

Impact of Nurses Attitudes on Quality of Patient Care in A Tertiary Hospital, A Study of David Umahi Federal University Teaching Hospital, Uburu

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ABSTRACT

Background: Providing high quality care involves doing the right thing at the right time with the aid of existing knowledge of healthcare providers which will improve the health outcomes for patients, families and communities. Unfortunately quality care is difficult to come by in our healthcare setting. Patient satisfaction is the degree to which the patient's desired expectations, goals and or preferences are met by the health care provider and or service. Such a report from an individual patient on the quality of medical care received from physicians, nurses and other relevant sources in a health care facility is posited to represent the level of the patients' satisfaction with the care received. The attitude of nurses significantly affects the quality of patient care in healthcare settings. Positive attitudes among nurses are associated with enhanced patient satisfaction, improved clinical outcomes, and overall better patient experiences. Conversely, negative attitudes can lead to patient dissatisfaction, increased anxiety, poor adherence to treatment plans, and adverse health outcomes.

Aims and Objectives: Was to determine the impactful effect of Nurses attitudes towards patient care at David Umahi Federal University Teaching Hospital, Uburu.

Methodology: The study used a descriptive survey method. The main advantage of this design is that it enables the researcher to assess the situation in the study site during the study period. The selected design is appropriate as it involves collecting data in order to answer the research questions which involves a Nurses attitude and patients care in the selected hospital.

The quantitative approach was used to semi-administered questionnaires by Nursing staffs who were involved in patients care within the facility as well the patients attending the facilities.

Results: Total number of participant was 158 for nurses and 158 for patients and patients relatives. Male nurses participants was 44.3% (70) and female nurses distribution was 55.7% (88). The Highest number of nurses, 37.3% (59) has diploma (RN, single qualified) certificate, followed by bachelor degree in nursing 35.4% (56) and 27.3% (43) have masters in nursing. In comparison, most qualification of the patient relatives stood at Secondary education, 26.6% (42), followed by those with no formal education 25.3% (40). Tertiary education stood at 24.1% (38) and 24.1% (38) had had primary school education. Most of the Nurses, 28.5% (45) have experience ranging from 1-5 years, followed by those with experience of less than 1 year stood at 25.3% (40) Nurses with 6-10 years of experience stood at 25.7% (39). Nurses with greater than 10 years experience stood at 21.5% (34).

Majority (27.8% (44) of the Patients and their relatives have only come to the hospital for the first time, followed by 24.7%(39) of those who have spent less than 1 week in the hospital on admission. 24.1%(38) had spent more than 1 month in the hospital on admission while the least number 23.4% (37) had spent 1-4weeks in the hospital.

Majority of the nurses (29.1% (46) agree and 24.5%(45) agree strongly) believed that nurses show empathy and compassion towards patient while. However, 21.5% (34) disagreed on this while 21.5% (33) stayed neutral.

On nurses communication: In majority (27.2% (43) strongly agree and 20.9%(33) agree), nurses believed that fellow nurses communicate effectively with patient regarding their treatment and care. However, 17.1%(27) disagreed on this and 15.2%(24) strongly disagreed while 19.6%(31) stayed neutral.

Nurses treat patient with respect and dignity: Majority (31.0% (49) strongly agree and 27.2%(43) agree) of nurses believed they nurses treat patients with respect and dignity while 19.0%(30) disagreed on this and 22.8%(36) stayed neutral

Nurses maintain professionalism in handling patient concerns: Majority (26.6(42) strongly agree and 20.3%(32) agree) of nurses believed that nurses maintain professionalism in handling patients concerns while 21.5%(34) stayed neutral. On the contrary, 15.2% (24) disagreed on this and 16.5%(26) strongly disagreed.

Work-related stress negatively affects nurses' attitude towards patient care: Majority (31.0% (49) strongly agree and 25.9%(41) agree) of the nurses while believed that work related stress negatively affects nurses attitude towards patient care, however, 24.1% (38) stayed neutral while 19.0%(30) disagreed.

On nurses are approachable and willing to help when needed: Majority of the patients and their relatives (29.1% (46) strongly agree and 26.6%(42) agree) agrees that nurses are approachable and willing to help patients whenever necessary. However, 24.7% (39) were neutral on this while 19.6% (31) strongly disagreed.

