



Patients Satisfaction Level Towards Service Rendered By Government Hospital With Reference Tumakuru Dist

KEYWORDS

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Introduction

"Good health is not something we can buy. However, it can be an extremely valuable savings account."

Health is not something we can buy, but it is more valuable than the savings account, it means health is fundamental base for growth and further improvement, for maintaining this valuable account hospitals are plays a major role. Hospitals contribution towards growth of an economy is too high. Especially govt hospitals, that is hospitals owned and funded by government are act as backbone for the society's growth.

Review of Literature

Vikas Bajpai, in his paper analyses the social, economic & political origin of the major challenges facing public hospitals in India, concluded that the public healthcare system in the country stands at crossroads where there is little in the present system that is worth emulating..

Dr.Arab Naz, Umar Daraz, Tariq khan,Waseem khan, Mohammad Hussain in their paper concluded from the data analyses and literature that majority of local people are dependent on public sector hospitals in the research area with respect to health problems. **Objectives of the Study**

Primary Objectives: Patients quality of care,Behaviour of hospital personals.

Secondary Objectives

- To describe the patients opinions about the basic / infrastructure facility.
- To determine the need factors and satisfaction level of patients.
- To identify the problems faced by patients and offer fruitful suggestions for resolving those problems.
- To identify the facilities provided by hospital to its patients.
- Hypothesis of the Study

Null Hypothesis (H_0): There is no a significant difference between behaviour of Nurses, Lab Technician, & Other co-workers.

Alternative Hypothesis (H_1): There is a significant difference between behaviour of Nurses, Lab Technician, & Other co-workers.

Null Hypothesis (H_0): There is no significant relationship between income of respondents & quality of care/services they received in this hospital.

Alternative Hypothesis (H_1): There is a significant relationship between income of respondents & quality of care/services they received in this hospital.

Sample Size: Number of patients limited to 100, chosen as respondents for the present study.

100 patients are classified into,Inpatients: 50 patients, Outpatients: 50 patients

Availability of Lab facility					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	48	61.5	61.5	61.5
	No	30	38.5	38.5	100.0
	Total	78	100.0	100.0	

Time taken for Reporting					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Available in Scheduled Time	44	91.7	91.7	91.7
	Delayed	4	8.3	8.3	100.0
	Total	48	100.0	100.0	

Provision of Medicines

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Available	38	38.0	38.0	38.0
	Very less	49	49.0	49.0	87.0
	Unavailable	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

Expectations of the patients from this hospital

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Good treatment	15	15.0	15.0	15.0
	Good environment	29	29.0	29.0	44.0
	Good Lab Facility	16	16.0	16.0	60.0
	All the above	25	25.0	25.0	85.0
	Other	15	15.0	15.0	100.0
	Total	100	100.0	100.0	

Response from hospital staff at the time of admission: This question is asked with object of know the behaviour of hospital staff towards patients at the time of admission. Because patients satisfaction level measurement starts from this point.

Response from hospital staff at time of admission					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Average	10	10.0	10.0	10.0
	Good	22	22.0	22.0	32.0
	Very good	66	66.0	66.0	98.0
	Excellent	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

Behaviour of Doctors at the time of consultancy

Variables	Excellent=5, Verygood=4, Good=3, Average=2, Poor=1												Total	%	Ranks
	Excellent		Very good		Good		Average		Poor		Total				
	NOR	Score	NOR	Score	NOR	Score	NOR	Score	NOR	Score					
Being Polite	1		5	6	24	25	75	53	106	15	15	225	10.17	VI	
Listening to you	19		95	17	68	40	120	20	40	4	4	327	14.78	IV	
Assessing medical condition	34		170	21	84	32	96	12	24	1	1	375	16.95	III	
Explaining condition	38		190	27	108	20	60	11	22	4	4	384	17.36	II	
Providing treatment for you	43		215	25	100	18	54	11	22	3	3	394	17.81	I	
General Communication	10		50	14	56	44	132	27	54	5	5	297	13.43	V	
Empathy	1		5	5	20	26	78	39	78	29	29	210	9.494	VII	
Total												2212			

