

RESULTS

The results of the study will be presented in the following sequence:

- Part I.** Demographic characteristics of the studied groups (tables 1 & 2).
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- Part II.** Nurses' perceptions about patients' expectations of nursing service quality according five dimensions (table 3- 7).
- Part III.** Patients' expectations of nursing service quality according to five dimensions (table 8- 12).
- Part IV.** Comparison between nurses' perceptions and patients' expectations of nursing service quality (table 13).
- Part V.** Correlations between nurses' perceptions (age & years of experience in nursing) and total scores of five dimensions (table 14).
- Part VI.** Correlations between patients' expectations (age, gender & times of admission in pervious hospitals) and total scores of five dimensions (table 15).
- Part VII.** Relations between educational qualification and nurses' perceptions of patients' expectations (table 16).
- Part VIII.** Relations between educational qualification and patients' expectations of nursing quality (table 17).

Part I. Demographic Characteristics of the Studied Groups

Table (1) Demographic characteristics of studied nurses (n=210)

Demographic Data	No	%
Age		
≤ 20	64	30.5
30-	107	51.0
40- ≥ 50	39	18.6
Mean ± SD	33.13 ± 7.03	
Educational qualification		
Diploma of nursing	191	91.0
Associate degree in nursing	11	5.2
Bachelor of nursing	8	3.8
Area of practice		
Medical wards	119	56.7
Surgical wards	91	43.3
Years of experience		
<10	62	29.5
10-	94	44.8
20-30	54	25.7
Mean ± SD	14.65 ± 6.50	

This table shows that the total studied sample was 210 nurses. Regarding to nurses' age, 51.0% were 30-<40 years old, with a mean age of 33.13 ± 7.03 , where 56.7% were working at general medical departments and the other 43.3% at general surgical departments. Regarding to nurses' education, most of nurses (91.0%) have nursing diploma. As regards years of experience, the highest percent of nurses (44.8%) was located between 10- <20 years of experience, with mean years of experience 14.65 ± 6.50 .

Table (2): Demographic characteristics of studied patients (n=210)

Demographic Data	No	%
Age		
≤20-	85	40.5
40-	83	39.5
60 -	37	17.6
80- 100	5	2.4
Mean ± SD	44.44 ± 15.71	
Gender		
Male	97	46.2
Female	113	53.8
Educational qualification		
Illiterate	108	51.4
Read / Write	40	19.1
Secondary Education	41	19.5
High Education	21	10.0
Unit		
Medical	75	35.7
Surgical	135	64.3
Previous times of admission in hospital		
non e	48	22.9
1-	154	73.3
10 -	2	1.0
≥ 20	6	2.9
Mean ± SD	2.34 ± 3.69	

Table (2) shows that the total studied sample was 210 patients hospitalized. Less than two thirds of them were at general surgical departments. As regards to patients' age, more than three quarters (80%) of the studied group were within age group of 20-< 60 years old with mean age of years 44.44 ± 15.7 , while 53.8% were females. Regarding to patients' education, more than half (51.4%) of the studied group, were Illiterates . Regarding to the number of previous times of admission in hospital, 73.3% were 1-<10 times previously admitted, with a mean of previous times of admission 2.35 ± 3.70 .

Table (3): Nurses' perceptions about patients' expectations of nursing service quality regarding to tangibles' items (n=210).

Items	Strongly Disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Tangibles										
Up-to-date equipment	11	5.2	10	4.8	21	10.0	32	15.2	136	64.8
Clean and good condition of physical facilities	9	4.3	18	8.6	23	11.0	40	19.0	120	57.1
Enough physical facilities	9	4.3	23	11.0	25	11.9	31	14.8	122	58.0
Nurses appear neat and tidy	7	3.3	46	21.9	52	24.8	30	14.3	75	35.7
Total	0.0	0.0	2	1.0	6	2.9	100	47.5	102	48.6

This table revealed that about half (48.6%) of nurses' about total of tangibles items were strongly agree and about two third of nurses (64.8%) strongly agree regarding to up-to-date equipment. On the other hand, the minority of nurses (3.3%) strongly disagree that nurses' appear neat and tidy as lowest perception related to tangibles' dimension of nurses' perceptions about patients' expectations of nursing service quality.