On nurses response to patients request in a timely manner: Almost equal numbers of patients and their relatives (20.9% (33) strongly agree and 20.3% (32) agree) agreed and disagree (19.6% (31) disagree and 19.6% (31) strongly disagree) that nurses response to patients request in a timely manner while 19.6% (31) stayed neutral.

On nurses listen attentively to patients concerns : Majority of the patients and patient relatives (29.7% (47) strongly agree and 35.9% (41) agree) agreed that nurses listen attentively to patients concerns. However, 22.8% (36) stayed neutral while 21.5% (34) disagree.

On nurses provide clear explanations about treatment and procedures: Simple majority of patients and their relatives 19.0%(30) strongly agree and 24.7%(39) agree) agreed that nurses provide clear explanations about treatment and procedures. However, 25.3%(40) stayed neutral while 15.2%(24) disagree and 15.8%(25) strongly disagree.

On nurses attitude influence how comfortable patients feel: Fairly equal numbers of patients and their relatives (23.4%(37) strongly agree and 20.3%(32) agree) (19.6%(31) disagree and 15.8%(25) strongly disagree) differ on nurses attitude influence on how comfortable patients feel in the hospital. However, 20.9%(33) stayed neutral.

Conclusion: Caring attitude of nurses in providing services has a direct affectation on patient satisfaction. High patient satisfaction can provide an overview of the quality of hospital services. Nurses in DUFUTH needs to imbibe and improve on positive attitude towards patient care in order to have effective result.

INTRODUCTION

Nursing activities includes protection, promotion, improving health and prevention of illness/injury, alleviation of suffering, diagnosis, treatment, and advocacy for care of individuals, families, and communities [1]. Nurses are known for display of attributes of respect, compassion, wisdom, sensitivity and care [2]. Caring is important

in nursing [3] as explained by Finfgeld-Connett in 20028 [4], stating that caring as an interpersonal process characterized by expert nursing, interpersonal sensitivity and intimate relationships. Nursing care involves both technical or medical and emotional aspects of care for a patient attending a healthcare facility whether admitted or not. Furthermore, Brilowski and Wendler [5] acknowledged emotional and technical aspects of caring by listing attributes to caring as attitudes, actions, relationships, acceptance and variability in around the hospital facility. Therefore, uncaring attributes as being disinterested, insensitive, cold and inhuman [6].

Providing high quality care involves doing the right thing at the right time, and improving health outcomes for patients, families and communities [7]. Unfortunately this does not always happen. Patient satisfaction is the degree to which the patient's desired expectations, goals and or preferences are met by the health care provider and or service[8][9][10][11]. Such a report from an individual patient on the quality of medical care received from physicians, nurses and other relevant sources in a health care facility is posited to represent the level of the patients' satisfaction with the care received [12–21]. Poor patient satisfaction has been related to some undesirable details as stated in a recent article; that a patient who complains means that more may have been silent though unhappy and their grievances may never be known [20]. Seventy percent of dissatisfied patients may never return and Seventy-five percent of dissatisfied patients will discourage up to nine family members or friends from using the said facility [22]. Such figures should make a hospital's management worry. A survey done in Enugu to determine patients' overall satisfaction with quality of general services and specifically with staff attitude and hospital environment while on admission to a teaching hospital in Enugu, Southeast Nigeria documented poor healthcare delivery and with greeter negative impact on recovery attitudes of uncaring nurses[23][24]. Other researchers found poor care provided for specific illnesses, such as HIV and Hepatitis C among other diseases [25][26], which was related to poor health worker attitudes.

Nurses need to have a positive attitude towards patients and patient care. Attitudes are “latent hypothetical characteristics that are inferred from external observable cues” [26]. Health workers’ attitudes affect behavior, quality of care and health outcomes [27]. Negative attitudes affect care with elderly patients most especially [28] and other vulnerable patients such as Hepatitis C [29]. Therefore, it is pertinent to know how our nurses treat patients and how often do their attitudes impact positively or negatively on patient recovery process. This study explored the effect of nurses attitudes to patient care in David Umahi Federal University Teaching Hospital Uburu Ebonyi State. The hospital’s nursing vision is to provide optimal nursing services to the population within the catchment area.

Statement of the Research Problem

The attitude of nurses significantly impacts the quality of patient care in healthcare settings. Positive attitudes among nurses are associated with enhanced patient satisfaction, improved clinical outcomes, and overall better patient experiences. Conversely, negative attitudes can lead to patient dissatisfaction, increased anxiety, poor adherence to treatment plans, and adverse health outcomes.

