

Inpatient Satisfaction with Health Care Services at 250 Bedded Mohammad Ali Hospital, Bogura, Bangladesh.

Md. Badsha Miah¹, Biroti Rani², Suraia Aktar³, Lucky Rani Das⁴,
Md. Kawsar Alam⁵

1. Demonstrator, Bogura Nursing College, Bogura, Bangladesh.

2. Senior Staff Nurse, Upzila Health Complex, Baraigram, Natore, Bangladesh.

3. Senior Staff Nurse, 250 Bedded Mohammad Ali Hospital, Bogura, Bangladesh.

4. Senior Staff Nurse, National Institute of Neuro Science & Hospital, Dhaka, Bangladesh.

5. Nursing Instructor, Syeda Zohra Tajuddin Nursing College, Kapasia, Gazipur, Bangladesh.

Corresponding author: Md. Badsha Miah, Demonstrator, Bogura Nursing College, Bogura, Bangladesh.

Abstract

Patient satisfaction is an important factor that should be studied frequently as indicated in a PHC based study that was carried out in Saudi Arabia by Majmaah (2014). The main findings of the study showed a high level of satisfaction that has reached 82%. Nurses' services and care had the highest score of satisfaction in private tertiary hospitals. In the same study, the general satisfaction was found to be high as well. The aim of the study was to assess the level of inpatient satisfaction with health care services at 250 bedded Mohammad Ali Hospital, Bogura, Bangladesh. A descriptive type of cross-sectional design was carried out to Inpatient satisfaction with health care services at 250 bedded Mohammad Ali Hospital, Bogura, Bangladesh. The population was selected 250 patients admitted inpatient department by using a purposive sampling technique was followed for selecting sample in this study. We analyzed 130 patients after fulfill the Inclusion criteria. The overall satisfaction remarked by the respondents were highly 73% satisfied and 27% dissatisfied on the road to I think there is a good relationship between doctors, nurses and other hospital staff and make sufficient for nursing care. These study findings would help to improve the quality of care in order to continue inpatients' satisfaction. The health care system was one major problem because the economy is not strong enough to provide proper health care services and medications for every individual in country

Keywords: Inpatient, Satisfaction, Health Care Services

Date of Submission: 07-08-2022

Date of Acceptance: 22-08-2022

I. Introduction

In recent years, the focus on consumer is in a highly competitive environment has led to increased interest in measuring patient satisfaction with health care. Patient satisfaction is often considered as an important parameter of the quality of care. Larsen and Root man argued that patient satisfaction with nursing care is an important influence determining whether a person seeks medical advice. The attitude and behavior of the patient care is important with regard to long-term care of a patient. The measurement of inpatients' satisfaction on health care may be difficult because one patient is satisfied to something but another may not be satisfied to same thing, satisfaction is vary widely from patient to patient. Satisfaction is the psychological state that results from confirmation or disconfirmation of expectations with reality. Patient satisfaction is frequently defined as the extent to which patients' expectations of care matched the actual care received. Based on a thorough concept analysis of patient satisfaction, Eriksen defined patient satisfaction with nursing care as "The patients' subjective evaluation of the cognitive emotional response that results from the interaction of the patients' expectation of nursing care and their perceptions of actual nurse behaviors". Patient satisfaction as "the degree to which nursing care needs patients' expectations in terms of art of care, technical quality, physical environment, availability and continuity of care, and the efficacy of care¹. Patient satisfaction with health care services is commonly believed to be dependent on patient characteristics including age, gender, and education. Perhaps the most consistent determinant characteristic is patient age that evidence from various countries suggested that older people tend to be more satisfied with health care services than younger people stated that men are less satisfied than women with health care service². Educational attainment is identified as a significant factor determining patient satisfaction, the trend being that greater satisfaction is associated with lower level of education found that higher education is strongly associated with dissatisfaction in health care services. Some researcher have identified adherence to medically prescribed regimens as an outcome of patients satisfaction