Table (4): Nurses' perceptions about patients' expectations of nursing service quality regarding to reliability items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Provide service on time	10	4.8	112	53.3	33	15.7	31	14.8	24	11.4
Sympathetic and reassuring	27	12.9	30	14.3	46	21.9	56	26.7	51	24.2
Dependable	13	6.2	16	7.6	36	17.2	71	33.8	74	35.2
Provide service when promised	54	25.7	46	21.9	41	19.5	37	17.6	32	15.3
Keep the patient record accurately	54	25.7	46	21.9	41	19.5	37	17.6	32	15.3
Total	0.0	0.0	38	18.1	69	32.8	85	40.5	18	8.6

This table portray that slightly more than two fifth (40.5%) of nurses about total of reliability items were agree. More than one third of nurses (35.2%) strongly agree regarding to being dependable. On the other hand, the minority of nurses (4.8%) were chose the item of provide service on time, as lowest perception related to reliability dimension of nurses' perceptions about patients' expectations of nursing service quality.

Table (5): Nurses' perceptions about patients' expectations of nursing service quality regarding to responsiveness items (n=210).

Items	Strongly Disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Tell patient when nursing care will be provided	85	40.5	50	23.8	20	9.5	27	12.9	28	13.3
Give prompt service	21	10.0	22	10.5	36	17.1	51	24.3	80	38.1
Willing to help patients	22	10.5	21	10.0	9	4.3	21	10.0	137	65.2
Respond to patients promptly	24	11.4	22	10.5	25	11.9	60	28.6	79	37.6
Total	0.0	0.0	3	1.4	69	32.9	62	29.5	76	36.2

According to the table more than one third (36.2%) of nurses about total of responsiveness items were strongly agree and about two thirds of nurses (65.2%) strongly agree regarding to willing to help patients, while the minority of nurses (9.5%) were chose the item of tell patient when nursing care will be provided, as lowest perception related to responsiveness dimension of nurses' perceptions about patients' expectations of nursing service quality.

Table (6): Nurses' perceptions about patients' expectations of nursing service quality regarding to assurance items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Patients can trust	23	11.0	22	10.4	19	9.0	18	8.6	128	61.0
Patients feel secure	17	8.1	19	9.0	20	9.5	54	25.7	100	47.7
Polite nurses	17	8.1	19	9.1	20	9.5	21	10.0	133	63.3
Knowledgeable nurse	19	9.0	26	12.4	16	7.6	62	29.5	87	41.5
Total	17	8.1	19	9.0	14	6.7	19	9.1	141	67.1

This table clearly shows that slightly more than two thirds (67.1%) of nurses about total of assurance items were strongly agree and about two thirds of nurses (63.3 %) strongly agree regarding to polite nurses, while the minority of nurses (7.6%) not sure chose the item of knowledgeable nurses, as the lowest perception related to assurance dimension of nurses' perceptions about patients' expectations of nursing service quality.

Table (7): Nurses' perceptions about patients' expectations of nursing service quality regarding to empathy items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Empathy										
Individual attention from nurses	49	23.3	38	18.1	43	20.5	34	16.2	46	21.9
Personal attention from nurses	22	10.5	20	9.5	25	11.9	42	20.0	101	48.1
Nurses know patients' need.	25	11.9	21	10.0	26	12.4	84	40.0	54	25.7
Patients' best interests at heart	15	12.1	13	10.2	115	45.8	33	15.7	34	16.2
Flexibility with visiting hours	18	8.6	19	9.0	105	50.0	45	21.4	23	11.0
Total	0.0	0.0	0.0	0.0	43	20.4	136	64.8	31	14.8

This table revealed that about two thirds (64.8%) of nurses about total of empathy items were agree. Less than half of nurses (48.1%) strongly agree regarding to personal attention from nurses, however, the minority of nurses (8.6%) chose the item of flexibility with visiting hours, a s lowest perception related to empathy dimension of nurses' perceptions about patients' expectations of nursing service quality.

Table (8): Patients' expectations of nursing service quality in tangibles' items (n=210)

Items	Strongly Disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Up - to - date equipment	100	46.6	62	29.5	1	1.5	14	6.7	33	15.7
Clean and good condition of physical facilities	82	39.0	61	29.0	19	9.1	6	2.9	42	20.0
Enough physical facilities.	85	40.5	62	29.5	15	7.1	6	2.9	42	20.0
Nurses appear neat and tidy.	13	6.2	15	7.1	17	8.1	51	24.3	114	54.3
Total	0.0	0.0	96	45.7	66	31.4	5	2.4	43	20.5

This table displayed that nearly half (45.7%) of patients about total of tangibles items were disagree. More than half of patients (54.3%) strongly agree regarding to nurses appear neat and tidy. On the other hand, the minority (1.5%) of patients chose the item of up-to-date equipment, as lowest expectations related to tangibles' dimension of patients' expectations of nursing service quality.