Despite the critical role that nurses' attitudes play in patient care, there is limited comprehensive research examining this relationship in depth. Many healthcare facilities struggle with issues such as staff burnout, inadequate communication skills, and lack of emotional support, which can adversely affect nurses' attitudes towards patients. This gap in understanding hampers the development of effective strategies to foster positive attitudes among nurses and improve patient care outcomes.

This study aims to investigate how the attitudes of nurses towards their patients influence the quality of care provided. It seeks to identify specific attitude-related factors that contribute to patient satisfaction and health outcomes, and to explore interventions that can promote positive attitudes among nursing staff.

This statement sets the stage for a research study by highlighting the importance of the issue, the current gaps in understanding, and the objectives of the research.

Moreso, these hospitals received complaints about nurses’ poor attitudes and poor standards of nursing care. Nurses’ attitudes needed to be explored so that strategies could be implemented to improve the quality of care and address problems experienced by patients.

Research questions

What are the impact of Nurses attitudes towards patient care from the nurses' perspective?

What are the attitudes of nurses towards patient care from the patients' perspective?

The Aim of the Study

The aim of the study was to explore the effect of Nurses attitudes towards patient care in David Umahi Federal University Teaching Hospital, Uburu.

The objectives of the study were to explore the

- i. To examine the impact of Nurses attitudes towards patient care from the nurses' perspective
- ii. To assess the attitudes of nurses towards patient care from the patients' perspective
- iii. To determine the social Demography of the participants

Hypotheses of the Study

H₀: There is no positive relationship between Nurses attitude and patients care

H_a: There is positive relationship between Nurses attitude and patients care

Significance of the Study

Understanding how nurses' attitudes influence patient care can lead to improved health outcomes. Positive attitudes have been shown to enhance patient recovery, adherence to treatment plans, and overall well-being.

This study will also enhancing patient satisfaction. Patient satisfaction is a critical measure of healthcare quality. By identifying the impact of nurses' attitudes on patient experiences, healthcare providers can develop strategies to enhance patient satisfaction, leading to better patient retention and reputation for the healthcare facility.

Reducing healthcare costs. Positive nurse-patient interactions can reduce the length of hospital stays and the need for readmissions, thereby lowering healthcare costs. Improved attitudes can also decrease the occurrence of medical errors and associated costs. Also addressing nurse burnout and job satisfaction and improving overall job satisfaction and reducing turnover rates.

Informing policy and training programs, the findings can inform the development of policies and training programs aimed at fostering positive attitudes among nurses. This can include communication skills training, stress management programs, and organizational changes to support nursing staff. Promoting holistic care.

By highlighting the importance of nurses' attitudes, the study advocates for a more holistic approach to patient care, where emotional and psychological aspects are considered alongside physical health. This can lead to more compassionate and patient-centered care. Enhancing professional development, insights from the study can contribute to the continuous professional development of nurses. Understanding the impact of their attitudes on patient care can encourage nurses to reflect on and improve their interpersonal skills and attitudes.

Based practice, the study provides evidence that can be used to support evidence-based practice in nursing. By grounding patient care strategies in research findings, healthcare providers can ensure that their approaches are effective and scientifically validated.

The has the potential to significantly improve patient care quality, enhance nurse satisfaction and retention, reduce healthcare costs, and inform future research and policy development in the healthcare sector.

METHODOLOGY

Research Design

The study used a descriptive survey. According to Kothari (2003)[30][31] the main advantage of this design is that it enables the researcher to assess the situation in the study site during the study period. The selected design is appropriate as it involves collecting data in order to answer the research questions which involves a Nurses attitude and patients care in the selected hospital.

The quantitative approach will be involved the use of semi-administered questionnaires by Nursing staffs who were involved in patients care within the facility as well as the patients attending the facilities.

Population of the Study

The population for this study comprises of Nurses who are tasked with patients care in the selected facilities as well as the patients admitted and been cared for in the facility.

Sampling Technique and Sample Size

The research study aimed at evaluating the effect of Nurses attitude towards patients care at David Umahi Federal University Teaching Hospital, Uburu Nigeria. Convenient sampling method was adopted by randomly choosing all the nurses employed by DUFUTH and the number of patients present and attended the hospital over one month in the month of April 2026.

