"POST-ICU PATIENTS' SATISFACTION WITH THE ICU SERVICES OFFERED BY PUBLIC HOSPITALS IN KARACHI"

BY

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Record of the supervisor-student meeting

S. No	Date	Place of Meeting	Topic Discussed	Signature of Student
1	2o-june	office	Review chapter 3 & 4	*signature*
2	15-July	office	Review chapter 5	*signature*
3	30-July	office	Final Review	*signature*

APPROVAL FOR EXAMINATION

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Patient satisfaction related to ICU care in public hospitals Karachi, according to the thesis

I thus attest that the candidate's thesis has been finished to my satisfaction and, in my opinion, is of a caliber that is suitable for submission for review. Using software recommended by HEC, I also performed a plagiarism check on this thesis and discovered a similarity index of _7_ %, which is within the acceptable range established by HEC for the MBA thesis. Additionally, I discovered the thesis in a format that the Department of Business Studies approves.

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Supervisor's Name: __Naveed Siddiqui__

HoD's Signature: _____ Date: _____

DEDICATION

I'm grateful to God for providing me the patience and strength to achieve my goals, as well as unconditional support, direction, and encouragement.

I wholeheartedly dedicate this thesis to my beloved Father Altaf Wadho and my Mother Shaharbano who serve as an inspiration to me and who consistently support me financially, emotionally, and morally. I dedicate it to my Brother Aoun Ali for kind supervision and my whole family for their support during the entire process.

I also dedicate this dissertation to my teachers who, over the course of my studies, continuously supported and guided me in achieving my goals. I also dedicate it to my friends, who care about me, support me, and stood by me throughout the entire period.

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ABSTRACT

Purpose: Aim of the study was intended to investigate about post-ICU patient's satisfaction with the ICU services offered by public hospitals in Karachi.

Methodology & Design: To quantify the association between independent factors (physician care, nurse care, availability of resources and courtesy) and the dependent variable (patient satisfaction), Deductive research approach was used. Further study descriptive in nature and cross-sectional. Sample size of N=270 M=133 F=137. A non-probability convenience sampling technique and restructured questionnaire was used to collect data The Likert scale (Louangrath, 2018) was utilized.

Findings:

H-1 p=0.06 showing positive significant relationship between patient satisfaction and physician care. H-2 P=0.04 showing weak negative in nature the relationship between patient satisfaction and nursing care. H-3 P=-0.79 showing insignificant negative relationship between patient satisfaction and availability of resources. H-4 P= -0.77 showing insignificant negative relationship between patient satisfaction and courtesy. Overall, the results are insignificant which is indicating that the patients are least satisfied with the ICU services provided in Public Hospitals Karachi and also depicting that the dependent variable patient satisfaction is not significantly Impacted by the independent variable

Limitations: the study was conducted only in Karachi and data was taken from the patients who ever had an experience of ICU services however data was not taken from the further cities in Pakistan

Recommendations: findings show results was insignificant, it is recommended to introduce ICU quality management system in hospitals also recruit the trained and eligible staff. overall, it is needed to improve the quality of ICU services offered in public hospitals

Keywords: ICU, Patient Satisfaction, Quality management.

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