

Students' Expectation and Satisfaction as a Quality Management towards Nursing Institutions

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Abstract: Objective: The study was conducted to examine the Students' Expectation and Satisfaction as a Quality Management towards Nursing Institutions. **Methodology:** The Researcher selected 150 participants from 450 populations using Systematic Random Sampling with the help of questionnaire in three Nursing Institutions. Each item was statistically analyzed by using SPSS v. 22 and Microsoft Excel. **Results and Conclusion:** Present Research indicates students are satisfied as Quality Management towards Three Nursing Institutions; School of Nursing Walli Bhai Rajputana Hyderabad, School of Nursing Liaquat University Hospital Hyderabad and Jamshoro College of Nursing Jamshoro.

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Keywords: Expectation towards Nursing Institution, Nursing as Quality Management, Students expectation.

1. Introduction

Nursing Education assist students to obtain necessary Skills and clinical education that make Nurses able to apply such skills in clinical practice (Erin Maughan, 2003). Today there are many nursing schools present in Pakistan that are educating the students, however as far as concerned with quality of education, is based on the Effective Management by the School Administration.

In Social Institution; Educational institution, students are the main part of school. Students' satisfaction should always be considered by the institutions on high priority (Ravindran, 2012). School administrators are invaluable members of educational team and are responsible for managing the challenges and issues. It is important to determine factors affecting on students' satisfaction. The gap to be addressed in this study is a focus on expectation and satisfaction of students towards Nursing School's Management. Participants in this study were different classes from junior to senior with a varied age range. The purpose of this study was to see School administration's performance as a Quality management.

2. Litterateur Review.

Yazdankha-Fard et al, 2008, The proposed study identified that institutions are responsible for the transferring of knowledge and providing specialized human resources, The researchers also suggested that administrations should identify the challenges and issues encountered in premises and should update their services continuously to make qualitative education.

Ravindrana & Kalpana, 2012, the proposed study determined different factors such as academics and infrastructure to evaluate institutional quality and concluded that Institutions must try to improve the institutional quality attributes and these quality attributes can only be corrected by the Management of administrations and emphasized administrators to concentrate on it.

3. Methodology

The descriptive study design quantitative study was used to determine the expectation and satisfaction among nursing students of School of Nursing Rajputana, School of Nursing Liaquat University Hospital and Jamshoro College of Nursing Jamshoro towards quality management of these Institutions. Total Population from three Nursing Institutions were 450. 150 students were selected using Systematic Random Sampling, 30 from School of Nursing Rajputana, 61 from School of Nursing Liaquat university Hospital Hyderabad and 59 from Jamshoro College of Nursing Jamshoro. Questionnaire was used to collect the information from respondents. Questionnaire was semi structured in format with 27 items. The questionnaire contains two parts. First part was consisted of demographic information like Institution name, Qualification, Gender, Age etc whereas the second part of questionnaire contains the information regarding different statements about function of institution in order to find out the expectation and satisfaction towards quality management of nursing institution. Firstly instruction about questionnaire was given to respondents. It was made clear that all information will be kept confidential and would be utilized only research

proposes. They were requested to complete the questionnaire. In the end they were thanked for their cooperation after the collection of data. Descriptive statistics based on frequency and graphs. SPSS- v.22 and Microsoft Excel were used to analyze and interpret the data.

4. Results and Discussion

Number of nursing students participants are 150. The questionnaire designed on the basis of different factors to be observed for the satisfaction of the respondents. The response of nursing students has given in Tables 1-3 and Figures 1-3.

Table 1. Demographic profile of Respondents

Nursing Institutions	No. of Respondents
School of Nursing Rajputana	30
School of Nursing Liaquat University Hospital	61
Jamshoro College of Nursing	59
Total	150