Data Collection Instruments

The study used primary data that will be collected through a semi-structured questionnaire to collect information for quantitative analysis. Nurse's attitude towards patients had three sections. The first section covered questions about general information about the respondents. The second section have questions on the objective of the study which is to examine the impact of Nurses attitudes towards patient care from the nurses' perspective

The third part will contain questions on the second objective of the study which is to assess the attitudes of nurses towards patient care from the patients' perspective,

The respondents will be selected because they have relevant experience in attitude of nurses concept and how it impacts on their care. The semi-structured questionnaires set in "Yes" or "No" type of questions were administered.

Administration of Data Collection Instruments

The study used primary data through a semi-structured questionnaire to collect information for quantitative analysis was adopted for this study and instrumentation designed in line with the objectives of the study as stated in chapter one. The structure of the questions consist of open ended questions aimed at getting data on Nurses attitude from the respondents

This choice will be considered due to its ability to cover a considerable number of respondents within a very short period and with minimal cost while at the same time questionnaires it ensured confidentiality is maintained hence respondents remaining anonymous and their honesty in their responses is prominent [32].

The respondents for the study will be Nurses and patients.

This group of respondents was selected because they have relevant experience in the attitude of nurses. The respondents answered the questions with the guidance of a research assistant. All completed questionnaires will be coded appropriately after the collection.

Validity and Reliability of Research Instruments

The reliability of the instrument used cannot were questionnaire that was adopted for the study and it was tested in a similar environment in a pilot study and with good validity and reliability.

Method of Data Analyseses

Statistical package for social sciences (SPSS) version 26.0 (Chigaco) was used for data analyses. This involves descriptive analysis using tables and chart forms.

RESULTS

Total number of participant was 158 for nurses and 158 for patients and their relatives.

Demographic Information

Among the participants, nurses and patients and patients relatives have an equal number of participants

On gender distribution of the nurses participants, female distribution stood at 55.7% (88) while female was 44.3% (70) respectively

Table 1 showing gender distribution of the nurses participants

Profession/Gender	frequency	percentage
Nurses	158	
Patient/patient relatives	158	
Female	88	55.7
Male	70	44.3
Total	158	100

Age Distribution (Nurses)

The highest percentage of participants were found among ages 36-45 years and ages 40 years and above, both had frequencies of 25.3% (40) each respectively. Ages 18-25years has a frequency of 22.2% (35) while ages 26-35years had distribution of 27.2% (43).

Table 2: showing age distribution of Nurses participants

Age range in years	Frequency	Percentage
18-25	35	22.2
26-35	43	27.2
36-45	40	25.3
46 and above	40	25.3
Total	158	100

Highest qualification among nurses participants

Among the nurses participants, 37.3% (59) has diploma (RN, single qualified) certificate while 35.4% (56) had bachelor degree in nursing. 27.3% (43) had masters in nursing.

Table 3: showing the qualification of the nurses participants

Qualification	frequency	percentage
Diploma in Nigeria	59	37.3
Bachelor's Degree in Nursing	56	35.4
Master's Degree in Nursing	43	27.3
TOTAL	158	100

Years of experience Among nurses participants

Nurses with years of experience of less than 1 year stood at 25.3% (40) while 1-5years of nursing experience stood at 28.5% (45). Nurses with 6-10 years of experience stood at 25.7% (39) . nurses with greater than 10 years experience stood at 21.5% (34)

Table 4: showing the years of experience among the nurses

Years of experience	frequency	percentage
Less than 1 year	40	25.3
1-5 years	45	28.5
6-10	39	24.7
Above 10years	34	21.5
TOTAL	158	100

Highest qualification among patients and patients relative participants

On the qualification of the patients and patients relatives, 24.1% (38) had no formal education while 25.3% (40) had primary school education. Secondary education stood at 26.6% (42) while tertiary education stood at 24.1% (38)

Table 5: showing the qualification among patients and patients relatives

qualification	frequency	percentage
No formal Education	38	24.1
Primary School	40	25.3
Secondary school	42	26.6
Tertiary education	38	24.1
Total	158	100

Duration of receiving care in this Hospital (Patients and patients relatives)

Patients and their Relatives participants have 27.8% (44) of them who only came to the hospital for the first time while 24.7%(39) had spent less than 1 week in the hospital on admission. 23.4% (37) had spent 1-4weeks in the hospital while 24.1%(38) had spent more than 1 month in the hospital on admission.