with nursing care. A dissatisfied patient is not considered psychologically or socially well and thus, the goal of nursing has not been attained. It is important for nurses to let patients express their views of care and incorporate these views in to the provided care. As the patient centered nursing care is essentially plays an important role to increase patients' satisfaction considered as indicator for the quality of services. A study in Bangladesh revealed that attitude and behavior of providers, adequate drug supply, diagnostic and waiting room facilities influence patients' satisfaction³. Patient's satisfaction of public health care services continues to remain low despite tangible progress made in the development of health services of Bangladesh. In Bangladesh, a survey on Health and Population Sector Program between 1998-2003 showed that the rate of satisfied service users of public health facilities decreased from 66% in 2000 to 56% in 2003⁴. The factors above mention variables that rarely explored in other countries in general which were not investigated in Bangladesh in particular. The quality of health care services in Bangladesh has led to loss of faith in public and private hospitals, low utilization of public health facilities, and an increasing outflow of Bangladeshi patients to hospitals in neighboring countries such as India, Thailand and Singapore⁵. Therefore, dissatisfaction, lack of proper management, ineffective communication, inadequate facilities, inaccessibilities to health care services, long waiting time and improper utilization of resources in Bangladesh have led to huge losses of income for Bangladeshi health care services that estimated at 500 million of Bangladeshi taka per year⁶. The aim of the study was to assess the level of inpatient satisfaction with health care services at 250 bedded Mohammad Ali Hospital, Bogura, Bangladesh.

II. Methodology & Materials

A descriptive type of cross-sectional design was carried out to Inpatient satisfaction with health care services at 250 bedded Mohammad Ali Hospital, Bogura, Bangladesh. The 250 bedded Mohammad Ali Hospital, Bogura was selected for this study because it is situated in the northern part of Bangladesh and secondary level of public hospital. The hospital provides both inpatient and outpatient department services in related to my study. It was 250 bedded hospital and all kinds of treatment facilities for clients are available. The study was conducted from July/2020 to December/2020. The population was selected 250 patients admitted inpatient department by using a purposive sampling technique was followed for selecting sample in this study.

Inclusion criteria

Sample included purposively by using the following inclusion criteria-

Patient those who have admitted in hospital.

Patients who have at least listening, understanding, and speaking ability.

Patients who are willingly to participate.

Respondents who are available on receive health care facilities during data collection period.

Exclusion criteria

Patient who have unable listening, understanding, and speaking.

Patients who are not willingly to participate.

Respondents who are not available during data collection period.

Collected information is compiled, analyzed, and edited using the software SPSS (version 24.0) (IBM) Chicago, Illinois. At first the research proposal was approved by the ethical committee from Bogura Nursing College, Bogura. Before conducting the study a written permission letter was issued by the Principal, Bogura Nursing College, Bogura for facilitating to get approval from the Hospital superintendent and Nursing superintendent of the hospital.

III. Result

The population was selected 250 patients admitted inpatient department by using a purposive sampling technique was followed for selecting sample in this study. We analyzed 130 patients after fulfill the Inclusion criteria. In table -1 we show that 24% were within ≤ 30 years of age, 50% were within 31-50 years, 24% were 51-70 years and 2% were >70 years of age. The mean age of respondents is 42.6 years, 60% was male and 40% was female of the respondents, 92% were married where as 8% were single among the respondents, the respondents 78% were Muslim, 19% were Hindu and 3% were Christian among the respondents, 25% were illiterate, 40% were Primary level, 28% were secondary school level, and 8% were college/university level among the respondents, 9% were students, 35% Govt./Non govt. employee, 42% Farmer/ Business and 14% Unemployment among the respondents of this study, the 30% were within $<10,000/-$, 34% between 10,000-19,000/-, 33% between 20,000-29,000/- and 3% within $>29,000/-$ among the respondents in this study, 44% were urban area, 50% rural area and 6% slum area among the respondents in the present study. In the study, the level of satisfaction of inpatients were taken to identified Doctor services, Nurses service, Pathology services, Supporting staff services and physical facilities by using 25 items structured questionnaire. The findings of the present study reveals that the 62% were highly satisfied towards the doctors are competent and well trained

