



PATIENTS SATISFACTION ABOUT THE SERVICE QUALITY OF PUBLIC HOSPITAL IN TRICHY- A STUDY

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ABSTRACT

Indian healthcare service quality need largest attention because, health is an essential factors which improving human resources and quality of life and ultimately for the society and economic development of nation. Mahatma Gandhi once said India resides in its villages. The objective of the study is to examine the service quality of hospital from patients and provide better suggestion which in turn helps for the faster growing Healthcare services Industry by providing better healthcare services, products towards the non-metros and village's development and for the development of economic growth in whole nation.

KEYWORDS: Healthcare, Government Hospital, Demographic factor, Service quality of Department Services of public hospital, Findings, Suggestion and Conclusion.

INTRODUCTION:

Health is a complex factor today and extended with increasing cost, Moreover we need high quality and efficient care to overcome the global deficit of health workers and operational inefficiencies. So here the operational efficiency looms besides the demands to do extra with the huge volumes of data that are related to the patients who seek health attention. According to the Indian Journal of Public Health (September 2017 edition), India had just 4.8 practicing doctors per 10,000 population. While this is expected to grow to 6.9 doctors per 10,000 people by 2030, the minimum doctor-to-patient ratio recommended by the World Health Organization (WHO) is 1:1000. Although India has taken large strides towards providing better healthcare to its people, the country still is inundated with several problems like growing population, increasing NCDs, lack of adequate infrastructure, limited access to healthcare facilities, adherence to treatment and availability of care providers.

LIST OF GOVERNEMENT HOSPITALS IN TAMILNADU (DISTRICT HEAD QUARTERS, TALUK) & LIST OF GOVERNMENT HOSPITAL IN TRICHY

There are 29 no of District Head Quarters hospitals, 155 no of Taluk hospitals, 80 no of Non- Taluk hospitals, 7 women and child care hospitals, 11 no of mobile medical unit and dispensaries, 4 no of TB hospital/clinic, 7 no of Leprosy available in TamilNadu.

Railway hospital in ponmalai, Govt Rajaji TB Hospital, veterinary Hospital, GH in Ialugudi and Musiri, Omandur, Manchanallur, Annal Gandhi Memorial Government Hospital, Srirangam post Govt Hospital, Thottiam.

REVIEW OF LITERATURE

John (1989) opined that there are four dimensions of health care service quality: these are the caring dimension, the access dimension, and the physical environment.

Hahil zaim, Nizamettin Bayyurt, Selim Zaim (2010) result of their work was gave a substantial support for the multi- dimensional view for the construct.

Sumathi kumaraswamy (2012) presented her view on physician behavior, supportive staff, atmosphere, operational performance perceptions of service quality in health care center.

RESEARCH METHODOLOGY

Nature of study: Descriptive type of research

Sampling Method: Convenience sampling method

Questionnaire collection: 335 questionnaires distributed, 35 were rejected due to insufficiency of information. 300 questionnaires were filled with all necessary data. They were interpreted.

Tools and techniques used:

- Descriptive Statistics
- One sample T-test

OBJECTIVES OF THE STUDY

- To analyze the demographic factors in selected Public hospitals, Trichy.
- To analyse and determine the whether the respondent opinion regarding all the department services are above average level.
- To understand the problems in selected public hospitals, Trichy and meeting out the solutions.

HYPOTHESES

ONE SAMPLE T-TEST

H0: There is no significant difference between the respondent's opinion with respect to each department services and the test mean value.

H1: There is significant difference between the respondent's opinion with respect to each department services and the test mean value.

DATA COLLECTION:

Primary Data: The major source of the data used to carry out the analysis. In order to fulfill the objectives set out, a questionnaire from respondents from selected public hospitals in Trichy district has been collected.

Secondary Data: The sources of secondary data includes the publications, reports, non-governmental organizations, published research reports, doctoral thesis, Books, Journals, articles, etc.

LIMITATIONS OF THE STUDY

- The period of time is major limitation of this study
- Discussion with organization employees and patients are also limited due the limited span of time and limited study area.