Table 6: showing the duration of hospital stay among patients and relatives who participated.

Duration	Frequency	Percentage
First- time visit	44	27.8
Less than 1 week	39	24.7
1-4 week	37	23.4
More than 1 month	38	24.1
TOTAL	158	100

SECTION B: Nurses’ Attitude towards patient care (Nurses’ perspective)

In this section, 29.1% (46) strongly agreed that nurses show empathy and compassion towards patient while 24.5%(45) agree. 21.5% (34) disagree that nurses show empathy and compassion to patients while 21.5% (33) stayed neutral.

On nurses communication

27.2% (43) strongly agree that nurses communicate effectively with patient regarding their treatment and care .20.9%(33) agree while 17.1%(27) disagree and 15.2%(24) strongly disagree.19.6%(31) stayed neutral.

Nurses treat patient with respect and dignity

31.0% (49) strongly agree while 27.2%(43) agree. 19.0%(30) disagree and 22.8%(36) stayed neutral

Nurses maintain professionalism in handling patient concerns

26.6(42) strongly agree and 20.3%(32) agree. 21.5%(34) stayed neutral while 15.2%(24) disagree and 16.5%(26) strongly disagree.

Work- related stress negatively affects nurses’ attitude towards patient care

31.0% (49) strongly agree while 25.9%(41) agree. 24.1% (38) stayed neutral while 19.0%(30) disagree.

Table 7: showing nurses perspective on nurses attitude towards patients care

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
1. Nurses show empathy and compassion towards patients.	46(29.1%)	45(24.5%)	33(21.5%)	34(21.5%)	0
2. Nurses communicate effectively with patients regarding their treatment and care.	43(27.2%)	33(20.9%)	31(19.6%)	27(17.1%)	24(15.2%)

3. Nurses treat patient with respect and dignity	49(31.0%)	43(27.2%)	36(22.8%)	30(19.0%)	0
4. Nurses maintain professionalism in handling patient concerns	42(26.6%)	32(20.3%)	34(21.5%)	24(15.2%)	26(16.5%)
5. Work- related stress negatively affects nurses' attitude towards patient care.	49(31.0%)	41(25.9%)	38(24.1%)	30(19.0%)	

SECTION C: Nurses' attitude towards patient care (Patient perspective)

On nurses are approachable and willing to help when needed

29.1% (46) strongly agree while 26.6%(42) agree. 24.7% (39) were neutral and 19.6% (31) strongly disagree.

On nurses response to patients request in a timely manner

20.9% (33) strongly agree while 20.3% (32) agree. 19.6% (31) stayed neutral while 19.6% (31) disagree while 19.6% (31) strongly disagree.

On nurses listen attentively to patients concerns

29.7% (47) strongly agree while 35.9% (41) agree. 22.8% (36) stayed neutral while 21.5% (34) disagree.

On nurses provide clear explanations about treatment and procedures.

19.0%(30) strongly agree while 24.7%(39) agree.25.3%(40) stayed neutral while 15.2%(24) disagree and 15.8%(25) strongly disagree.

On nurses attitude influence how comfortable patients feel

23.4%(37) strongly agree while 20.3%(32) agree.20.9%(33) stayed neutral while 19.6%(31) disagree and 15.8%(25) strongly disagree

Table 8: Showing patients and patients relative perspective on nurses attitude o patient care

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly disagree
6. Nurses are approachable and willing to help when needed	46(29.1%)	42(26.6%)	39(24.7%)	0	31(19.6%)
7. Nurses responds to patient's request in a timely manner	33(20.9%)	32(20.3%)	31(19.6%)	31(19.6%)	31(19.6%)
8. Nurses listen attentively to patients' concerns.	47(29.7%)	41(35.9%)	36(22.8%)	34(21.5%)	0
9. Nurses provide clear explanations about treatment and procedures	30(19.0%)	39(24.7%)	40(25.3%)	24(15.2%)	25(15.8%)
10. Nurses' attitude influence how comfortable patients feel during hospital stays.	37(23.4%)	32(20.3%)	33(20.9%)	31(19.6%)	25(15.8%)

SUMMARY OF RESULT

Total number of participant was 158 for Nurses and 158 for patients and their relatives. Male nurses participants stood at (44.3%) 70 and female nurses distribution of 55.7% (88). The Highest number of nurses, 37.3% (59) has diploma (RN, single qualified) certificate, followed by bachelor degree in nursing 35.4% (56) and 27.3% (43) have masters in nursing. In comparison, most qualification of the patient relatives stood at Secondary education, 26.6% (42), followed by those with no formal education 25.3% (40). Tertiary education stood at 24.1% (38) and 24.1% (38) had had primary school education. Most of the Nurses, 28.5% (45) have experience ranging from 1-5 years, followed by those with experience of less than 1 year stood at 25.3% (40). Nurses with 6-10 years of experience stood at 25.7% (39). Nurses with greater than 10 years experience stood at 21.5% (34).