when provide treated the patients, 25% neutral that they no provide information about satisfied or dissatisfied regarding the doctors services and 14% were dissatisfied about doctors services during their hospital admitted period. Most of the respondents 82% were highly satisfied towards the doctors are good about explaining the reason for medical test, whereas 15% dissatisfied regarding the questions. Moreover, 77% were satisfied and 15% dissatisfied towards the doctors are willing to explain me about my illness/prognosis and time required for my treatment. There were 85% satisfied and 10% dissatisfied regarding I receive prompt service from doctors in the inpatient department of 250 bedded Mohammad Ali hospital. The maximum respondents 85% were satisfied whereas 15% dissatisfied the issue of doctors are always feeling to treated with respect and dignity during treatment to me in this hospital. In the points of trust the doctors who provide health care service in inpatient department of 250 bedded Mohammad Ali hospital expressed that the 88% were satisfied on the other hand 12% were dissatisfied. Similarly, 76% satisfied and 23% dissatisfied, 83% satisfied and 16% dissatisfied respectively explained the level of satisfaction towards the doctors are monitoring my health status regularly when I admitted in the hospital for treatment and Doctors are attention to me about my health condition during hospitalization. Furthermore, regarding the nurses services stated by the respondents 76% were satisfied and 24% dissatisfied; 75% satisfied and 25% dissatisfied respectively on nurses give information to me exactly when services will be performed of 250 bedded Mohammad Ali hospital and nurses are very skillful to use medical equipments and they very cooperative. Moreover, respondents were provided information on satisfaction regarding nurses are willing to explain me about my illness/prognosis and nursing care that required for my treatment; Sometimes the behavior of nurses disappointed to me when I received nurses services; I trust nurses who provide health care service in inpatient department during I received nurses' services; Nurses in inpatient department give me attention and time when I received health care services respectively that 80% satisfied, 18 dissatisfied; 85% satisfied, 14% dissatisfied; 79% satisfied, 19% dissatisfied; 72% satisfied, 25% dissatisfied. In addition, 75% were satisfied, 3% neutral and 22% dissatisfied on nurses in inpatient department have enough knowledge and skills to provide good nursing care. In regard the pathological service, the respondents were mentioned that the level of satisfaction sequentially towards the Pathologist are responsiveness to collect blood, urine, stool and others specimen properly that needed to diagnosis; the access to pathology department is easy to me for collect pathological report when I needed to me of 79% were satisfied whereas 19% dissatisfied; 75% satisfied and 25% dissatisfied. Moreover, the respondents were stated during received treatment in the hospital regarding the supporting staffs are well behavior to me during I received their services; Supporting staff are cleanliness the ward, toilet and bathroom properly; the supporting staffs are always helpful for me when I admitted in hospital correspondingly 69% were satisfied, 5% neutral, and 26% dissatisfied; unexpectedly 40% were satisfied, 15% neutral and 45 dissatisfied; 62% satisfied, 38% dissatisfied. In addition, from the point of view about supplies and facilities by the hospital the respondents were expressed their satisfaction towards The supplies of drugs are available in hospital that I have need for treatment; The modern equipments are available supplies for hospital that I received services during my treatment; The ward is very comfortable for me that I observed it; The hospital food supplies are quality food for patients that I received during admitted in ward orderly 72% were satisfied, and 24% dissatisfied; 86% satisfied and 13% dissatisfied; 80% satisfied and 19% dissatisfied; 74% satisfied and 26% dissatisfied. Therefore, the overall satisfaction remarked by the respondents were highly 73% satisfied and 27% dissatisfied on the road to I think there is a good relationship between doctors, nurses and other hospital staff and make sufficient for nursing care.

