

“The Impact of Hospital Environment on Nurse Performance and Patient Satisfaction”

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Abstract

This study examines the influence of the hospital environment on nursing performance and patient satisfaction. This study examines the influence of physical, organizational, and social dimensions of healthcare environments on the well-being and productivity of healthcare professionals, especially nurses, along with the overall patient experience. The research utilizes current literature that underscores the significance of a well-structured and supportive hospital environment in mitigating nurse burnout, enhancing job satisfaction, and promoting high-quality patient care. It underscores that patient satisfaction is significantly affected by elements including cleanliness, comfort, and the demeanor of healthcare personnel. The results indicate that an enhanced hospital environment, defined by sufficient staffing, competent leadership, and a patient-centric culture, results in superior nurse performance and increased patient satisfaction. Healthcare professionals are advised to improve infrastructure, foster a healthy organizational culture, manage workloads efficiently, and prioritize patient-centered treatment. By addressing these variables, hospitals can cultivate settings that benefit both staff and patients, thereby enhancing healthcare results.

Keywords: Hospital environment, Nurse performance, Patient satisfaction, Organizational culture.

المخلص

تدرس هذه الدراسة تأثير بيئة المستشفى على أداء التمريض ورضا المرضى. تدرس هذه الدراسة تأثير الأبعاد المادية والتنظيمية والاجتماعية لبيئات الرعاية الصحية على رفاهية وإنتاجية المتخصصين في الرعاية الصحية، وخاصة الممرضات، جنبًا إلى جنب مع تجربة المريض بشكل عام. يستخدم البحث الأدبيات الحالية التي تؤكد على أهمية بيئة المستشفى المنظمة والداعمة في التخفيف من إرهاق الممرضات، وتعزيز رضا الوظيفة، وتعزيز رعاية المرضى عالية الجودة. كما تؤكد أن رضا المرضى يتأثر بشكل كبير بعناصر بما في ذلك النظافة والراحة وسلوك العاملين في الرعاية الصحية. تشير النتائج إلى أن بيئة المستشفى المحسنة، والتي يتم تحديدها من خلال عدد كافٍ من الموظفين والقيادة الكفؤة وثقافة تركز على المريض، تؤدي إلى أداء متفوق للممرضات وزيادة رضا المرضى. يُنصح المهنيون في مجال الرعاية الصحية بتحسين البنية التحتية، وتعزيز ثقافة تنظيمية صحية، وإدارة أعباء العمل بكفاءة، وإعطاء الأولوية للعلاج الذي يركز على المريض. من خلال معالجة هذه المتغيرات، يمكن للمستشفيات أن تزرع إعدادات تقيّد كل من الموظفين والمرضى، وبالتالي تعزيز نتائج الرعاية الصحية.

الكلمات المفتاحية: بيئة المستشفى، أداء الممرضات، رضا المرضى، الثقافة التنظيمية.

Introduction

Nowadays, the healthcare system is seen as an unpredictable domain rife with issues and obstacles that necessitate increased focus and ongoing advancement of strategies and policies. These steps are essential to navigate and endure in this dynamic environment and to remain aligned with technology advancements. The objective is to attain elevated production and favorable results (Alkaabi et al., 2022). The work atmosphere is important to the success of any healthcare organisation. It must be supportive and competitive to allow the organisation to achieve its objectives and assess employee productivity and results. Furthermore, it substantially influences patients, impacting their safety, the quality of care provided, and their overall outcomes (Olds et al., 2017). The influence is contingent upon the perception and nature of the work environment established, influencing patients, nurses, and the healthcare organisation.

The hospital environment significantly influences the quality of healthcare service. An organized, effective, and nurturing hospital atmosphere improves healthcare personnel' productivity and immediately affects patient outcomes and satisfaction. Nurses, as the cornerstone of patient care, are especially attuned to environmental influences. Comprehending the correlation between the hospital environment and nursing performance is crucial for enhancing healthcare standards and cultivating patient trust.

Physical, chemical, biological, organisational, social, and cultural elements that envelop an employee constitute what is commonly referred to as the "work environment" (Ageel & Shbeer, 2022). Patient outcomes have been associated with the nurses' work environment, which is characterized as the features of a practice setting that either enable or limit professional nursing practice. The work environment of nurses is crucial for nurses' ability to offer care, both in terms of quality and quantity, and for retaining their workforce.

