

Introduction

Satisfaction has been examined on level of employees to the job-performance while clients to the services have been given a little crew. Realizing the gap to this extent, the researcher thought about a study in which he could examine satisfaction among the patients in the hospital. Thus analysis of factors influencing Tuberculosis patients' satisfaction toward services in Fort Portal Regional Referral Hospital. The study aimed at determining the related factor for TB patients' satisfaction, assess the institutional factors affecting patients' satisfaction and to determine the clinicians related factors affecting patients' satisfaction.

Method, A cross-sectional research design was used in which 196 respondents were drafted. Stratified sampling technique was used to obtain the respondents in the TB wards. The findings collected discovered that most patients were not satisfied with clinicians nursing care provided at night.

Discussion, with some small variations on the different aspects of clinicians care, it was also found that clinicians have endeavoured to serve their patients in relation to the medical ethics.

Results, one factor established which was greatly affecting patients' satisfaction was, respondents 103 (52.6%) were taking 30min to get the service and 93 (47.4) take 1 hour to get drugs, treatment from the hospital. This implies that TB patients get TB services for about 30mins to 1 hour.

Conclusion, the study found out that patient's satisfaction with services at Fort-Portal Regional Referral Hospital measured up to expected standards.

Recommendation, health workers should involve patients and their relatives as much as possible in the decision making on the kind of treatment that the patient should receive. This will contribute to the patients' satisfaction by the patient feeling appreciated and involved in their treatment hence improve on the health seeking behaviour of the community.