Table-1: Socio-demographic characteristics of participants(N=130)

Characteristic	Frequency	Percentage
Age Distribution (Years)		
≤ 30	31	23.85
31-50	65	50.00
51-70	31	23.85
>70	3	2.31
Total	130	100.00
Gender Distribution		
Male	52	40
Female	78	60
Marital Status		
Single	10	7.69
Maried	120	92.31

Religion		
Muslim	101	77.69
Hindu	25	19.23
Christian	4	3.08
Educational status		
Illiterate	32	24.62
primary school level	52	40.00
Secondary school level	36	27.69
College/University level	10	7.69
Occupation		
Student	12	9.23
Govt./Non govt. employee	46	35.38
Farmer/Business	54	41.54
Unemployment	18	13.85
Total	130	100.00
Monthly income		
<10,000/	39	30
10,000-19,000	44.2	34
20000-29000/	42.9	33
>29,000/	3.9	3
Residential status		
Urban area	57.20	44
Rural area	65.00	50
Slum area	7.80	6

Table-2: Distribution of respondents by inpatient satisfaction with health care services

Sl. no	Items	Satisfied		Neutral		Dissatisfied	
		F	%	F	%	F	%
1	Doctors are competent and well trained when provide treated to me	80	62	32	25	18	14
2	Doctors are good about explaining the reason for medical test that I have needed.	106	82	4	3	20	15
3	Doctors are willing to explain me about my illness/prognosis and time required for my treatment.	100	77	11	9	19	15
4	I receive prompt service from doctors in the inpatient department of 250 bedded Mohammad Ali hospital.	110	85	7	5	13	10
5	The Doctors are always feeling to treated with respect and dignity during treatment to me in this hospital.	110	85	0	0	20	15
6	I trust doctors who provide health care service in inpatient department of 250 bedded Mohammad Ali hospital.	114	88	0	0	16	12
7	Doctors are monitoring my health status regularly when I admitted in the hospital for treatment.	99	76	1	1	30	23
8	Doctors are attention to me about my health condition during hospitalization.	108	83	1	1	21	16
9	Nurses give information to me exactly when services will be performed of 250 bedded Mohammad Ali hospital.	99	76	0	0	31	24
10	Nurses are very skillful to use medical equipments and they very cooperative.	97	75	0	0	33	25

11	Nurses are willing to explain me about my illness/prognosis and nursing care that required for my treatment.	104	80	3	2	23	18
12	Sometimes the behavior of nurses disappointed to me when I received nurses services.	111	85	1	1	18	14
13	I trust nurses who provide health care service in inpatient department during I received nurses' services.	102	79	4	3	24	19
14	Nurses in inpatient department give me attention and time when I received health care services.	94	72	4	3	32	25
15	Nurses in inpatient department have enough knowledge and skills to provide good nursing care.	98	75	4	3	28	22
16	Pathologist are responsiveness to collect blood, urine, stool and others specimen properly that needed to diagnosis.	103	79	3	2	24	19
17	The access to pathology department is easy to me for collect pathological report when I needed to me.	97	75	0	0	33	25
18	The supporting staffs are well behavior to me during I received their services.	90	69	6	5	34	26
19	Supporting staff are cleanliness the ward, toilet and bathroom properly.	52	40	20	15	58	45
20	The supporting staffs are always helpful for me when I admitted in hospital.	81	62	0	0	49	38
21	The supplies of drugs are available in hospital that I have need for treatment.	93	72	6	5	31	24
22	The modern equipments are available supplies for hospital that I received services during my treatment.	112	86	1	1	17	13
23	The ward is very comfortable for me that I observed it.	104	80	1	1	25	19
24	The hospital food supplies are quality food for patients that I received during admitted in ward.	96	74	0	0	34	26
25	I think there is a good relationship between doctors, nurses and other hospital staff and make sufficient fornursing care.	95	73	0	0	35	27