Therefore, both internal and external elements contribute to what is known as a work environment, which in turn affects employee happiness and productivity. An improved work environment is associated with better health outcomes and less employee turnover intent. A nurse's performance is directly correlated to the efficiency of healthcare systems, the standard of care patients receives in hospitals, and the extent to which the health sector is improving its performance. When it comes to healthcare, nurses are the backbone of most systems, providing as much as 80% of the services. As a result, their efficiency is crucial to healthcare quality (Mohamed et al., 2019).

Nursing performance may serve as an evaluative metric for hospitals. Consequently, enhancing it benefits the advancement of nurses, patients, careers, hospitals, and society (Hegazy et al., 2021). Nursing job performance is characterized by the delivery of patient care grounded in the nurse's professionalism, together with all associated activities and processes. Enhancing nursing work performance enables nurses to adapt to changes in the medical landscape and meet patients' evolving requirements through the application of their skills and knowledge.

The performance of nurses is a crucial factor influencing the quality of healthcare, directly affecting patient outcomes, safety, and overall satisfaction. Elements including physical workspace design, resource availability, noise levels, and organisational culture can profoundly affect nurses' capacity to provide high-quality care. A supportive hospital atmosphere promotes increased productivity, less stress, and heightened job satisfaction among nurses, ultimately resulting in improved patient care. In contrast, a deficient or stressful atmosphere may result in burnout, diminished productivity, and impaired patient outcomes.

Researchers in the hospital setting have searched for variables that raise patient satisfaction with nursing care and have zeroed in on the characteristics of that care that have the greatest impact on that satisfaction. According to research (Nikmanesh et al., 2018; Ng & Luk, 2019), hospitals provide high-quality responses to patients' health requirements. An essential and valid measure of healthcare quality is the level of satisfaction experienced by patients. Thus, defining, measuring, and evaluating the quality of healthcare delivered to increase patient satisfaction is of the utmost importance. Patient satisfaction is a crucial metric of healthcare quality and is significantly influenced by the hospital environment.

Factors include hygiene, comfort, staff attentiveness, and the general atmosphere of the hospital profoundly influence patient opinions. An organized and patient-focused workplace boosts patient happiness, bolsters trust, and promotes adherence to medical advice, resulting in better health results.

The work environment profoundly influences employees' outcomes, both positively and negatively. A favorable work environment in the healthcare system is essential, as it fosters ideal conditions for employees, resulting in enhanced performance, job satisfaction, and creativity. A secure and superior care environment enhances patient outcomes and decreases mortality rates. Liu et al. (2021) have underscored the need of bolstering and refining the work environment to enhance outcomes and foster quality care.

Research Significance

Comprehending the influence of the hospital environment on nursing performance and patient satisfaction is crucial for enhancing the quality of healthcare delivery. The hospital environment is not only a site for medical procedures; it actively affects results for both caregivers and patients.

The hospital environment substantially influences healthcare providers, especially nurses, in their task execution and job happiness. Elevated workloads, substandard infrastructure, excessive noise, and insufficient administrative assistance are recognized factors contributing to nurse burnout and reduced productivity. This study aims to identify and address environmental concerns to offer recommendations for enhancing workplace conditions. Improving nurse performance via specific environmental interventions is expected to produce subsequent advantages, such as diminished errors, heightened efficiency, and enhanced job retention, all of which are essential in mitigating worldwide nursing shortages.

Satisfaction is a fundamental element of healthcare quality from the patient's viewpoint. Patients' opinions of their care are influenced by both clinical outcomes and the hospital's physical and emotional atmosphere. Factors including as hygiene, noise management, patient-focused amenities, and staff attentiveness are crucial in influencing patient satisfaction. This research may guide hospital policies that emphasize these factors, guaranteeing that patients receive care in a setting that fosters comfort, safety, and trust.

Additionally, this study is of considerable importance to healthcare administrators and policymakers. The results can inform strategic investments in infrastructure, workflow optimization, and organisational culture by bridging the divide between environmental design, staff performance, and patient satisfaction. Hospitals that establish environments that prioritize patient satisfaction and nurse well-being are more likely to achieve superior outcomes, increased patient retention, and improved reputational standing.

