THE IMPACT OF INTERPERSONAL FACTORS ON QUALITY HEALTH DELIVERY IN KWARA STATE GOVERNMENT HOSPITALS

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ABSTRACT

In the health care system, quality is influenced by many factors including individual exchanges of Administrators, Board Members, Physicians, Nurses and other Medical Personnel and the way they interact with patients. The objective of this paper is to investigate the impact of interpersonal factors on quality health delivery in selected government hospitals in Kwara State. The Methodology used for this research was the development of fourteen factors that bothers on interpersonal factors in a questionnaire. Frequency counts and factor analysis were used for statistical analysis. Six of the fourteen factors were considered accounted for 61.13% and greetings ranked higher with 11.7%, complementary remark 10.17% and personal communication 10.18% listening 9.9%, handshake 8.7% and jokes 8.625%. The implication of these results is that the combination of all these factors will go a long way to affecting patients’ satisfaction which is the quality goal of hospitals. The ANOVA technique was used to test the hypothesis of differences in application of interpersonal factors among the seven local governments in Kwara State.

Keywords: Healthcare, Interpersonal Relationships, Nigeria