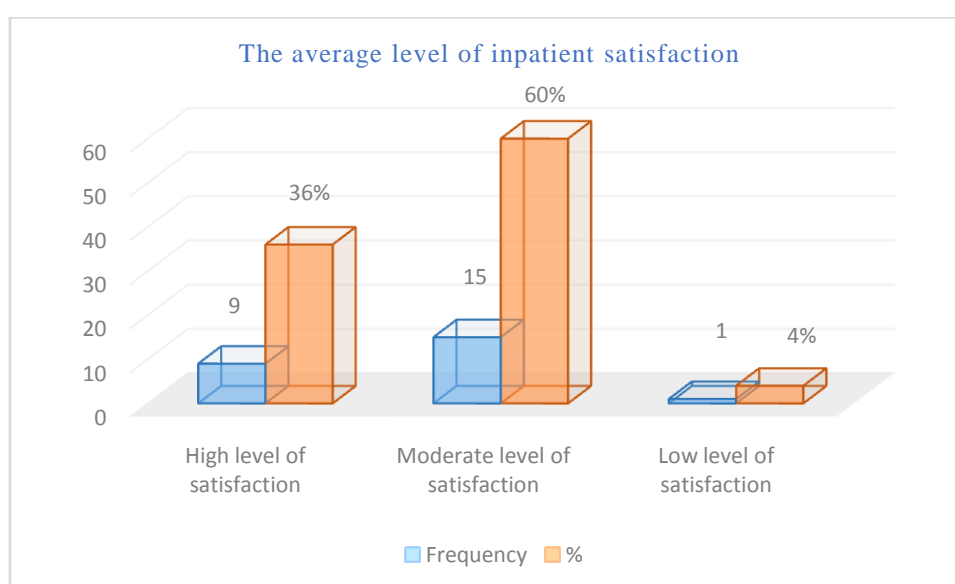


Figure-1: The average level of inpatient satisfaction with health care services

IV. Discussion

The present study findings revealed that the socio demographic characteristics of age were 24% were within ≤ 30 years of age, 50% were within 31-50 years, 24% were 51-70 years and 2% were >70 years of age. The findings were mostly similar with the same study ⁷ to evaluated inpatient satisfaction in which majority 55% of subjects were the age of 41-60 years. The maximum 60% were male whereas 40% female. In related to marital status, 92% were married whereas 8% single and the majority 78% of the respondents were Muslim. In