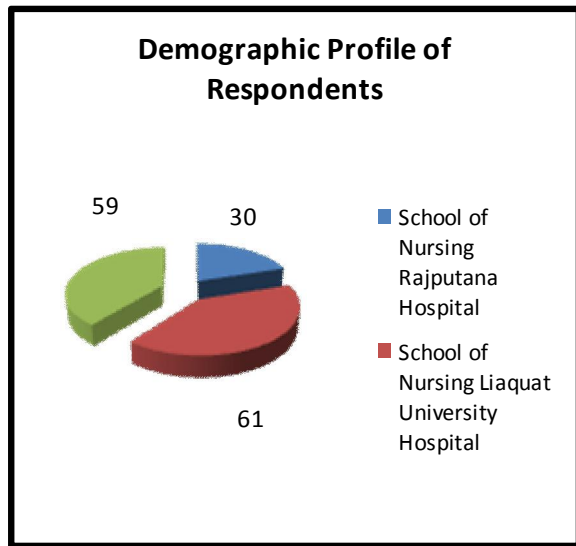


Figure 1. Demographic Profile of Respondents

Table 2. Age-wise Distribution of Respondents

Range	Frequency
17-22	65
23-28	32
29-34	29
35-40	18
41-46	6
Total	150

Table 1 and Figure 1 indicates Demographic Profile of Respondents across three Nursing Institutions. Table 2 and Figure 2 shows Age-wise Distribution of Respondents.

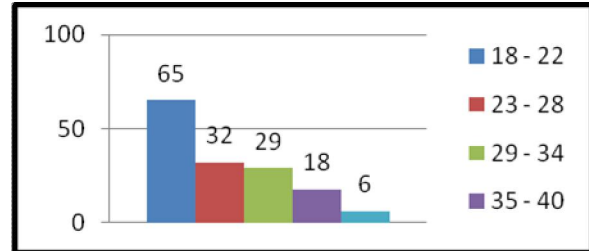


Figure 2. Age-wise distribution of respondents

Table 3. Overall Expectation and Satisfaction towards Nursing Institutions as Quality Management

	Respondents	Percent
Strongly Agree	40	26.91
Agree	46	30.48
Neutral	21	13.76
Disagree	20	13.45
Strongly Disagree	23	15.39
Total	150	100.00%

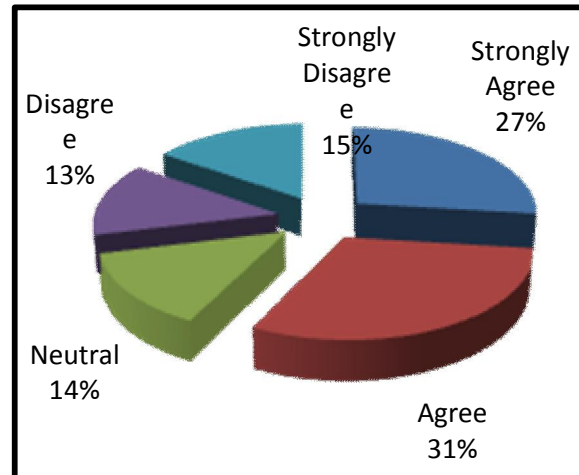


Figure 3. Overall Expectation and Satisfaction towards Nursing Institutions as Quality Management

Table 3 and Figure 3 shows nurses are Strongly Agree 40(27%), Agree 46(31%), Neutral 21(14%), Disagree 20(13%) and Strongly Disagree 23(15%), Precisely Strongly Agree & Agree 86(58% from 100%), Neutral 21(14% from 100%) and Strongly Disagree and Disagree 43(28% from 100%). It significantly indicates that nursing students are satisfied from the said Institutions.

The factors; Rules, Regulations and Policies, Updated Books in Library, Administrator’s Leadership, Opportunities for Professional

Development, Teachers conduct class on time, Visit of higher officials, Administration Communication, exchange, Supervisor as an exceptional leader, Goals and objectives explained, Performance evaluation, Current Curriculum, safe and secure environment, Co curriculum activities, Seminars and Workshops conducted, Educational tours are planned, involvement of teachers in decision making, Maintenance of Demonstration Lab, Shortage of teachers etc are observed in this research. The study research reveals that institution tend to provide open environment for their students to share their ideas and suggestion, Few participants were agreed on not having Demonstration Lab fully maintained and there is lack of updated Nursing Books even Syllabus/Course Books are unavailable. More than 1/3 of participants were Strongly Disagree & Disagree for current curriculum, and it was confirmed by the officials that curriculum has not updated since decade. According to present study, students are satisfied with school management however in few fields such as Curriculum and Co curriculum activities must be implemented to enhance the students' creativity and capability.

5. Conclusion

After analysis of present research indicates expectation and satisfaction of nursing students towards Nursing Institutions as a Quality Management suggest high perceiving towards said Institutions.

6. Suggestion / Recommendation.

It is suggested importance of education and urgent need for it improvement at all education level has been widely recognized, and strategies should be implemented to improve the affected areas of present research study.

7. Limitations.

As regards to the limitation of study there is always a need for improvement and several recommendation can be put forward for the research in this area. If limitations and controller are provided with enough resources and time possibility to encounter such more meaningful end result is possible.

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