Literature Review

1. The Components of the Hospital Environment

The hospital environment encompasses the physical, social, and organisational context in which healthcare services are delivered to patients. This atmosphere significantly impacts the quality of care, patient experience, and overall health outcomes (Browall et al., 2013). It includes various elements, such as the hospital's physical architecture, organisational framework, the conduct of healthcare practitioners, and the interactions among staff, patients, and visitors.

The physical environment at a hospital include the infrastructure, layout, and general architecture of the establishment. This include the architecture, interior design, and sanitation of the premises (Halawa et al., 2020). A well-built hospital must emphasize accessibility, safety, and comfort. For instance, expansive hallways, adequate illumination, appropriate ventilation, and unambiguous signage facilitate seamless patient transit and mitigate the danger of accidents. According to (Akinbami, 2024) patient rooms must be furnished with essential medical technologies, including life-support systems and monitoring devices, alongside a comfortable and quiet environment for recuperation. Cleanliness and hygiene are essential components of the physical environment, as they directly influence infection control and patient outcomes.

Organisational aspects pertain to the internal frameworks and mechanisms that dictate a hospital's operations, encompassing managerial approach, workload, and personnel ratios. The management style affects the leadership dynamics in the hospital, influencing the interactions among personnel, administrators, and patients. An encouraging management style can enhance team morale and performance, but a hierarchical or dictatorial approach may result in disengagement and frustration. Nnko et al., (2019) asserted that the workload pertains to the quantity of responsibilities allocated to healthcare workers and directly influences their capacity for efficient performance. Overburdened personnel are susceptible to burnout, adversely impacting their quality of care delivery. The quantity of healthcare personnel, or staffing levels, is a crucial factor influencing the quality of care. Inadequate staffing may result in delays, heightened stress, and diminished patient satisfaction.

The social environment of a hospital pertains to the interpersonal dynamics and communication among the healthcare team, along with the interactions between healthcare providers and patients. Efficient collaboration is crucial for providing synchronized and superior treatment. The capacity of personnel to interact, exchange knowledge, and assist one another directly influences the efficacy and safety of care provision. Effective communication is crucial, as precise and prompt information exchange minimizes errors and guarantees consistent and well-coordinated patient care. Ultimately, leadership within the social context defines team dynamics, impacts the hospital's culture, and cultivates a feeling of purpose and togetherness among staff members. Robust, empathetic leadership elevates employee morale and fosters patient confidence, hence enhancing healthcare results.

2. The Factors Influencing Nurse Performance

Nurse performance pertains to the actions executed by nurses inside organizations in accordance with their obligations and authorities. Efficient performance not only fulfils the needs of service consumers but also enhances the quality of nursing care. It functions as a standard for the quality of healthcare services.

The performance of nurses is a crucial factor influencing the quality of care provided in healthcare environments. It denotes the capability of nurses to execute their professional responsibilities proficiently, effectively, and with a significant level of expertise, hence assuring favorable patient outcomes.

- **Workload**

The workload is a critical determinant of nursing performance. The workload, frequently quantified by patient-to-nurse ratios, is closely correlated with the quality of care that nurses are able to deliver. Elevated patient-to-nurse ratios, especially when nurses are burdened with excessive administrative duties, can inundate them and diminish the time available for patient care. Nurses overwhelmed by excessive workloads may encounter weariness and stress, resulting in less concentration, slower decision-making, and an increased propensity for errors (Goddard, 2024). The workload intensity is especially challenging in understaffed hospitals or departments with elevated patient loads, when the urgency to provide prompt care may result in burnout.

Furthermore, a substantial workload might impact nursing performance in both the short term and the long term. Nurses may encounter difficulties in job prioritization in the near term, leading to treatment delays, overlooked assessments, or inadequate care. Krishnapriya (2023) asserted that chronic workload demands progressively elevate the risk of burnout, which is marked by emotional tiredness, separation from patients, and diminished job satisfaction. Burnout can subsequently result in additional deterioration in performance, as stressed nurses may become disengaged and less effective in executing vital duties. Addressing workload-related difficulties is essential for sustaining elevated nurse performance and guaranteeing great patient care.