the educational perspectives, Most of the respondents 40% were primary school level and 8% college/university level, A similar study done in Dhaka city showed that the level of education 33.9% respondents had secondary level followed by 25% H.S.C, 19.6% primary, 16.6% graduate, and only 5.4% were illiterate. It was dissimilar findings from present study that may vary in different place. The highest 42% were farmer/business whereas the lowest 9% students in their occupation. Moreover, monthly income the maximum 34% were between the 10000-19000/-, another study found that 57.1% respondents monthly family income was Tk. <5000/- whereas 17% income was Tk.>10000/-. This may be due to value inflation and time factor. The residential status 44% were urban area and foremost 50% were rural area among the respondents. This finding was mostly the opposite with a previous study conducted by where 65% respondents lived in urban areas. This may due to the demographic factors⁸.The findings of the present study in relation to inpatient satisfaction reveals that the 62% were highly satisfied towards the doctors are competent and well trained when provide treated the patients, 25% neutral that they no provide information about satisfied or dissatisfied regarding the doctors services and 14% were dissatisfied about doctors services during their hospital admitted period. Most of the respondents 82% were highly satisfied towards the doctors are good about explaining the reason for medical test, whereas 15% dissatisfied regarding the questions. Moreover, 77% were satisfied and 15% dissatisfied towards the doctors are willing to explain me about my illness/prognosis and time required for my treatment. There were 85% satisfied and 10% dissatisfied regarding I receive prompt service from doctors in the inpatient department. The maximum respondents 85% were satisfied whereas 15% dissatisfied the issue of doctors are always feeling to treated with respect and dignity during treatment to me in this hospital. In the points of trust the doctors who provide health care service in inpatient department expressed that the 88% were satisfied on the other hand 12% were dissatisfied. Similarly, 76% satisfied and 23% dissatisfied, 83% satisfied and 16% dissatisfied respectively explained the level of satisfaction towards the doctors are monitoring my health status regularly when I admitted in the hospital for treatment and Doctors are attention to me about my health condition during hospitalization.Furthermore, regarding the nurses services stated by the respondents 76% were satisfied and 24% dissatisfied; 75% satisfied and 25% dissatisfied respectively on nurses give information to me exactly when services will be performed and nurses are very skillful to use medical equipments and they very cooperative. Moreover, respondents were provided information on satisfaction regarding nurses are willing to explain me about my illness/prognosis and nursing care that required for my treatment; Sometimes the behavior of nurses disappointed to me when I received nurses services; I trust nurses who provide health care service in inpatient department during I received nurses' services; Nurses in inpatient department give me attention and time when I received health care services respectively that 80% satisfied, 18 dissatisfied; 85% satisfied, 14% dissatisfied; 79% satisfied, 19% dissatisfied; 72% satisfied, 25% dissatisfied. In addition, 75% were satisfied, 3% neutral and 22% dissatisfied on nurses in inpatient department have enough knowledge and skills to provide good nursing care. On the other hand, the patients were more satisfied with thebehavior of doctors as compared to the behaviorof nurses, pharmacists and other staff. Studiesconducted in Lucknow and Chandigarh notedthat, the satisfaction towards doctor-patientrelationship was found to be 60.5% and 65%respectively and another study showed that 96.6%patients were satisfied with the behavior ofdoctors. The satisfaction towards behavior of thehealth staff was found to be 82% and 78.3%respectively in lucknow and Madhya Pradeshin India which are similar to our study (83.5%).In regard the pathological service, the respondents were mentioned that the level of satisfaction sequentially towards the Pathologist are responsiveness to collect blood, urine, stool and others specimen properly that needed to diagnosis; the access to pathology department is easy to me for collect pathological report when I needed to me of 79% were satisfied whereas 19% dissatisfied; 75% satisfied and 25% dissatisfied. Moreover, the respondents were stated during received treatment in the hospital regarding the supporting staffs are well behavior to me during I received their services; Supporting staff are cleanliness the ward, toilet and bathroom properly; the supporting staffs are always helpful for me when I admitted in hospital correspondingly 69% were satisfied, 5% neutral, and 26% dissatisfied; unexpectedly 40% were satisfied, 15% neutral and 45 dissatisfied; 62% satisfied, 38% dissatisfied. In addition, from the point of view about supplies and facilities by the hospital the respondents were expressed their satisfaction towards The supplies of drugs are available in hospital that I have need for treatment; The modern equipments are available supplies for hospital that I received services during my treatment; The ward is very comfortable for me that I observed it; The hospital food supplies are quality food for patients that I received during admitted in ward orderly 72% were satisfied, and 24% dissatisfied; 86% satisfied and 13% dissatisfied; 80% satisfied and 19% dissatisfied; 74% satisfied and 26% dissatisfied. Therefore, the overall satisfaction remarked by the respondents were highly 73% satisfied and 27% dissatisfied on the road to I think there is a good relationship between doctors, nurses and other hospital staff and make sufficient for nursing care. This high satisfaction may be due to the indicators and standard set by the hospital for themselves and for evaluating their performance as accessibility to health services, quality of services, equity, efficiency and sustainability and there is no doubt that this hospital had very high-quality service as compared to other hospitals. The key to success of this hospital is strong political support, community participation, financial reforms and its high quality of service.The staff working in hospital should be motivated in terms of careful and enthusiastic services (the director of hospital and nurse staff must

