



PATIENTS SATISFACTION TOWARDS HOSPITAL SERVICES WITH SPECIAL REFERENCE TO HOSPITALS WORKING IN GUJARAT

Dr. R. K. Patel¹ | Dr. P. V. Nayak²

¹ Head and Associate Professor, Department of Commerce, DCM Arts & Commerce College, Viramgam, Dist Ahmedabad, Gujarat, India-382150.

² Associate Professor, Department of Home Science, DCM Arts & Commerce College, Viramgam, Dist Ahmedabad, Gujarat, India-382150.

ABSTRACT

Hospital is a service industry. Its efficiency depends on various service performance indicators. Hospital success depends on their patient satisfaction towards hospitals' doctor staff, nursing staff, non paramedical staff and service facilities available in the hospitals. The main objective is to study the satisfaction of patients towards miscellaneous services provided by hospitals. Primary data have been collected from 225 patients of Government Hospitals, Private Hospitals and Trust Hospitals from Ahmedabad, Bhuj and Rajkot city of Gujarat State through developed schedule. Descriptive analysis method was used for data analysis. Government Hospital patients were dissatisfied with infrastructure facilities compared to Pvt. Hospitals and Trust Hospitals. Charges of Government Hospitals were very low compared to Pvt. Hospitals and Trust Hospitals. Government should allocate more funds for infrastructure facilities in Government Hospitals in Gujarat.

SECTION-1 INTRODUCTION

Patients and staff satisfaction is an important component of the health care industry in this competitive modern era. Patient satisfaction is essential due to multiple reasons. Patient satisfaction is very useful to understand the lack of facilities in the hospitals and the need of users. By understanding the importance of satisfaction and determining its existing level, health-care services can be made relevant to the requirement of people and patients. High patient satisfaction level indicates that hospital is working efficiently. On the other hand, poor satisfaction level helps the management of hospital to improve on the health services.

At present patients are not only give importance to doctor and nursing staff services but also give importance to infrastructure, dietary services, cleanliness, administrative process etc. Hospitals charge from patients for these services. Therefore, patients expect from hospital for definite services. On the basis of these all elements, it is become necessary to conduct study of patient satisfaction towards miscellaneous services of hospitals working in Gujarat.

SECTION-2 LITERATURE REVIEW

Hospital is a service industry. Its efficiency depends on various service performance indicators. A few studies have been reviewed for the present study.

Nair; Pillai (2009) studied about the hospital services and patients' satisfaction of Government hospitals, Private Hospitals and Co-operative Hospitals functioning in the state of Kerala. They found that almost all the private hospitals in the state were providing all type of services. They found that private hospitals in the state were performing well compared to government and Trust Hospitals. They also found that Private Hospitals' patients were more satisfied compared to Government and Trust Hospitals functioning in the state.

Anjum Javed (2005) studied about the patients' satisfaction towards Out Patient Department services in Pakistan Institute of Medical Sciences, Islamabad. He has collected data through questionnaire from patients' age over 15 years. He found that age, education and marital status were associated with satisfaction of patients. He also suggested for improving in physical facilities and pharmacy services.

Juliet Nabbuye; sekand a Fedrick and others (2011) studied about the patient satisfaction with services in Outpatient clinics at Mulago Hospital of Uganda. They have used seven out patients' clinic for the research. They found that clinic visited, waiting time, cost incurred, service accessibility, convenience, technical competence of service provider's etc. most affected the patients' satisfaction. They also suggested for improving quality in health services.

Talluru Sreenivas; G. Prasad (2012) studied about the patient satisfaction of Government hospital and Corporate Hospital in the city of Hyderabad. They have used stratified random sampling method. They observed that patients were satisfied in respect of most of the services in the hospitals. But majority of responded in Osmani and Nizma's Hospitals opined that facilities at investigation room are not good. Patients claimed that laboratory test were not done in time and also mentioned that space and staff at investigation area are not enough. They advised that

sophisticated equipment should be used for investigation.

SECTION-3 OBJECTIVES OF THE STUDY

The main objectives of the study to measure the satisfaction level of patients towards miscellaneous services of Government Hospitals, Trust Hospitals and Private Hospitals working in Gujarat.

