

Abstract

The importance of Organizational Citizenship Behaviours in many sectors as well as health care setting has been revealed through large numbers of studies internationally. Health care is considered one of the most basic needs or wants of humanity and it is an indicator of nation's well-being. In Sri Lanka health care system, nursing staffs are the largest component of health care personnel in public health sector. (Sri Lanka National Health Strategic Master Plan, 2017-2025). Nurses have been the first and the last contact point where patient come for seeking health service. Throughout structure, process and providing care are the basic components of every health care setting. Generally, to measure the indicators for these components patient satisfaction is considered paramount. In hospitals performance can be increased through organizational citizenship behaviour (OCB) of staffs which leads to patient satisfaction. (Kolade, Oluseye, & Omotaya, 2014).

The objectives of this study were to find the level of OCB among nurses, level of patient satisfaction and the relationship between OCB of nurses and patients satisfaction. The total of 151 nursing staffs were randomly selected as sample for responding to OCB and 151 patients were randomly selected as sample for answering patient satisfaction. Both respondents were verbally informed the consent and taken as voluntarily participants. The study sites were Akkaraipathu Base Hospital, Ampara General Hospital and Sammathirai Base Hospital, Ampara District, Eastern Province of Sri Lanka.

Developed questionnaires were validated using reliability and validity test. As per result, five variables for OCB (Helping, Courtesy, Conscientiousness, Civic Virtue and Sportsmanship) were identified highly reliable with Alpha values ranged from 0.687 to 0.749. Alpha values for three patient satisfaction factors namely Physical, Professional Skills and Relationship ranged from 0.741 to 0.755 which explained highly reliable. Collected data were analyzed by descriptive, correlation and regression analysis.

The findings revealed that five of OCB variables were positively correlated with patient satisfaction, r values between helping and patient satisfaction was 0.693, courtesy and patient satisfaction was 0.742, conscientiousness and patient satisfaction was 0.749, civic virtue and patient satisfaction was 0.687 and sportsmanship and patient

contribution was 0.729. R value for overall OCB and patient satisfaction was 0.731 which indicates that there is a highly positive correlation between two variables.

Regression analysis test showed that R square value of helping was 0.422 and revealed that helping accounted 42.2% of variance in patient satisfaction whereas courtesy counted for additional 6.8%, conscientiousness covered 4.4%, civic virtue meant 4.3% and sportsmanship had no significant account for any variance in patient satisfaction. Overall OCB was resulted with R square value of 0.535 and which showed that OCB accounted 53.5% of the variance in patient satisfaction. The unstandardized coefficient value of beta for OCB was 0.909. Therefore, every unit increase in OCB, patient satisfaction is expected to increase by 0.909 unit.

This research contribute to health care setting where the patient satisfaction and providing effective service are taken consideration. The findings of this study would help the health care management personnel to get insight on the importance contribution of Organizational Citizenship Behaviours (OCBs) as one of the determinants of patient satisfaction. From the hospital administrative view, this study will help them figure out the significant contribution of OCB to patient satisfaction and set new stratifies to promote the exhibition of OCB among nurses.

Furthermore, this study could be done by combining qualitative measurement, such as conducting interviews with both respondents, using open-ended questionnaire to get wider perspectives of the influential factors. There could be other different factors which has influenced on patient satisfaction as well as factors affecting OCB displaying. Additionally, this study emphasized on only three public hospital from Ampara district and the findings could not be generalized other regions and setting. Further studies are also required to be carried out in larger hospitals and larger sample at other district or province of Sri Lanka.

Keywords: Nurse, Organizational Citizenship Behaviour, Patient Satisfaction.