- **Infrastructure**

The infrastructure of a healthcare facility is a crucial factor influencing nurse performance. Comprehensive infrastructure

encompasses well-equipped nursing stations, adequately supplied medical supplies, and convenient access to patient records. These resources empower nurses to execute their duties effectively, diminishing delays and minimizing errors. For example, maintaining conveniently accessible and organized medical supplies nearby helps eliminate time-consuming searches and enable nurses to attend to patients more promptly.

According to (Manyisa & van Aswegen, 2017) inadequate infrastructure—such as deficient medical equipment, congested nurse stations, or suboptimal hospital designs—can adversely affect nurse performance. Insufficient basic tools or disorganized workplaces can impede nurses' capacity to deliver prompt and precise care. Adequate medical equipment and functional technology are essential to prevent treatment delays, whereas disorganized storage or file systems might hinder the timely retrieval of critical patient information. Nurses confronted with inadequate infrastructure are more prone to annoyance and heightened stress, which can impair their performance and lead to errors.

- **Organizational Culture**

The organisational culture of a healthcare institution significantly impacts nurse performance. Organisational culture encompasses the values, attitudes, practices, and policies that define the workplace environment. An encouraging and affirmative organisational culture improves nurse performance by promoting job satisfaction, motivation, and a sense of belonging. In such circumstances, nurses are more inclined to feel valued, respected, and supported, resulting in increased engagement and improved patient care results.

Essential elements of a constructive organisational culture are leadership approach, collaboration, and communication methodologies. Supportive leadership that fosters cooperation and transparent communication allows nurses to articulate issues, exchange ideas, and participate in decision-making processes, so enhancing their performance and morale. A workplace culture that prioritizes professional development and employee well-being—by providing career advancement chances and fostering work-life balance—can enhance nurse retention and performance over time.

A hierarchical, unsupportive, or poisonous work culture can adversely impact nursing performance. When nurses perceive a limitation on their autonomy or experience restricted communication, their motivation may diminish. In such environments, nurses may become disenchanted, potentially resulting in elevated stress levels, diminished performance, and increased incidences of burnout (Graham, 2021). Adverse leadership styles, including authoritarian and micromanaging tactics, can demoralize personnel, obstruct collaboration, and foster a culture of fear or distrust, ultimately degrading the quality of patient care.

- **Training and Professional Development**

Continuous training and professional growth are crucial for sustaining and improving nursing performance. Nurses must remain current with the newest medical developments as healthcare practices, technologies, and rules evolve to ensure the highest standard of care. Training programs on emerging medical technologies, procedures, and best practices provide nurses with essential skills and knowledge to manage intricate clinical scenarios. Nurses who consistently undergo such training are more adept at adapting to new problems, hence enhancing their clinical competence and confidence in delivering care. Nonetheless, insufficient training or professional development chances can yield detrimental consequences. Nurses who perceive themselves as unprepared or stagnate in their positions may encounter frustration, diminished performance, and job unhappiness, ultimately impacting the quality of patient care. Healthcare facilities must cultivate a culture of continuous learning to equip nurses with the necessary tools and knowledge for professional excellence.

3. The Common Metrics Used to Measure Patient Satisfaction

Patient satisfaction denotes the degree to which individuals are pleased with the care provided in a healthcare environment (Ng & Luk, 2019). The idea is multidimensional, encompassing the quality of clinical care, interpersonal interactions with

healthcare personnel, and the physical environment of the healthcare institution. Patient satisfaction serves as a critical metric for assessing the quality of care rendered and is pivotal in evaluating the overall efficacy of healthcare delivery. It is frequently utilized as a performance metric for healthcare organizations and is generally associated with both patient outcomes and institutional reputation. A variety of metrics and instruments are employed to assess patient satisfaction. These measurements aim to encompass multiple dimensions of the patient's experience, offering significant insights into the quality of care. Among the most prevalent indicators are:

- **Patient Surveys**

Patient satisfaction surveys are one of the most extensively utilized instruments for measuring patient satisfaction. These surveys request patients to evaluate their experiences regarding various facets of care, encompassing staff interactions, service timeliness, and the quality of medical treatment. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) is a widely utilized survey in the United States, comprising standardized questions aimed at assessing patient impressions of their hospital experience (Molta, 2023).