SECTION-4 HYPOTHESIS OF THE STUDY

- (1) There is no significant difference between patients' satisfaction level of Government Hospitals and Private Hospitals
- (2) There is no significant difference between patients' satisfaction level of Government Hospitals and Trust Hospitals
- (3) There is no significant difference between patients' satisfaction level of Private Hospitals and Trust Hospitals

SECTION-5 METHODOLOGY

In order to measure patients' satisfaction three cities of Gujarat State namely Ahmedabad, Bhuj and Rajkot have been selected. Government Hospitals, Private Hospitals and Trust Hospitals from sample city have been selected for primary data collection. In order to measure the patient satisfaction level, data from 225 patients have been collected through developed schedule. Five points lickert scale have been used (+2 highly satisfied and -2 highly dissatisfied). Descriptive statistics methods have been used for data analysis.

SECTION -6 DATA ANALYSIS

Primary data collected from patients of sample hospitals have been analysed and presented in the following tables.

1. SAMPLE PROFILE OF PATIENTS

Table 1 indicates the sample profile of the patients. Total 225 patients have been selected for comparative study of patient satisfaction.

Table 1 Sample Profile of Patients

Sr No	Variables	No of Respondents	%
1	City		
	Ahmedabad	75	33.33
	Rajkot	75	33.33
	Surat	75	33.33
	Total	225	100

Table 1 continue

Sr No	Variables	No of Respondents	%
2	Hospitals		
	Government	75	33.33
	Private	75	33.33
	Trust	75	33.33
	Total	225	100
3	Patients		
	Indoor	163	72.44
	Outdoor	62	27.56
	Total	225	100
4	Ward		
	General Ward	115	51.11
	Semi Special Ward	24	10.67
	Special Ward	21	9.33
	ICU	3	1.33
	Not Applicable	62	27.56
	Total	225	100
5	Sex		
	Male	116	51.56
	Female	109	48.44
	Total	225	100
6	Age		
	0-14	8	3.55
	15-34	66	29.33
	35-55	89	39.56
	56-75	56	24.89
	Above 75	6	2.67
	Total	225	100

Table 1 continue

Sr No	Variables	No of Respondents	%
7	Education		
	Illiterate	57	25.33
	Primary	73	32.44
	High School	58	25.78
	Graduate	32	14.22
	Post Graduate	5	2.22
	Total	225	100
8	Income		
	Less than Rs 25000	72	32
	25001-50000	55	24.45
	50001-100000	43	19.11
	100001-200000	30	13.33
	200001-500000	19	8.44
	More than 500000	6	2.67
	Total	225	100
9	Resident		
	Rural	103	45.78
	Urban	122	54.22
	Total	225	100
	Mediclaime		
	Yes	39	17.33
	No	186	86.67
	Total	225	100
10	Admitted Duration		
	0-1 Week	175	77.78
	2-3 Weeks	18	8
	4-6 Weeks	8	3.56
	7-8 Weeks	4	1.78
	More than 8 Weeks	20	8.89
	Total	225	100

Source: Survey Data

Table 2 Descriptive Analysis of Patients Satisfaction on Various Variables

Sr. No	Variables	Government Hospitals					Private Hospitals				Trust Hospitals			Total		
		Mean	S.D.	C.V.	"t"		Mean	S.D.	C.V.	"t"	Mean	S.Dax.	C.V.	Mean	S.D.	C.V.
					Pvt. Hosp	Trust Hosp.				Trust Hosp.						
1	Auxiliary services (M1)	1.3467	.68760	51.06	-1.200	-1.268	1.4658	.50228	34.27	-.153	1.4795	.57998	39.20	1.4299	.59606	41.69
2	Services of Technical and Clerical Staff (M2)	1.2838	.60862	47.41	-1.165	-1.139	1.3973	.57105	40.87	-.028	1.4000	.63671	45.48	1.3604	.60604	44.55
3	Administrative Process (M3)	1.2000	.73521	61.27	-1.374	-.414	1.3600	.69048	50.77	.850	1.2533	.83978	67.00	1.2711	.75729	59.58
4	Infrastructure Facilities and Cleanliness (M4)	.7200	1.22541	170.20	-5.239*	-4.385*	1.5333	.55345	36.09	.889	1.4400	.72111	50.08	1.2311	.94958	77.13
5	Quality of Food (M5)	1.3000	.85719	65.94	1.105	2.563*	1.0870	.59643	54.87	1.454	.7917	.77903	98.40	1.1538	.81595	70.72
6	Charges of Hospitals(M6)	1.1600	.91593	78.96	7.012*	6.369*	.1081	.91513	846.50	-.608	.2000	.92998	464.99	.4911	1.03305	210.37

Source: Survey Data *Significant at 5%

Patients Satisfaction towards Miscellaneous Services

In addition to the services of Doctors and Nursing staff, the hospitals offer various miscellaneous services to the patients. These services include services of X-Ray, Scan, Laboratory, Pharmacy, Dietary, Laundry, Ambulance, Clerical staff, General Infrastructure Facilities etc

A detailed discussion on the above mentioned variables has been done as under.