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DISCUSSION

Positive caring attitude by caregivers especially nurses make it easier for patients to achieve optimum health and quick recovery in health care facilities. Caring is an important assessment and required tools in healthcare communities and this is a key factor in meeting patient satisfaction. Often times, nursing care comes with levels of experience and most times more experience nurses tend to show greater care towards patients than the less experience ones, this could be due to the older nurses knowing the greater effect of attitude and care towards patients recovering than the newer nurses whose level of experience are still small. Among the participants in this research, nurses in this research were mostly between the ages of 36 years and above ranking 50.6%, more than half of the total participants and higher percentages (37%) of the nurses have diploma (RN) while 35.4% have bachelor degree. This depict that majority of the nurses in DUFUTH are young and possess basic degree in nursing. Higher percentage (28.5%) of them have 1-5 years of nursing experience followed by those with less than 1 year of nursing experience (25.3%) respectively and are predominantly female (50.6%). As seen Similarly in New Zealand, findings indicated that more than half of the participants had a diploma in general nursing. None of the nurses surveyed specialized in the care of older adults, and the mean age of participants was 30.14 (3.75) (minimum 24 and maximum 42 years) [58] and in Egypt, the majority of participants were females, about two third had technical nursing institute degree, with professional experience ranging from six to ten years, nearly two-thirds worked for more than 36 hours weekly, less than half didn't receive training courses regarding patient safety, more than three quarters reported that safety measures were excellent and had total satisfactory awareness regarding patients safety, nearly to half had high commitment level score, less than two-thirds had total positive attitudes, only half had a satisfactory total safety practices knowledge level score, more than quarter were rating missed nursing care as high and or moderate [59]. In contrast, in Pakistan, Most participants were female (75%) and held a Bachelor of Science in Nursing degree (65%) and regarding clinical experience, the mean duration of nursing practice was 10.3 years (SD = 3.9)[63]. Approximately 40% of nurses reported receiving formal training or education in mental health awareness and d-stigmatization [63]. Caring is described as the moral ideal of nursing, this includes the desire to care, the sincerity to care, and the act of caring. The caring behavior expected in nursing is a characteristics that nurses should have and display in serving patients. Caring represents all the factors that nurses use to provide services to patients [55].

This study successfully demonstrated the importance of positive attitude of nurses towards patient care and of most important attitude studied in this research include empathy, effective communication, respect and dignity and professionalism. All the nurses respondent agreed to the fact that nurses show the above mentioned attitude during patient care in greater percentages of 53.6% for empathy, 56.2% for effective communication, 58.2% for respect and dignity and 46.9% of nurses respondent believed that nurses show professionalism during practical nursing services in our teaching hospital. Similar studies done in Indonesia with 62 respondents showed that the majority of nurses had implemented a positive caring attitude, totaling 58 people (93.5%)[55]. It can be seen from the statements of respondents who agreed that nurses were responsive in serving patients, nurses accepted and served them well, nurses took action quickly, nurses are polite and friendly, and nurses explain the actions to be taken respectively[55]. This action is carried out by nurses because it is part of the steps that must be taken to provide nursing care to patients. This is in accordance with the work experience, education and skills that nurses have in providing nursing care to patients [55]. In turkey, the model shows that there is a significant and positive relationship between the attitude towards evidence-based nursing and the quality of care ($t = 9.025, p < 0.001$) [56]. Also, having communication difficulties, negative experiences with patients or their relatives affected nursing students attitudes and behaviors toward caring Nurse-Patient Interaction Scale in a separate studies in Turkey [57]. In Ghana, it was documented that female nurses had more positive attitudes than their male counterparts. Although the surveyed nurses reported a somewhat positive attitude towards older adults, there was no correlation between nurses' education levels and positive attitudes [58]. A statistically significant difference and positive correlation were found between the demographic characteristics of participants and their awareness' level scores as well as with safety commitment, attitudes, and