- **Net Promoter Score (NPS)**

The Net Promoter Score (NPS) is a prevalent indicator across various industries, including healthcare, utilized to assess overall patient satisfaction. The Net Promoter Score (NPS) poses one question: "How likely are you to recommend this healthcare provider or facility to a friend or colleague?" Patients provide responses on a scale ranging from 0 (not likely) to 10 (very likely). The score is determined by deducting the percentage of detractors (individuals who score 0-6) from the percentage of promoters (individuals who score 9-10) (Baquero, 2022). The Net Promoter Score (NPS) is an effective instrument for evaluating overall satisfaction and pinpointing areas for enhancement. A high Net Promoter Score (NPS) often signifies elevated patient satisfaction and a strong propensity for patient retention and referrals through word-of-mouth.

- **Service Quality Dimensions (SERVQUAL)**

SERVQUAL is a prominent framework for evaluating service quality in several sectors, including healthcare. It emphasizes five fundamental characteristics of service quality:

- **Tangibles:** The aesthetic condition of the healthcare institution, encompassing hygiene, design, and the professional demeanor of personnel.
- **Reliability:** The capacity of healthcare practitioners to reliably give precise and trustworthy care.
- **Responsiveness:** The readiness and capacity of healthcare personnel to aid patients promptly.
- **Assurance:** The proficiency and politeness of healthcare professionals, along with their capacity to inspire trust in patients.
- **Empathy:** The degree of care, attention, and comprehension that healthcare workers provide towards patients and their specific requirements.



- **Patient Wait Time and Timeliness of Service**

A crucial metric of patient satisfaction is the duration of wait times for services, especially in emergency rooms, outpatient clinics, and inpatient environments. Prolonged wait periods for visits or hospital stays can lead to frustration and discontent, whereas prompt service typically enhances patient satisfaction. This statistic also assesses the operational efficiency of the healthcare institution, encompassing appointment scheduling and the promptness of healthcare staff in attending to patients. Minimizing wait times and guaranteeing prompt service can substantially enhance patient experience.

4. The Impact of Hospital Environment on Nurse Performance and Patient Satisfaction

Numerous studies indicate that a supportive environment inside healthcare facilities can enhance the psychological well-being of nurses and vice versa (Zangaro & Jones, 2019; Alikari et al., 2021). Nursing care is categorized into direct and indirect care, with direct care being paramount, identifiable through nurses' behavior, the quality of care provided, and the resultant outcomes. Furthermore, a nurse should possess several attributes, including respect for patients' values and culture, as well as the preservation of human dignity.

The importance of an organized and supportive work environment for nurses and their health was highlighted in a recent study (Ayed et al., 2024). Nurses are more likely to be satisfied with their work, work more efficiently, and experience less burnout if the hospital environment is conducive to their well-being. This includes having enough staff members, a safe workplace, and access to the tools they need. Improved patient outcomes are a direct result of nurses providing high-quality care in an atmosphere that values and supports their well-being.

The organizational culture and interpersonal ties within the hospital setting profoundly influence nurse performance. Supportive leadership, explicit communication, and a spirit of collaboration cultivate a sense of belonging and alleviate stress (Moloney et al., 2020). When nurses perceive value and support, their motivation and performance increase, resulting in improved care delivery and job satisfaction. Moreover, when the workplace promotes transparent communication and alleviates pressures such as understaffing, nurses can concentrate on delivering empathetic, patient-centered care.

A study underscores the substantial impact of the hospital environment on patient satisfaction, with elements such as cleanliness, comfort, and effective communication being crucial considerations (MacAllister et al., 2016). A meticulously kept physical environment, defined by cleanliness, sufficient illumination, and tranquil places, strongly influences patients' impressions of care quality and their entire experience within the hospital context. Moreover, a conducive hospital environment promotes beneficial interactions between patients and healthcare professionals, which is essential for enhancing patient satisfaction. Patients who perceive their emotional and psychological needs as fulfilled are more inclined to express greater satisfaction with their care.

Patient satisfaction is influenced by the hospital's organizational culture and the demeanor of the healthcare personnel.