1. Auxiliary services (M1)

Descriptive analysis of the opinion of the patients about the auxiliary services (X-Ray, MRI scan, Laboratory, operation theatre etc.) provided by the hospitals is shown in Table 2.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding auxiliary services was 1.3469, 1.4658 and 1.4795 respectively. The grand mean of the sample patients was 1.4299. The highest stability in views was found in Pvt Hospitals (C.V. 34.27%). The "t" values shows opinion of patients about overhaul services of auxiliary staff in Govt.

Hospitals, Pvt. Hospitals and Trust Hospitals were insignificant.

2. Services of Technical and Clerical Staff (M2)

Besides doctors, nurses and paramedical staff, the services of Technical and Clerical staff are essential for the smooth functioning of the hospitals and for better services to the patients. The descriptive analysis of the opinion of the patients about the behaviour of Technical and Clerical staff is shown in Table 2.

As per analysis, it is concluded that patients of different hospitals in Gujarat were satisfied with the Technical and Clerical staff services.

3. Administrative Process (M3)

Administrative process quickness is very important in the hospital service. The descriptive analysis of the opinion of the patients about administrative process is shown in Table 2.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt.

Hospitals and Trust Hospitals regarding administrative process of hospitals was 1.20, 1.36 and 1.25 respectively. The grand mean of the sample patients was 1.27. The highest stability in views was found in Pvt. Hospitals (C.V.50.77%). The 't' values shows opinion of patients about administrative process in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals were insignificant.

As per analysis, it is concluded that patients of different hospitals in Gujarat were satisfied with the administrative process of hospitals.

4. Infrastructure Facilities and Cleanliness (M 4)

General infrastructure facilities (drinking water, toilet etc.) and cleanliness of the hospital are two essential requirements for patients. The descriptive analysis of the responses of the sample patients in respect of these variables of the sample hospitals is shown in table 2.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding infrastructure facilities and cleanliness of the hospitals was 0.72, 1.53 and 1.44 respectively. The grand mean of the sample patients was 1.23. The highest stability in views was found in Pvt Hospitals (C.V.36.09%). The "t" values shows satisfaction of patients about infrastructure facilities and cleanliness of the hospitals between Govt. Hospitals and Pvt. Hospitals as well as Trust Hospitals were significant. This indicates that the infrastructure facilities and cleanliness of the Pvt. Hospitals and Trust Hospitals were better than that of Govt. Hospitals.

As per analysis, it is concluded that patients of Govt. Hospitals in Gujarat were not satisfied compared to Pvt. Hospitals and Trust Hospitals with the infrastructure facilities and cleanliness of the hospitals.

5. Food (Dietary) Facilities

It is very important for patients to take food as per the advice of doctors. If food (dietary) provides by the hospital as per doctors' advice than patient satisfaction will be increased. The response of the sample patients in respect of food provided by hospitals or not is shown in table 3.

Table 3 Food (Dietary) Facilities

Sr No.	Availability	Govt. Hospitals	Pvt. Hospitals	Trust Hospitals	Total
1	Yes	70 (98.59%)	23 (36.51%)	24 (34.29%)	117 (57.35%)
2	No	1 (1.41%)	40 (63.49%)	46 (65.71%)	87 (42.65%)

Source: Survey Data
Table 3 shows that out of total respondent patients, 57.35% patients opined that food facilities provided to patients by the hospitals. The highest 98.59% patients in Govt. Hospitals reported that they were getting food from the hospitals. 36.51% patients in Pvt. Hospitals and 34.29% Trust hospitals were reported that Hospital was providing food facilities to patients.

