 (16.0%)
Waiting Time for Tests/Reports	6 (4.0%)	–	24 (16.0%)	102 (68.0%)	18 (12.0%)
Cleanliness of the hospital	6 (4.0%)	–	–	21 (14.0%)	123 (82.0%)
Overall satisfaction	6 (4.0%)	–	36 (24.0%)	96 (64.0%)	12 (8.0%)

V. Dis.=Very Satisfied, Dis.=Dissatisfied, N=Neutral, Sat.=Satisfied, V. Sat.=Very Satisfied

Figure 2 illustrates the distribution of respondents based on their mode of arrival at the hospital. Out of the 150 respondents, the majority arrived accompanied by family members or guardians 93 (62.0%). A substantial proportion of respondents arrived alone (self-arrived) 51 (34.0%). Only a small number of respondents were referred by another person, accounting for 6 (4.0%).

Table IV presents the level of patient satisfaction across different service areas of the hospital. Overall, most respondents expressed satisfaction or high satisfaction with the majority of services. Regarding location and environment, 99 (66.0%) respondents were very satisfied and 45 (30.0%) were satisfied, while 3 (2.0%) were neutral and 3 (2.0%) were very dissatisfied. For the registration process, 81 (54.0%) respondents were satisfied and 21 (14.0%) were very satisfied. However, 42 (28.0%) expressed neutral opinions and 6 (4.0%) were very dissatisfied. Concerning doctor's behavior, the majority were satisfied 108 (72.0%) and 21 (14.0%) were very satisfied, while 18 (12.0%) were neutral and 3 (2.0%) were very dissatisfied. In terms of clinical examination, 72 (48.0%) respondents were satisfied and 30 (20.0%) were very satisfied. Meanwhile, 42 (28.0%) were neutral, 3 (2.0%) dissatisfied, and 3 (2.0%) very dissatisfied. Regarding nurses and staff behavior, 66 (44.0%) respondents were satisfied and 15 (10.0%) very satisfied, whereas 60 (40.0%) expressed neutral views. A small proportion were dissatisfied 6 (4.0%) and very dissatisfied 3 (2.0%).

For treatment / advice received, 69 (46.0%) were satisfied and 18 (12.0%) very satisfied, while 60 (40.0%) remained

neutral and 3 (2.0%) were very dissatisfied. With respect to medicine and pharmacy services, 81 (54.0%) respondents were satisfied and 24 (16.0%) were very satisfied. Additionally, 42 (28.0%) were neutral and 3 (2.0%) were very dissatisfied. Regarding waiting time for tests/reports, the majority were satisfied 102 (68.0%) and 18 (12.0%) were very satisfied, whereas 24 (16.0%) were neutral and 6 (4.0%) were very dissatisfied. Concerning cleanliness of the hospital, a very high proportion of respondents were very satisfied 123 (82.0%) and 21 (14.0%) were satisfied, while only 6 (4.0%) were very dissatisfied. Finally, in terms of overall satisfaction, most respondents were satisfied 96 (64.0%) and 12 (8.0%) were very satisfied, whereas 36 (24.0%) were neutral and 6 (4.0%) were very dissatisfied. Overall, the findings demonstrate a high level of patient satisfaction across most hospital service domains, particularly in relation to cleanliness, doctor's behavior, and waiting time for tests and reports.

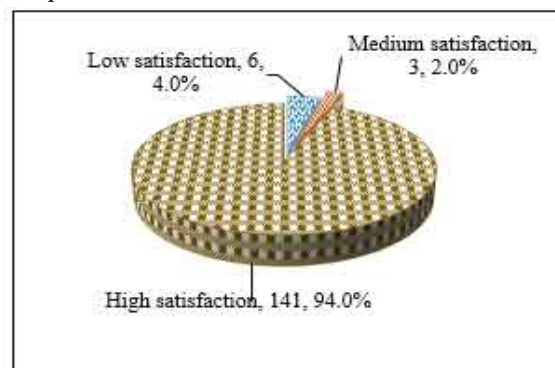
**Figure 3:** Distribution of the respondents by satisfaction level (n=150)

Figure 3 presents the overall satisfaction levels of respondents with the outpatient services. The majority of respondents reported high satisfaction 141 (94.0%), while only a small number reported low satisfaction 6 (4.0%) or medium satisfaction 3 (2.0%). These findings indicate that most patients were generally very satisfied with the services provided by the hospital.