Empathetic communication, respect for patient confidentiality, and active listening substantially influence patient views of

care quality. Hospitals that emphasize patient-centered care, in which patients feel acknowledged, esteemed, and engaged in their treatment plans, generally get elevated satisfaction rates (La Kim et al., 2024). Furthermore, a hospital atmosphere that fosters staff well-being, mitigates stress, and encourages collaboration indirectly enhances patient satisfaction by improving the quality of treatment delivered. The impact of the physical environment on patient satisfaction is not limited to aesthetic considerations. A positive patient experience is also influenced by the availability of modern medical technologies, reduced noise levels, and comfortable patient accommodations. Research has demonstrated that patients' satisfaction levels increase when they perceive their surroundings as clean, safe, and outfitted with the necessary resources (Bouzid et al., 2018). In the final analysis, the hospital environment not only influences the emotional and physical well-being of patients, but also directly influences their overall satisfaction with the healthcare services they receive.

5. The Challenges in Optimizing Hospital Environments

Enhancing hospital environment is a multifaceted endeavor that frequently faces considerable obstacles, primarily arising from financial, cultural, and technological impediments. Enhancing hospital surroundings is a multifaceted endeavor that frequently faces considerable obstacles, primarily arising from financial, cultural, and technological impediments. Confronting these challenges is essential for enhancing nurse performance and patient satisfaction, although each poses distinct difficulties that necessitate strategic solutions.

- **Budget Constraints**

Financial constraints are among the primary impediments to enhancing hospital surroundings. Upgrading infrastructure, procuring sophisticated medical devices, and reconfiguring areas to enhance efficiency and comfort frequently necessitate significant investments. Many institutions, especially public hospitals or those in economically disadvantaged areas, face ongoing difficulties in obtaining sufficient funding. Financial limitations may compel healthcare administrators to prioritize urgent operational requirements above long-term environmental enhancements, postponing necessary changes. Furthermore, constrained financial resources may limit access to cutting-edge equipment or supplies, forcing hospitals to depend on antiquated systems that impede staff efficiency and diminish patient satisfaction.

- **Resistance to Change Within Institutions**

Resistance to change, both cultural and organisational, presents a significant obstacle in enhancing healthcare environments. Healthcare institutions frequently function under established hierarchies and routines, where personnel and management may be reluctant to adopt innovative methods. Resistance may arise from apprehension about uncertainty, worries about workflow disturbance, or doubt regarding the efficacy of suggested modifications (Shahbaz et al., 2019). Nurses and other frontline personnel, immediately affected by environmental changes, may perceive exclusion from decision-making processes, so exacerbating dissent. Surmounting this resistance necessitates proficient communication, stakeholder involvement, and evidence-based advocacy to illustrate the advantages of a meticulously constructed hospital environment.

- **Balancing Technological Advancements with Patient-Centered Care**

Integrating technological improvements while preserving a patient-centered approach poses a considerable difficulty. Technologies like automated systems, electronic health records, and sophisticated diagnostic equipment can enhance operational efficiency and service provision (Awad et al., 2021). According to (Montemayor et al., 2022) excessive dependence on technology may unintentionally undermine the human element of treatment, resulting in a perceived deficiency in empathy or attentiveness from healthcare providers. Furthermore, the use of new technologies necessitates training, time, and resources, thereby causing temporary disruptions in care procedures. Achieving equilibrium between utilizing technology advancements and maintaining the emotional and interpersonal aspects of patient-centered care is crucial for establishing an enhanced hospital environment that serves both staff and patients effectively.

Methodology

This study adopts a theoretical approach to investigate the impact of the hospital environment on nurse performance and patient satisfaction. The methodology focuses on integrating existing academic and clinical literature rather than conducting new empirical research, this approach synthesizes findings from multiple sources to explore how the hospital environment can impact nurse performance and patient satisfaction.

Discussion

In health care institutions, the nursing profession is the backbone of health activity due to its clear and tangible impact on the health services provided, and nursing services are considered one of the most important elements of the success of the health care process (Haddad & Toney, 2020). Nurses represent the largest professional group working in health care organizations. The critical relationship between patient satisfaction, nurse performance, and the hospital environment is underscored by the results of this study. The work experience of healthcare providers and the overall care experience of patients are both significantly influenced by the hospital environment, which encompasses a wide range of factors, such as physical infrastructure, organizational culture, interpersonal communication, and management styles. The following discussion synthesizes the most significant insights from the literature, which substantiate the conclusions that an enhanced hospital environment has a positive impact on patient satisfaction and nurse performance.