Opinion of the patients regarding basic facilities provided by Hospitals

Attributes	Excellent		Verygood		Good		Average		Poor		Total		Rank
	NOR	Score	NOR	Score	NOR	Score	NOR	Score	NOR	Score	Total	%	
Facilities Environment													
Within	1	5	2	8	26	78	51	102	20	20	213	6.2628	11
Around	0	0	3	12	12	36	61	122	24	24	194	5.7042	13
Quality of Care	20	100	27	108	34	102	15	30	4	4	344	10.114	2
Water facility	0	0	6	24	27	81	55	110	12	12	227	6.6745	7
Bed facility	0	0	4	16	2	60	70	140	6	6	222	6.5274	8
Cleanness	0	0	4	16	10	30	70	140	16	32	218	6.4098	9
Toilet&handwash	0	0	3	12	27	81	52	104	18	18	215	6.3216	10
Quality of food	2	10	6	24	45	135	42	84	5	5	258	7.586	5
Fans & Lights	8	40	14	56	55	165	23	46	0	0	307	9.0267	4
Parking facility	46	230	9	36	36	108	8	16	1	1	391	11.496	1
Nurses	5	25	33	132	44	132	13	26	5	5	320	9.409	3
Lab technician	3	15	7	28	43	129	15	30	7	7	209	6.1452	12
Co-workers	1	5	16	64	56	168	19	38	8	8	283	8.3210	6
Total											3401		

This table result play major role in achieving the purpose of to know the opinion of patients regarding basic infrastructure available in this hospital. Out of 13 variables parking facility gets the 1st rank followed by Quality of care, Behaviour of nurses, fans & light facility, quality of food, behaviour of other co-workers, water facility, bed facility, cleanness, toilet & hand wash facility, environment (within), behaviour of lab technician, finally environment (around).

This indicates that the hospital administrator need to take corrective action regarding improving the environment within & around, water facility, bed facility, cleanness, toilet & hand wash facility and other needed facility, because it is purely based on opinion on patients of this hospital, then there is chance to improve patients satisfaction & there by growth of hospital.

Hypothesis Testing

H₀: There is no significant difference between behaviour of Nurses, Lab technician & other co-workers.

H₁: There is significant difference between behaviour of Nurses, Lab technician & other co-workers.

Annova test result

SUMMARY	Count	Sum	Average	Variance
Column 1	3	9	3	4
Column 2	3	56	18.66667	174.33333
Column 3	3	143	47.66667	52.33333
Column 4	3	47	15.66667	9.333333
Column 5	3	20	6.66667	2.333333

ANOVA	SS	df	MS	F	P-value	F crit
Source of Variation						
Between Groups	3716.667	4	929.1667	19.17125	0.000111	3.47805
Within Groups	484.6667	10	48.46667			
Total	4201.333	14				

The above table shows that the calculated value of F is 3.4 which is less than the table value of 3.48 at 5% level of significance. This analysis supports null hypothesis is accepted. That is, There is no significant difference between behaviour of Nurses, Lab technician & other co-workers.

H₀: There is no significant relationship between income of respondents & Quality of care they received

H₁: There is a significant relationship between income of respondents & Quality of care they received.

Quality of care	Income of Respondents				Total
	Below 5000	5001-10000	10001-15000	Above 15000	
Poor	2	2	0	0	4
Average	8	4	2	1	15
Good	26	3	2	3	34
Very good	15	8	4	0	27
Excellent	15	0	3	2	20
Total	66	17	11	6	100

Observed(O)	Expected (E)	O-E	(O-E) ²	(O-E) ² /E
2	2.64	-0.64	0.4096	0.15515152
2	0.68	1.32	1.7424	2.56235294
0	0.44	-0.44	0.1936	0.44
0	0.24	-0.24	0.0576	0.24
8	9.9	-1.9	3.61	0.36464646
4	2.55	1.45	2.1025	0.8245098
2	1.65	0.35	0.1225	0.07424242
1	0.9	0.1	0.01	0.01111111
26	22.44	3.56	12.6736	0.56477718
3	5.78	-2.78	7.7284	1.33709343
2	3.74	-1.74	3.0276	0.80951872
3	2.04	0.96	0.9216	0.45176471
15	17.82	-2.82	7.9524	0.44626263
8	4.59	3.41	11.6281	2.53335512
4	2.97	1.03	1.0609	0.35720539
0	1.62	-1.62	2.6244	1.62
15	13.2	1.8	3.24	0.24545455
0	3.4	-3.4	11.56	3.4
3	2.2	0.8	0.64	0.29090909
2	1.2	0.8	0.64	0.53333333
			X ²	17.2616884

Degree of Freedom (R-1) (C-1) (4-1) (5-1) 3x4 =12
 The calculated value of X² (17.2616) is less than the table value at 5% level of significance with 12 degree of freedom is 21.026. so Null hypothesis (H⁰) is accepted i.e. there is no significant relationship between Income of the Respondents & Quality of care they received from the hospital.