Quality of Food (M5)

It is also important to provide quality food (hygienic). Descriptive analysis of the response of the sample patients in respect quality of food provided by hospitals shown in Table 2. Out of total respondents only 117 patients have shared their opinion about the quality of food.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding quality of food was 1.3, 1.09 and 0.79 respectively. The grand mean of the sample patients was 1.15. The highest stability in views was found in Pvt Hospitals (C.V.54.87%). The "t" values show that satisfaction of patients about quality of food between Govt. Hospitals and Trust Hospitals were significant at 1%. This indicates that the quality of food provided by Govt. Hospitals was better than that of Trust Hospital.

As per analysis, it is concluded that patients of Govt. Hospitals in Gujarat were getting good quality of food compare to Trust Hospital in the Gujarat.

6. Charges of Hospitals (M6)

Hospital charges are also important in health care services. Patients and their family member always think about the hospital charges before selection of the hospital of health treatment. The descriptive analysis of the responses of the sample patients in respect hospital charges is shown in table 2.

Table 2 shows that the mean value of patients' response in Govt. Hospitals, Pvt. Hospitals and Trust Hospitals regarding charges of hospitals was 1.16, .11 and 0.20 respectively. The grand mean of the sample patients was 0.49. The highest stability in views was found in Govt. Hospitals (C.V.78.96%). The "t" values show that satisfaction of patients about charges of hospital between Govt. Hospitals and Pvt. Hospitals as well as Trust Hospitals were significant at 1%. This

indicates that the charges of Govt. Hospitals were low than that of Pvt. Hospitals and Trust Hospitals.

As per analysis, it is concluded that charges of Govt. Hospitals were very low compared to Pvt. Hospitals and Trust Hospitals in Gujarat.

7. Problems related to miscellaneous services

Most of the sample patients replied that they satisfied with doctors, nurses and other services also. But few patients explain their problems which were facing by them in the hospitals. Their problems are as under.

a) Other Problems in Govt. Hospitals

1. Lack of cleanliness in the hospitals.
2. Lack of proper supervision regarding cleanliness
3. Very dirty smell in the entire ward.
4. Very dirty bed-sheet of patients in the Hospitals. Bed-sheet did not change by staff for every patient. Patients were coming with their own bed-sheet.
5. No pillow and blanket on each bed of patients.
6. Lack of table on each patient bed for sitting patient's relative.
7. Lack of drinking proper water facilities for patients in the hospitals.
8. Lack of light on ladders.
9. Lack of lift for patients.
10. Very dirty toilet and bathroom.
11. Shortage of water supply in bathroom.
12. Same water for bathroom and drinking.
13. Lack of Direction symbol.
14. Due to Shortage of ward, patients in some ward more than its capacity.
15. Lack of Dust Bin.
16. Staff co-operate their relatives and friends than other unknown patients.
17. Very noisy atmosphere of Hospitals.

Some patients opined that few patients were made dirty hospital.

b) Other Problems in Pvt. Hospitals

1. Very high Hospital charges.
2. Immediately deposit amount for patients' treatment

c) Other Problems in Trust Hospitals

1. Penalty for late payment.
2. Lack of proper parking facilities.
3. Lack of Training in security staff (guard)
4. Lack of all type of services in the same hospitals. (MRI scan, Cancer ward etc.)
5. High OPD Charges
6. All types of doctors were not available in the hospital. (Neuro Surgeon)

SECTION -6 CONCLUSIONS

The assessment of patient satisfaction services other than doctor and nursing staff services in the hospital working in Gujarat has been performed with the help of various variables. Patients were not equalled satisfied in respect of infrastructure facilities, quality of food and charges of Hospitals. Patients of Government Hospitals were not satisfied with the infrastructure facilities available in the hospitals. Patients of Pvt. Hospitals were more satisfied than Govt. Hospitals and Trust Hospitals in respect of infrastructure facilities. But patients of Government Hospitals were more satisfied than Pvt. Hospitals and Trust Hospitals in respect of quality of food and charges of hospital. The study also revealed that patients still demanding for better services in respect of miscellaneous services. Hospitals should serve patient as humanism. Hospitals should train their all supporting staff. Govt. Hospitals, Private Hospitals and Trust Hospital should arrange inter-exchange programme for staff. Government should invest in infrastructure facilities for better patient satisfaction. Government should encourage trust hospitals and provide some special facilities to trust hospitals. Government should provide fund to trust hospitals. Government should make compulsory accreditation of hospital

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