wonder around hospital during the rush hours.), improving the actual performance of the hospital in order to serve the patients expectations as much as possible, community participation should be encouraged more by the hospital administration, providing the chances to the patients in sending their recommendations or constructive comments. Furthermore, the study concluded that patients rated the high level of satisfaction because of doctors, nurses, and other staffs provides better health care service in inpatient department. In addition, patients received health service free of charge including medicines and pathological facilities that might be attention of high satisfaction. Moreover, different cultures expressed their satisfaction in different way. The high proportion satisfaction may standard set by the hospital in Bogura city and accessibility with quality of health care services in some degree might be due to the fact that the respondents were more openly expressed their high satisfaction. The present study findings were inconsistent with previous study of Tat and Barr (2005) who stated the younger patients have higher satisfaction of health care services⁹. Previous study revealed that patients with lower educational levels were more satisfied than higher level of education^{10,11}. The finding also supported by a study of Madhok, Hameed, and Bhopal (1998) who stated that patient's satisfaction with nursing care was high 97% in Iran, where 78% patients were satisfied with service of nursing staff¹². A similar study of patient satisfaction with health care services was conducted in Bangladesh which showed that 73% were satisfied^{13,14}. Another study in Thailand on patient satisfaction toward the health care service by Smutrapapoot (1997) showed 65.5% were highly satisfied. It also consistent with the present study that stated of patient satisfaction with service in Indonesia by Ruhansyah (2002) revealed that highly satisfied^{15,16}. Last but not least, mentioned in a study in Ireland that good interaction between physicians, nurses and their patients is the milestone to reach patients' satisfaction and continuous improvement of quality of care^{17,18}. Therefore, the nurse managers should have due regard to enhance comprehensive communication skills for nurses in the hospital because it is one way of contributing further to the quality of nursing care services¹⁹.

Limitations of the study: *This study reflects the inpatient satisfaction with health care services of a small segment of health care facilities of the country, Due to fund, logistics and other supports detail study with large sample size could not be conducted and it was confined to a limited number of samples. The study place is only one hospital that cannot be generating the study findings in general whole country. The transport facilities were supported by the college authority.*

V. Conclusion And Recommendations

It is concluded that the study provided baseline information for the current situations of the selected hospital particularly in medical and surgical wards regarding the existing doctors, nurses', supporting staff's services and their existing facilities. Most of the respondents were highly satisfied by doctors, nurses, supporting staffs that they provided health care services. Regarding the overall inpatient satisfaction, 76% were satisfied with health care services whereas only 20% were dissatisfied. In addition, developing countries face lack of natural resources that are essential for life. Therefore, health care workers find it hard to carry out their duties in providing the best medical and surgical treatment needed for patients by providing appropriate health care services.

Funding: *No funding sources*

Conflict of interest: *None declared*

Ethical approval: *The study was approved by the Institutional Ethics Committee.*

References

- [1]. Mrayan M, Mudallal R, Hamaideh S. Differences of hospitals' organizational traits in Jordan: nurses' perspectives. *Jordan Medical Journal*. 2010;44(2):164-74.
- [2]. Pasternak O, Sochen N, Gur Y, Intrator N, Assaf Y. Free water elimination and mapping from diffusion MRI. *Magnetic Resonance in Medicine: An Official Journal of the International Society for Magnetic Resonance in Medicine*. 2009 Sep;62(3):717-30.
- [3]. Yang YI, Hentati A, Deng HX, Dabbagh O, Sasaki T, Hirano M, Hung WY, Ouahchi K, Yan J, Azim AC, Cole N. The gene encoding alsin, a protein with three guanine-nucleotide exchange factor domains, is mutated in a form of recessive amyotrophic lateral sclerosis. *Nature genetics*. 2001 Oct 29(2):160-5.
- [4]. Anderson JR, Bothell D, Byrne MD, Douglass S, Lebiere C, Qin Y. An integrated theory of the mind. *Psychological review*. 2004 Oct 111(4):1036.
- [5]. Ivory SE, Polkinghorne KR, Khandakar Y, Kasza J, Zoungas S, Steenkamp R, Roderick P, Wolfe R. Predicting 6-month mortality risk of patients commencing dialysis treatment for end-stage kidney disease. *Nephrology Dialysis Transplantation*. 2017 Sep 132(9):1558-65.
- [6]. Badruddoza AZ, Tay AS, Tan PY, Hidajat K, Uddin MS. Carboxymethyl- β -cyclodextrin conjugated magnetic nanoparticles as nano-adsorbents for removal of copper ions: synthesis and adsorption studies. *Journal of hazardous materials*. 2011 Jan 3185(2-3):1177-86.
- [7]. Mohanan D, Slütter B, Henriksen-Lacey M, Jiskoot W, Bouwstra JA, Perrie Y, Kündig TM, Gander B, Johansen P. Administration routes affect the quality of immune responses: a cross-sectional evaluation of particulate antigen-delivery systems. *Journal of Controlled Release*. 2010 Nov 1147(3):342-9.
- [8]. Zafar M. Under the gaze of the state: policing literature and the case of Taslima Nasrin. *Inter-Asia Cultural Studies*. 2005 Sep