missed nursing [59]. In Ethiopia, Being working in a primary hospital [AOR = 2.3; 95% CI: (1.4–3.8)], poor cooperation of nurses [AOR = 1.7; 95% CI: (1.1–2.8)], being unsatisfied with the job [AOR = 1.7; 95% CI: (1.1–2.7)], and poor perceived supervision of work [AOR = 6.2; 95% CI: (3.7–9.8)] were factors associated with nurses' attitudes towards patient advocacy [60]. Similarly in Iran, results of the present study showed that nurses' patient safety attitudes are at a moderate level and have a significant inverse relationship with the incidence of missed nursing care ($P < 0.001$). [61]. However, 21.5% strongly disagree Nurses show empathy and compassion towards patients even among the nurses respondent. And 21.5% stayed neutral. These numbers are significant although not in the majority. 35.3% disagree that Nurses communicate effectively with patients regarding their treatment and care and 31.7% strongly disagree that Nurses maintain professionalism in handling patient concerns. Even among nurses, attitude differs on patient care and there is no 100% agreement on the positivity of nurses attitude all the time during patients care. Nurses need to know that there is no alternative to nursing care for patients recovering and positive attitude towards patients by the nurses is a panacea for effective healing and recovery.

On the patient perspective regarding nurses attitude, believes like Nurses being approachable and willing to help patients when needed, Nurses timely response to patients, whether Nurses listen attentively to patients' concerns, whether Nurses provide clear explanations about treatment and procedures and whether Nurses' attitude influence how comfortable patients feel during hospital stays, positive response in agreement displayed percentages of 55.7%, 41.2%, 65.6%, 43.7%, 43.7%, respectively as percentage responses for the above believes and questions by respondents. This show that from patients perspective, many believed that nurses display positive attitude towards patient care in DUFUTH, however, 35% of patients respondent and 31% of patient respondent strongly disagree that Nurses provide clear explanations about treatment and procedures and Nurses' attitudes influence how comfortable patients feel during hospital stays respectively. Although these negative responders are not in the majority, however, percentages of 35 and 31 respondent is too enormous to ignore. Therefore DUFUTH nurses need to do better to improve their image in responding to patients in providing clear explanation about treatment and procedures and their positive influence in patient care. In Cameroon, similar studies revealed, most of the nurses made the patients feel safe 52/78 (66.7%), while at the hospital and Participants revealed that kind-heartedness 52/78 (66.7%) was a common behavior by nurses, and this made the patients feel free to express themselves 56/79 (71.8%) [62]. Participants revealed that nurses' behavior and attitude towards patients were influenced by working in very comfortable positions (59.0%), low wages (42.3%), stipends (51.2%), high workload (55; 70.5%) and a small number of staff per unit (51; 65.4%) [62], similar to DUFUTH, this study concluded that nurses behavior or attitude was noted to be generally good as revealed by the participants. Nursing attitude continues to be a major health problem in developing countries, especially as nurses' behavior has a great influence on patient recovery being the largest group of health workers in our hospital setting and Patient safety is an important aspect of healthcare delivery and is critical to healthcare assessment [62]. Possible reasons for the poor behavior of nurses in patient care is due to high workload and stress, lack of resources and limited support from their colleagues, poor communication, lack of respect from the patient, organization culture, nurses having personal issues with patients, lack of good education and training of the concept of patient care [62] as noted by previous work and other factors could include inadequate nurses' ability, poor management, and lack of adequate infrastructure, poor pay, and lack of job satisfaction in healthcare [62]. In Ibadan Nigeria, results showed that 68% of patients and 58% of doctors perceived that nurses were competent and About 75% of patients and 54% of doctors agreed that the nurses had adequate skills [62]. Patients (70%) and doctors (49%) agreed that the nurses had a positive attitude towards work. About 74% of patients and 59% of doctors agreed to the fact that the nurses maintained a professional demeanor [62]. With relative satisfaction with the quality of nurse's work, perceptions of people about their attitudes and behaviors [62]. Nurses could improve on how they relate with other health care providers to achieve positive patient care outcomes. In contrast, studies done in Pakistan However, a subgroup analysis identified variations in attitudes based on nurses' years of experience and department of work. Nurses with more years of experience tended to exhibit more positive attitudes toward mental illness. At the same time, those working in acute care settings showed slightly more negative attitudes compared to those in psychiatric units [63]. These findings underscore the importance of addressing nurses' attitudes towards mental illness to ensure the delivery of high-quality and stigma-free care to patients with mental health conditions [63]. On the other hand, Malaysia studies show a correlation between patients higher satisfaction and nurses attitude [64]. Nurses who have a caring attitude in providing nursing services can increase patient satisfaction and similar findings of 62% of the patients

