

SUMMARY

Measuring of nursing service quality is the basic prerequisite for improving quality. Patients' expectations and perceptions of service quality play an important role in the choice of hospital. Satisfaction is achieved when the patients' perception of the quality of care and nursing services that they receive in health care setting has been positive and meets their expectations.

The present study was aimed to Identify perceptions of nurses and patients' expectations of nursing service quality in medical and surgical departments at Benha University Hospital .

The study setting included general medical and surgical departments at Benha University Hospital. These departments were as follow; medical departments consisted of medical units 1, 2, 3 4, 5 and 6; and surgical departments consisted of male and female units. The subjects consisted of (210) patients and (210) nurses who were working in the previously mentioned units.

- Structured questionnaire used for data collection of this study named as: **Service Quality Instrument (SERVQUAL)** developed by *Parasuraman et al. (1988)*, targeted to both nurses and patients measure nurses' perceptions about patients' expectations of nursing service quality and patients' expectations of nursing service. **It includes two parts:** *The first part:* Demographic data related to nurses and patients (age, education, qualification etc.), *the second part:* consisted of (22) items subdivided into five dimensions *Tangibles* (4 items), *Reliability* (5 items), *Responsiveness* (4 items), *Assurance* (4 items), and *Empathy* (5 items).

The study has generated the following findings:

1. The total score of nurses' perceptions was 79.08 ± 9.84 , while the total mean score of patients' expectations was (69.19 ± 17.11) with highly statistically significant differences.
2. The highest total scores of nurses' perceptions and patients' expectations of nursing service quality dimensions were related to empathy dimension, while the responsiveness dimension was the lowest mean score.
3. There were highly statistically significant differences between nurses' perceptions and patients' expectations of nursing service quality dimensions; tangibles, responsiveness dimensions ($p < 0.001$).
4. There were highly statistically significant correlations between tangibles, reliability and empathy dimensions of nursing service quality and nurses' age as well as their years of nursing experience ($p < 0.001$).
5. There were highly significant correlations in tangibles, responsiveness and assurance dimensions of nursing service quality between patients' age and previous times of admission in hospital and total scores of five dimensions ($P \leq 0.001$).

In the light of the findings obtained from the present study, the following recommendations are suggested:

1. Keeping more time for effective communication between nurses and patients at the hospital to build trust among them .
2. Staff members should be represented in hospital committees, sharing meeting and participating on how to meet patients' requirements and patients' understanding.
3. In -service training and education of programs must be a continuous process for increasing cognitive, affective and psychomotor abilities of staff underlying quality improvement and behavioral competencies.