



# Cultural Sensitivity Training Programmes in Ethiopian Urban Hospitals: A Patient Satisfaction Survey Analysis

Mekuria Belaya<sup>1,2</sup>, Seresignew Debela<sup>1,2</sup>

<sup>1</sup> Addis Ababa University

<sup>2</sup> Hawassa University

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**Correspondence:** [mbelaya@aol.com](mailto:mbelaya@aol.com)

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## Author notes

*Mekuria Belaya is affiliated with Addis Ababa University and focuses on Arts & Humanities research in Africa.*

*Seresignew Debela is affiliated with Hawassa University and focuses on Arts & Humanities research in Africa.*

## Abstract

Cultural sensitivity training programmes in healthcare settings are increasingly recognised as essential for improving patient care, especially in diverse and multicultural environments such as urban hospitals in Ethiopia. A cross-sectional design was employed, with data collected through an anonymous online survey administered to patients in five major urban hospitals across Ethiopia. The survey included questions assessing patient satisfaction levels and perceptions of cultural sensitivity provided during their healthcare interactions. The analysis revealed a significant improvement ( $p < 0.05$ ) in patient satisfaction scores following the implementation of cultural sensitivity training programmes, particularly among those from minority ethnic groups who reported enhanced understanding and empathy from healthcare providers. This study underscores the importance of culturally competent care practices for improving overall patient satisfaction in Ethiopian urban hospitals. Healthcare administrators are recommended to integrate ongoing cultural sensitivity training into their staff development programmes to continue fostering positive interactions with diverse patient populations.

**Keywords:** *African Geography, Cultural Competency, Cross-Cultural Communication, Ethnography, Patient Empowerment, Qualitative Research, Sensitivity Training*

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