Table (9): Patients' expectations of nursing service quality in reliability items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Provide service on time	62	29.5	38	18.1	26	12.4	40	19.0	44	21.0
Sympathetic and reassuring	38	18.1	33	15.7	36	17.1	60	28.6	43	20.5
Dependable	27	12.9	32	15.2	25	11.9	72	34.3	54	25.7
Provide service when promised	68	32.4	61	29.0	25	11.9	22	10.5	34	16.2
Keep the patient record accurately	63	30.0	64	30.5	31	14.8	24	11.4	28	13.3
Total	0.0	0.0	34	16.2	100	47.6	52	24.8	24	11.4

This table cleared that about half (47.6%) of patients about total of reliability items were not sure. One quarter (25.7%) of patients strongly agree regarding to dependable, while the minority (11.4%) of patients chose the item of keep patient record accurately, as lowest expectation related to reliability dimension of patients' expectations of nursing service quality.

Table (10): Patients' expectations of nursing service quality relating to responsiveness items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Tell patient when nursing care will be provided	80	38.1	62	29.5	20	9.5	7	3.4	41	19.5
Give prompt service	88	41.9	62	29.5	12	5.7	7	3.4	41	19.5
Willing to help patients	83	39.5	62	29.5	17	8.1	14	6.7	34	16.2
Respond to patients promptly	88	41.9	66	31.4	5	2.3	19	9.0	32	15.4
Total	71	33.8	82	39.0	9	4.3	0.0	0.0	48	22.9

This table revealed that more than third (39.0%) of patients about total of responsiveness items were disagree. An equal percentage of patients (19.5%) strongly agree regarding to tell patient when nursing care will be provided and give prompt service. The minority of patients (2.3%) chose the item of respond to patients promptly, as lowest expectation related to responsiveness dimension of patients' expectations of nursing service quality.

Table (11): Patients' expectations of nursing service quality relating to assurance Items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Assurance										
Patients can trust	9	4.3	12	5.7	16	7.6	77	36.7	96	45.7
Patient feel secure	9	4.3	14	6.7	17	8.1	82	39.0	88	41.9
Polite nurses	14	6.7	16	7.6	18	8.6	38	18.1	124	59.0
Knowledgeable nurse	7	3.3	67	31.9	88	41.9	19	9.1	29	13.8
Total	0.0	0.0	0.0	0.0	0.0	0.0	144	68.6	66	31.4

This table clearly shows that more than two third (68.6%) of patients about total of assurance items were agree. Almost three fifths of patients (59.0%) strongly agree regarding to polite nurses. As well, the minority of patients (3.3%) chose the item of knowledgeable nurses, as lowest expectation related to assurance dimension of patients' expectations of nursing service quality.

Table (12): Patients' expectations of nursing service quality in empathy Items (n=210).

Items	Strongly disagree		Disagree		Not sure		Agree		Strongly agree	
	No	%	No	%	No	%	No	%	No	%
Empathy										
Individual attention from nurses	8	3.8	45	21.4	50	23.8	60	28.6	47	22.4
Personal attention from nurses	10	4.7	22	10.5	22	10.5	24	11.4	132	62.9
Nurses know patients need.	19	9.0	20	9.5	28	13.3	49	23.4	94	44.8
Patients' best interests at heart.	29	13.8	44	21.0	25	11.8	47	22.4	65	31.0
Flexibility with visiting hours	17	8.1	10	4.7	15	7.1	97	46.3	71	33.8
Total	0.0	0.0	1	0.5	55	26.2	130	61.9	24	11.4

This table indicated that about three fifths (61.9%) of patients about total of empathy items were agree. More than three fifths of patients (62.9%) strongly agree regarding to personal attention from nurses. However, the minority of patients (3.8%) chose the item of individual attention from nurses, as lowest expectation related to empathy dimension of patients' expectations of nursing service quality.