in UCH Nigeria, were satisfied with the overall nursing care they received at the Hospital. Most particularly, patients were satisfied with overall nurse-patient interaction (76.9%) [65].

CONCLUSION

Caring attitude of nurses in providing services has a direct affectation on patient satisfaction. High patient satisfaction can provide an overview of the quality of hospital services. Nurses in DUFUTH need to imbibe and improve on positive attitude towards patient care in order to have effective result.

RECOMMENDATION

1. There is need for regular training and retraining on attitude management, communication skills, empathy, professionalism, stress management and patient centered care for nurses in DUFUTH. This will enable them to manage their attitude towards patient care better in place of pressure.
2. DUFUTH nurses need to undergo training and retraining in aspect of patient safety in order to improve their performance and protect the patients at all times.

Conflict of interest

The author declare no conflict of interest. -

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APPENDIX

Instructions For Completing the Questionnaire

Dear Respondent,

Thank you for taking the time to participate in this study on **"The Effect of Nurses' Attitudes Towards Patient Care in a Tertiary Hospital."**

- This questionnaire is divided into sections based on different aspects of the study.
- **If you are a Nurse, kindly answer only Sections A, B, and D.**
- **If you are a Patient, kindly answer only Sections A, C and D.**
- Please read each statement carefully and select the response that best represents your opinion.
- Your responses will remain confidential and will only be used for academic purposes.

Instruction for Response:

For each statement, please tick (✓) the option that best represents your level of agreement:

- Strongly Agree (SA)
- Agree (A)
- Neutral (N)
- Disagree (D)
- Strongly Disagree (SD)

Thank you for your participation!

Questionnaire On The Effect Of Nurses' Attitudes Towards Patient Care In A Tertiary Hospital

SECTION A: Demographic Information

1. Role in the Hospital: Nurse Patient
2. Gender: Male Female
3. Age Group: 18 - 25 years 26 - 35 years 36 - 45 years 46 years and above

(For Nurses Only – Please answer the following questions if you selected 'Nurse' in Question 1)

4. Highest Educational Qualification: Diploma in Nursing Bachelor's Degree in Nursing Master's Degree in Nursing
5. Years of Experience in Nursing Practice: Less than 1 year 1 – 5 years 6 – 10 years More than 10 years

(For Patients Only – Please answer the following questions if you selected ‘Patient’ in Question 1)

7. Highest Level of Education: [] No formal education [] Primary school [] Secondary school [] Tertiary education

8. Duration of Receiving Care in This Hospital: [] First-time visit [] Less than 1 week [] 1 – 4 weeks [] More than 1 month

SECTION B: Nurses’ Attitude Towards Patient Care (Nurses’ Perspective)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
9. Nurses show empathy and compassion towards patients.					
10. Nurses communicate effectively with patients regarding their treatment and care.					
11. Nurses treat patients with respect and dignity.					
12. Nurses maintain professionalism in handling patient concerns.					
13. Work-related stress negatively affects nurses’ attitudes towards patient care.					

SECTION C: Nurses’ Attitude Towards Patient Care (Patients’ Perspective)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
14. Nurses are approachable and willing to help when needed.					
15. Nurses respond to patients’ requests in a timely manner.					
16. Nurses listen attentively to patients’ concerns.					
17. Nurses provide clear explanations about treatment and procedures.					
18. Nurses’ attitudes influence how comfortable patients feel during hospital stays.					

SECTION D: Factors Contributing to Nurses’ Attitude Towards Patient Care

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
19. Heavy workload reduces the quality of nurses’ interactions with patients.					
20. Hospital management support influences how nurses treat patients.					



21. Nurses' job satisfaction affects their attitude towards patient care.					
22. The behavior of patients influences how nurses interact with them.					
23. Availability of medical resources affects how nurses perform their duties.					

Thank you for your participation!