

**Perceived Care, Service Encounter and Patients' Satisfaction in Government Owned
Hospitals in Ibadan Oyo State, Nigeria**

**Ifeoluwakitan Micheal ODEDEJI
LCU/PG/001940**

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Faculty of Communication and Information Sciences, Lead City University, Ibadan, Oyo
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(MSc.) in Health Information Management**

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Certification

This is to certify that Ifeoluwakitan Micheal ODEDEJI with matriculation number **LCU/PG /001940** carried out this research work titled “Perceived Care, Service Encounter and Patients’ Satisfaction in Government Owned Hospitals in Ibadan, Oyo Nigeria” in the Department of Information Management, Faculty of Communication and Information Sciences, Lead City University, Ibadan, Nigeria for the award of Master Degree (MSc) in Health Information Management and that this has not been previously submitted.

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Dr. K. O. Lateef
(Supervisor)

.....

Date

.....

Dr. Sophia V. Adeyeye
(Head of the Department)

.....

Date

Dedication

This thesis is dedicated to God Almighty.

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Acknowledgement

This research work was conducted in Lead City University, Ibadan, Oyo State and all of the data for analysis were collected at selected hospital where the data were collected.

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Even though the above mentioned assisted me in one way or the other with this thesis, I alone is accountable for any inaccuracies that may have crept in.

Abstract

Healthcare satisfaction is a critical indicator of the quality of care provided by hospitals, which influences patient outcomes and the perception of healthcare systems. Understanding patient satisfaction with the structure, process and outcome of care in public hospitals is crucial for improving service delivery and enhancing the overall quality of healthcare. In spite of this, there is a scarcity of studies on patients' perception of care and service encountered in relation to healthcare satisfaction, particularly in Ibadan. This study therefore, examined perceived care, service encounter and patients' satisfaction in government owned hospitals in Ibadan, Oyo State. Patient Satisfaction, Service Encounter and SERVQUAL Theories were adapted respectively to explain and provide more insights into the major variables used in this study. Descriptive survey research design was adopted. Cluster and simple random sampling techniques were used to select a total number of 408 respondents; while a self-developed questionnaire was used as instrument for data collection. The descriptive statistics of frequency counts, percentages and inferential statistics of multiple regression analysis were used for the analysis. The result revealed that the level of patients' satisfaction in government owned hospitals in Ibadan was very high (3.71), perception of care was very high (3.61); while the level of service encounter by patients was high (3.38). There was a significant influence of perceived care on patients' satisfaction in government owned hospitals in Ibadan (Adj. $R^2=0.722$, $F_{(3,96)}=8.274$, $p=0.000$). There was a significant influence of service encounter on patients' satisfaction (Adj. $R^2=0.510$, $F_{(2,405)}=212.993$, $p=0.000$). There was a significant combined influence of perceived care and service encounter on patients' satisfaction in government owned hospitals in Ibadan (Adj. $R^2=0.685$, $F_{(2,405)}=443.413$, $p=0.000$). The management of government owned hospitals in Ibadan should focus on perceived care, service encounter as strong factors influencing patients' satisfaction in government owned hospitals in Ibadan, Oyo State.

Keywords: Perceived care, Service encounter and Patients' satisfaction.

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