- 1;6(3):410-21.
- [9]. Henrich J, Boyd R, Bowles S, Camerer C, Fehr E, Gintis H, McElreath R, Alvard M, Barr A, Ensminger J, Henrich NS. "Economic man" in cross-cultural perspective: Behavioral experiments in 15 small-scale societies. *Behavioral and brain sciences*. 2005 Dec 28(6):795-815.
- [10]. Pasternak O, Sochen N, Gur Y, Intrator N, Assaf Y. Free water elimination and mapping from diffusion MRI. *Magnetic Resonance in Medicine: An Official Journal of the International Society for Magnetic Resonance in Medicine*. 2009 Sep 62(3):717-30.
- [11]. Bourtchuladze R, Frenguelli B, Blendy J, Cioffi D, Schutz G, Silva AJ. Deficient long-term memory in mice with a targeted mutation of the cAMP-responsive element-binding protein. *Cell*. 1994 Oct 779(1):59-68.
- [12]. Bhopal K. South Asian women in East London: Motherhood and social support. In *Women's Studies International Forum* 1998 Sep 1 (Vol. 21, No. 5, pp. 485-492). Pergamon.
- [13]. Andaleeb SS, Siddiqui N, Khandakar S. Patient satisfaction with health services in Bangladesh. *Health policy and planning*. 2007 Jul 122(4):263-73.
- [14]. Jawahar IM. The influence of perceptions of fairness on performance appraisal reactions. *Journal of Labor Research*. 2007 Sep 28(4):735-54.
- [15]. Smutrapapoot P. *Patient Satisfaction Towards the Services of Health Center 24, BMA* (Doctoral dissertation, Faculty of Graduate Studies, Mahidol University).
- [16]. Jamilah SA, Sabry MS. Menyingkap Ayat-Ayat Ruqyah Di Majelis Zikir Siratal Mustaqim Makassar (Suatu Kajian Fenomenologi). *Tafsere*. 2019 Dec 127(2).
- [17]. Barry A. *Political machines: Governing a technological society*. A&C Black; 2001 Jul 23.
- [18]. Lianjie H, Yue C, Dongliang Y, Zhiqun Y, Fanghe L, Youkun W, Likun L, Xuezhong G, Yingchao Y, Longhai L, Xiaolin M. Dynamic changes of the components of circulating immune complexes during epidemic hemorrhagic fever virus infection. *Zhongguo Mian yixue za zhi= Chinese Journal of Immunology*. 1996 Jan 112(2):127-9.
- [19]. Jones KS. Automatic summarising: The state of the art. *Information Processing & Management*. 2007 Nov 143(6):1449-81.

Md. Badsha Miah, et. al. "Inpatient Satisfaction with Health Care Services at 250 Bedded Mohammad Ali Hospital, Bogura, Bangladesh." *IOSR Journal of Nursing and Health Science (IOSR-JNHS)*, 11(4), 2022, pp. 55-61.