DESCRIPTIVE STATISTICS

Table 1: Demographic Profile of the Respondent

Variables	Frequency	Percent
1. GENDER		
Male	139	46.3
Female	161	53.7
Total	300	100
2. AGE		
18-25	129	43
26-30	53	17.7
31-40	51	17
41-50	40	13.3
51-60 ABOVE	27	9
Total	300	100
3. EDUCATION		
PG	120	40
UG	58	19.3
DIPLOMA	38	12.7
HSC	35	11.7
SSLC	28	9.3
SCHOOLING DROPOUT	21	7
Total	300	100

Variables	Frequency	Percent
4. OCCUPATION		
GOVT EMPLOYEE	30	10.0
PRIVATE EMPLOYEE	78	26.0
BUSINESS	30	10.0
PROFESSIONAL	33	11.0
FARMER	36	12.0
NO EMPLOYMENT	93	31.0
Total	300	100.0
5. ANNUAL INCOME		
ABOVE 360000	21	7
2.5L-3.5L	56	18.7
1.5L-2.5L	55	18.3
50K-1.5L	40	13.3
BELOW 50K	128	42.7
Total	300	100
WHO RECOMMEND THIS HOSPITAL		
OWN	209	69.7
FAMILY DOCTOR	30	10.0
FRIENDS&RELATIVES	49	16.3
THOSE WHO CURED	12	4.0
Total	300	100
7. INSURANCE SCHEMES		
YES	170	56.7
NO	130	43.3
Total	300	100

INFERENCE: The above study result declare that 209 & 12 patient choose public hospital mainly on their own and based on previous experience of those who cured. 30, 49 on the bases of family doctor friends & relatives recommendation out of 300 170 have adopted insurance.

Table 2: Patient Opinion about Each Department Services of the Selected Public Hospital

H0: There is no significant difference between the respondent's opinion with respect to each department services and the test mean value.

H1: There is significant difference between the respondent's opinion with respect to each department services and the test mean value.

S.NO	Variables	Test value	N	Mean	Std.Deviation	Table Value	p-value
1	Reception Service	28	300	32.58	10.14	7.82	0.001
2	Ancillary Service	36	300	42.60	11.74	9.73	
3	Physician/Nurse Service	32	300	41.98	9.62	17.97	
4	In-Patient Service	44	300	50.72	16.38	7.10	
5	Out- Patient Service	24	300	27.05	9.01	5.87	
6	Billing Service	16	300	20.32	5.55	13.49	
7	Laboratory Service	20	300	23.59	7.22	8.62	
8	Patient Satisfaction	28	300	34.57	8.54	13.32	
9	Service Quality	12	300	15.14	4.08	13.32	
10	Overall Department	200	300	238.83	56.36	11.93	

Note: (Each department has more statement under their dimension which are transformed into single using compute variable analysis technique and processed).

INFERENCE:

- ❖ The above table result shows that the p-value 0.001 which is less than 0.05 @ 5% level of significance. Hence it is concluded that the H0 is rejected and alternative H1 is accepted @ 5% level significance.
- ❖ The calculated mean value is above the test score that means the each department services are highly significant with respect to determining the service quality of the selected Public hospital.

SUMMARY OF FINDINGS

The study result establish their are 139 of male and 161 of female patients out of which 129 are 18-25 age group , 120 patient fall on PG in their education background, 93 are no employment category, 128 patient are at below 50k income category and 130 patients are not adopting any insurance scheme. The patient opinion clearly provides that the entire departments are highly significant for the service quality of public hospital.

SUGGESTIONS FOR FUTURE RESEARCH: It would be beneficial, if there are more studies dedicated in different districts and could help to provide a more comprehensive outcome too.

CONCLUSION:

My study is an effort to portray the result of opinion of patient on all the each department service and how it is significant for improve service quality of public hospital as it much more important as its deal with the human health, so for the development of these sectors we need to concentrate on the each department which directly or indirectly connects with the service quality of public hospital. Although my research involves various instrument of models and statements of other authors. My dimension is differed and also has expanded view then those research works.

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