Discussion

Patient satisfaction is a critical indicator of healthcare quality and plays a pivotal role in the overall assessment of health services.² This study assessed patient satisfaction in the outpatient department (OPD) of Khwaja Yunus Ali Medical College Hospital, considering sociodemographic characteristics, prior hospital experience, and satisfaction across various service domains.

The majority of respondents were young adults aged 21-30 years (48.0%), with an equal distribution of males and females. Most respondents had higher secondary education or were graduates (60%), and students and housewives formed the largest occupational groups. These sociodemographic patterns reflect a relatively young, educated population actively seeking healthcare services, which is consistent with previous studies indicating that younger and educated patients are more likely to utilize hospital services and provide feedback on care quality.^{3,4}

Most respondents (84%) had previously attended the hospital, primarily in the Medicine, Surgery, and Obstetrics & Gynecology departments. This indicates that repeat visits are common and suggests that patients perceive the hospital as a reliable source of care. Similar findings have been reported in prior research, which highlighted that patient familiarity with healthcare facilities positively influences satisfaction levels.⁷

The current OPD visit data showed that the Medicine department had the highest attendance (38%), followed by Obstetrics & Gynecology (28%). This aligns with general patterns in hospital utilization where internal medicine and maternal/child services often see the largest patient volumes.⁶ The mode of arrival revealed that most patients were accompanied by family members, reflecting the cultural norm of family support in healthcare-seeking behavior in Bangladesh.⁸

Overall, patient satisfaction in this study was high across most service domains. Respondents reported highest satisfaction in areas such as hospital cleanliness (96% satisfied or very satisfied), doctor's behavior (86% satisfied or very satisfied), and waiting time for tests/reports (80% satisfied or very satisfied). These findings are consistent with prior research emphasizing

that interpersonal aspects of care, such as healthcare provider behavior, communication, and environmental factors, are major determinants of patient satisfaction.^{1,3,4} However, some service areas showed moderate neutral or dissatisfied responses. For example, registration processes and treatment/advice received had a notable proportion of neutral responses (28-40%), indicating potential areas for improvement. Addressing these concerns could enhance patient experience, as service quality and operational efficiency are known to influence patient satisfaction significantly.^{4,5}

The high overall satisfaction (72% satisfied or very satisfied) observed in this study underscores the hospital's effective service delivery, particularly in terms of clinical care, nursing support, and facility maintenance. This aligns with the WHO's framework for people-centered healthcare, which emphasizes patient-oriented service provision to improve health outcomes.^{2,5}

Conclusion

The study reveals that patients attending the outpatient department of Khwaja Yunus Ali Medical College Hospital generally reported high levels of satisfaction across most service domains. Areas such as hospital cleanliness, doctor's behavior, and waiting time for tests and reports received the highest satisfaction ratings, reflecting the hospital's effective service delivery and patient-centered approach. While the majority of respondents expressed satisfaction, certain areas, including the registration process and treatment/advice received, showed moderate neutral responses, indicating potential opportunities for improvement. Overall, the findings highlight that maintaining high standards of clinical care, staff behavior, and hospital environment contributes significantly to patient satisfaction. Continuous monitoring of patient feedback and implementing targeted quality improvement measures are essential to sustain and further enhance the quality of healthcare services in the hospital.

References

1. Donabedian A. The quality of care: how can it be assessed? *JAMA*. 1988;260(12):1743-1748.
2. Batbaatar E, Dorjdagva J, Luvsannyam A, Savino MM, Amenta P. Determinants of patient satisfaction: a systematic review. *Perspect Public Health*. 2017;137(2):89-101.
3. Prakash B. Patient satisfaction. *J Cutan Aesthet Surg*. 2010;3(3):151-155.

4. Xesfingi S, Vozikis A. Patient satisfaction with the healthcare system: assessing the impact of socio-economic and healthcare provision factors. *BMC Health Serv Res.* 2016;16:94.
5. World Health Organization. People-centred health care: a policy framework. Geneva: WHO; 2007.
6. Andaleeb SS. Service quality perceptions and patient satisfaction: a study of hospitals in a developing country. *Soc Sci Med.* 2001;52(9):1359-1370.
7. Rahman MM, Shahidullah M, Shahiduzzaman M, Rashid HA. Quality of health care from patient perspectives. *Bangladesh Med Res Counc Bull.* 2002;28(3):87-96.
8. Al-Abri R, Al-Balushi A. Patient satisfaction survey as a tool towards quality improvement. *Oman Med J.* 2014;29(1):3-7.