Summary of Findings

The study has been undertaken with the main purpose to study the satisfaction level of patients regarding patients care , behaviour of hospital personals and provision of basic amenities in the hospital. Regarding this the summarised findings are as follows,

- It found that response of patients towards initial admission process was very good opinion. It is stepping stone for hospital towards growth. Patients positive opinion is backbone for growth.
- It found that immediate approach from the hospital staff was made towards patients when they admitted to the hospital. i.e. opinion of patients was very good.
- It also found that out of 100 patients more are admitted for less than 3 days. It represents that the illness of patients who visit hospital was recover within short span of time.
- This study founds that opinion of patients regarding availability of medicines was not satisfied. Because they said that required medicines were purchased from the outside.
- Overall experience of patients during stay in this hospital also is in positive way. At last it will leads to growth of hospital, compared to its present condition.

PURPOSE : To determine the relationship between need factors and satisfaction level.

It revealed that expectation of patients are good environment, timely availability of doctors, cleanness, availability of all required medicines, immediate response for normal cases, proper water facility etc. Satisfaction level was not too good need to take corrective action towards improving of these problems of patients.

Hypothesis testing also says that there is no significant difference between behaviour of hospital. They have one equity behaviour policy towards patients.

Majorly this study found that there is no significant relation between income of respondents & quality of care they received from this hospital, through hypothesis testing using Chi-square.

Conclusion

In the modern information technology based world service sector plays a predominant role. The contribution of service sector towards growth of nation is very high. In that hospitals are plays major role by keeping the good health position of human resources available in the nation. Now days Govt hospitals are give tuff competition to the private hospitals by providing quality of treatment. For this development patients satisfaction act as a backbone. Opinion of patients towards services offered are major basis for the administration officers to take proper decision towards growth. In this angle study on patients satisfaction is very important.

The present study aims to assess the patients satisfaction level towards service rendered by Govt hospital with reference to Sira town, Tumkur (DIS). It also intends to know the problems faced by patients during the stay in this hospital. From the analysis it can be found that the patients satisfaction level towards behaviour of hospital staff was good & patients satisfaction level towards basic facilities was not good. Therefore concerned authority need to take proper decision regarding these problems.

The study enables the Concerned authority of Govt hospital know the patients satisfaction level, problems of patients, opinion of patients towards hospital staff & there by assists in proper decision making process regarding development of hospital compared to its current position.

Suggestions

Based on the findings of the study the necessary Suggestions are forwarded to Govt Hospital.

The Summarised suggestions are as follows,

To the Hospital

- Immediate response or approach is required from the hospital staff to the patients, especially for outpatient or for normal cases. It will causes for the high patients satisfaction level.
- Good environment is very essential demand from the patients, both within & outside the hospital. This will help in reduction of infection caused from the uncleanness.
- Guiding name boards are needed by the patients for searching doctors, lab & other rooms.
- Hospital authority should take necessary action regarding reducing of waiting time of patients for doctors.

To the Government

- Govt should provide the all essential qualitative medicines to the hospital. It will reduces burden of purchasing from the outside. Because at the time of collection of primary data one patient said that more than 5000 rupees spent on pur-

chasing medicines from the outside.

- The building provided to hospital is very restricted. Because the number of patients for visiting hospital is very large, & for inpatients it will cause disturbance. Therefore separate rooms should be provided by Govt for the individual patient.
- It is necessary to take correct action regarding providing of good water facility, Lab facility & qualitative food which is demanded by patient with good quantity.
- Another suggestion from the patient to the Govt that the half amount should be sponsored by Govt for payment of bill, e.g. Bheema Yojan.
- More staff is required for lab as lab technician, it will reduce burden on single person.
- According to Nisar Fatheema, who is lady doctor in Primary Health Care Centre in Hassan (DIS), she told that there is chance to provide good qualitative treatment with the available resources & facility what now Govt provided to the Govt Hospitals, in this angle there is need to work with 100% dedication & interest by the hospital staff.

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