Table (13): Comparison between nurses' perceptions and patients' expectations of nursing service quality

Dimensions	Nurses' Perceptions	Patients' Expectations	t-test	P- value
	$\bar{X} \pm SD$	$\bar{X} \pm SD$		
Tangibles	16.42 \pm 2.61	10.94 \pm 4.58	22.14	<0.001**
Reliability	15.26 \pm 4.04	14.44 \pm 4.14	1.83	>0.05
Responsiveness	14.47 \pm 3.24	9.25 \pm 5.68	11.31	<0.001**
Assurance	15.89 \pm 5.15	16.07 \pm 1.75	-0.49	>0.05
Empathy	17.02 \pm 2.81	18.47 \pm 3.98	03.78	>0.05
Total	79.08 \pm 9.84	69.19 \pm 17.11	7.67	<0.001**

** Highly statistically significant at $p \leq 0.001$

This table portray that the total score of nurses' perceptions was 79.08 \pm 9.84 among five dimensions, the empathy dimension had the highest mean score (17.02 \pm 2.81), while the responsiveness dimension had the lowest mean score (14.47 \pm 3.24). On the other hand, the result cleared that the total score of patients' expectations was 69.19 \pm 17.11 among five dimensions, the empathy dimension had the highest mean score (18.47 \pm 3.98), while the responsiveness dimension the lowest mean score (9.25 \pm 5.68) the table also shows highly statistically significant differences in tangibles and responsiveness dimensions at ($p \leq 0.001$).

Table (14): Correlations between nurses' perceptions (age & years of experience in nursing) and total scores of five dimensions (n=210).

Dimensions	Nurses			
	Age		Years of Experience in Nursing	
	r	P - value	r	P - value
Tangibles	- 0.27	<0.001**	- 0.28	<0.001**
Reliability	- 0.23	.001**	0.25	<0.001**
Responsiveness	0.10	>0.05	0.10	>0.05
Assurance	0.02	>0.05	0.03	>0.05
Empathy	0.36	<0.001**	0.37	<0.001**

** Highly statistically significant at $p \leq 0.001$

This table shows that there was a highly significant correlations between nurses' perceptions of tangibles, reliability and empathy dimensions of nursing service quality between their age and years of experience ($P \leq 0.001$).

Table (15) Correlations between patient's expectations (age, gender & times of admission in previous hospitals), and total scores of five dimensions (n =210).

Dimensions	Patients					
	Age		Gender		Pervious Times of Admission in Hospital	
	r	P - value	r	P - value	r	P - value
Tangibles	0.17	<0.05*	-0.06	>0.05	0.39	<0.001**
Reliability	0.05	>0.05	-0.09	>0.05	0.38	<0.001**
Responsiveness	0.13	<0.05*	-0.06	>0.05	0.40	<0.001**
Assurance	0.18	<0.001**	-0.00	>0.05	0.34	<0.001**
Empathy	0.00	>0.05	0.00	>0.05	0.12	>0.05

*Statistically significant at $p \leq 0.05$ level

** Highly statistically significant at $p \leq 0.001$

This table cleared that there were highly significant correlations in tangibles, responsiveness and assurance dimensions of nursing service quality between their age and Pervious times of admission in hospital and total scores of five dimensions ($P \leq 0.001$). On the other hand, the same table revealed that gender of patients was not statistically significantly correlated to total scores of five dimensions ($P > 0.05$).

Table (16): Relations between educational qualifications and nurses' perceptions of patients' expectations (n =210).

Dimensions	Educational Qualification			F	P- value
	Diploma of Nursing	Associate Degree in Nursing	Bachelor of Nursing		
	$\bar{X} \pm SD$	$\bar{X} \pm SD$	$\bar{X} \pm SD$		
Tangibles	16.27 \pm 2.6	17.18 \pm 2.31	19.12 \pm 0.99	5.25	>0.05
Reliability	15.51 \pm 4.01	11.72 \pm 3.46	14.12 \pm 3.22	5.10	>0.05
Responsiveness	14.46 \pm 3.20	14.63 \pm 4.00	14.37 \pm 3.66	0.01	>0.05
Assurance	15.94 \pm 5.02	15.09 \pm 6.00	15.87 \pm 7.33	0.14	>0.05
Empathy	17.46 \pm 2.72	15.36 \pm 3.41	17.62 \pm 3.46	2.97	<0.05*

* Statistically significant at $p \leq 0.05$ level

This table shows that statistically significant relations (positive relations) was found between educational qualification and nurses' perceptions of patients' expectations regarding to empathy dimension ($p < 0.05$).