Environmental factors have been demonstrated to have a substantial impact on the performance of nurses in numerous studies. The efficiency and job satisfaction of nurses are directly influenced by the hospital's physical design, which includes spacious corridors, adequate illumination, and quiet, clean environments (Ayed et al., 2024). On the other hand, nurses may experience increased tension, reduced focus, and a higher likelihood of burnout in an environment that is overcrowded, poorly lit, or noisy (Krishnapriya, 2023). This is in accordance with the results of Zangaro and Jones (2019), who emphasized that a supportive environment benefits the performance of nurses by enhancing their well-being. Additionally, the motivation of nurses and the improvement of their performance are contingent upon the establishment of an effective organizational culture, which is contingent upon leadership, communication, and collaboration (Moloney et al., 2020). In a collaborative environment, nurses are more likely to experience job satisfaction, which in turn leads to improved patient outcomes, when they feel supported by leadership.

The hospital environment, particularly factors such as cleanliness, comfort, noise levels, and communication with healthcare personnel, has an equal impact on patient satisfaction. Previous research, including that conducted by Bouzid et al. (2018) and MacAllister et al. (2016), has shown that a spotless and well-maintained environment promotes a favorable judgment of the quality of care. Moreover, patients who perceive that their emotional requirements are satisfactorily addressed through attentive staff and empathetic communication report increased levels of satisfaction (La Kim et al., 2024). It is impossible to exaggerate the importance of effective communication between healthcare staff and patients, as it has a direct impact on the trust and overall experience of patients (Browall et al., 2013). Furthermore, the physical environment, which includes quiet patient rooms and reduced noise, not only facilitates recuperation but also enhances patient satisfaction by establishing a more tranquil and comfortable environment. Nevertheless, the investigation also recognizes the obstacles associated with optimizing the hospital environment. Financial constraints continue to pose a substantial obstacle to the enhancement of hospital infrastructure, as hospitals with restricted budgets may encounter difficulties in financing essential renovations (Shahbaz et al., 2019). Resistance to change within hospital institutions, particularly in relation to organizational culture, also presents obstacles. Many healthcare institutions are profoundly rooted in their current practices, and the implementation of new environmental changes necessitates the surmounting of substantial cultural obstacles (Shahbaz et al., 2019).

Additionally, hospitals are confronted with the challenge of reconciling technological advancements with a patient-centered approach. Although technology improves operational efficiency, it may inadvertently diminish the personal touch in care, which can affect patient satisfaction (Montemayor et al., 2022).

Conclusion

The study emphasizes the critical role of the hospital environment in determining patient satisfaction and nurse performance. The well-being of healthcare providers, particularly nurses, is directly influenced by the burden, infrastructure, organizational culture, and social dynamics. Therefore, it is imperative that a hospital environment that is well-designed and supportive is established. The efficacy of nurses is enhanced, which in turn leads to improved patient care and outcomes, as they experience reduced burnout and increased job satisfaction in a conducive environment. Additionally, the physical, social, and organizational components of the hospital environment have a substantial impact on patient experiences. Patient satisfaction is contingent upon factors such as sanitation, comfort, effective communication, and staff demeanor.

Previous studies indicate that an optimal hospital environment enhances job performance for healthcare staff and improves patient experiences. Elevated worker morale results in reduced errors, increased productivity, and improved patient retention. Factors like as a hygienic and tranquil setting, attentive treatment, and empathetic personnel are essential for enhancing patient impressions of care quality. The interrelation of organizational culture, leadership style, and physical infrastructure in hospitals necessitates strategic management to foster settings advantageous to both staff and patients.

Recommendations

- Hospitals ought to emphasize expenditures in infrastructure that facilitates nursing personnel to alleviate workloads.
- Hospitals must oversee and regulate nurse workloads to prevent burnout and guarantee superior treatment.
- Hospital administration should emphasize the establishment of a physical environment that prioritizes patient comfort and safety.
- Healthcare providers must stress empathy, active listening, and effective communication in their patient encounters.

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