

# Perception of College Professors Regarding Healthcare Facilities

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## ABSTRACT

According to the economic survey of Haryana healthcare department of Haryana is continually improving its infrastructure, human resource, tools, instruments, machinery and medicines etc. Health Department of Haryana is covering healthcare requirements of entire population that comprises infant, children, adolescent, and female during pregnancy etc. At present Haryana healthcare sector is having the coverage with 57 hospitals, 112 community healthcare centers, 485 primary health centers, 2630 sub centers, 7 Trauma centers, 37 urban and rural dispensaries, 90 urban RCH centers and 473 delivery huts. Moreover 11 polyclinics, 4 dispensaries, 11 urban centers have also been on track. As per literature and other Government statistics there is a huge gap as to what is required and what is available in healthcare industry. Which reveals that lot needs to be done in present state of healthcare facility as it's not quite satisfactory. Thus in the present paper it was decided to work on Perception of College Professors Regarding Healthcare facilities. The total paper is divided in five sections i.e. Backdrop, review of literature, research methodology, data Analysis and interpretation followed by conclusions.

**Keywords**— Healthcare, College Professors, Haryana

## I. INTRODUCTION

### Backdrop

Health care is the diagnosis, treatment, and prevention of disease, illness, injury, and other physical and mental impairments in human beings. Health care is delivered by practitioners in allied health, dentistry, midwifery medicine, nursing, optometry, pharmacy, psychology care providers. It refers to the work done in providing Health care services. In India, as well as in many developing countries, there is wide acceptance that the present health care system needs serious reforms. The importance of health care in modern day society can be gauged from the fact that good health is recognized as one of the fundamental rights of an individual. According to the economic survey of Haryana (2014- 15) healthcare department of Haryana is continually improving its infrastructure, human resource, tools, instruments,

machinery and medicines etc. Health Department of Haryana is covering healthcare requirements of entire population that comprises infant, children, adolescent, and female during pregnancy etc. At present Haryana healthcare sector is having the coverage with 57 hospitals, 112 community healthcare centers, 485 primary health centers, 2630 sub centers, 7 Trauma centers, 37 urban and rural dispensaries, 90 urban RCH centers and 473 delivery huts. Moreover 11 polyclinics, 4 dispensaries, 11 urban centers have also been on track. 200 Crore have been allocated for the year 2016 - 20 for the enlargement of healthcare sector. Health education is being upgraded as MBBS seats have been increased from 100 seats to 200 seats, whereas 92 seats for the post graduate have been increased up to 221 at PGIMS Rohtak. A comparative report prepared on National Capital Territory Delhi, Haryana, UP, Rajasthan and NCR is stating that the national capital region with NCT - Delhi jointly has 658 government healthcares. Out of this number, Haryana has the maximum number of hospitals as there are 32 percent followed by UP sub Region (27%) and NCT Delhi (27%) the smallest share was found of Rajasthan with 15%. Further as per the same report the maximum PHCs were functioning within Haryana. More than half of the private facilities were functioning in the NCT Delhi whereas Haryana sub region having 23.7% and UP sub region having 17.4% private hospitals. Thus in the present paper it was decided to study about the perception of college professor regarding Healthcare facilities. The total paper is divided in five sections i.e. Backdrop, review of literature, research methodology, data Analysis and interpretation followed by conclusions.

## II. REVIEW OF LITERATURE

1. **Mushtaq et. all (2012)** examined the service quality level of Public and Private Hospitals in Pakistan from perspective of customers and the satisfactions level of consumers towards the services provided by these health care providers. The measurement instrument used in this study was famous SERVQUAL model. It was found that there was an alarming situation where public hospitals are far away from the customer expectations.

Furthermore there is an extreme need for training in the area of customer relationship management for both public and private hospital staff. Looking at the situation it was highly recommended that the government should take a country wide initiative to launch special programs where hospitals internal structures and work process are re-organized on the principles of quality management practices, through the introduction of ISO Programs.

**2. Andreasse and Olsen (2008)** this study was concerned with the impact of customers' perception towards customer service (bad/good) on variables that are known to drive revenue, i.e. customer satisfaction, perceived relative attractiveness, and commitment. It was found that customers experiencing bad customer service tend to consider more thoroughly all aspects of the service; the relationships between the variables were stronger and the explained variance of each was higher than in the group of customers experiencing good customer service.

**3. Ana et. al. (2014)** the goal of this study was to identify the factors that define the quality of emergency services provided by a private hospital in Hermosillo, Sonora, México, a sample of 384 patients, with a confidence level of 95% and a margin of permissible error of 5%. A questionnaire with 22 items was applied to measure the perceptions and expectations of users in terms of the quality of the service, which was subjected to an extensive evaluation of reliability and construct validity. The results showed that Servqual is a valid, reliable, and dependable instrument to monitor and measure the quality of the services offered in private hospitals in Hermosillo, and permit hospital administrators to identify opportunities or improvement areas, from the patients' perspective.

**4. Nasir et. al. (2012)** Main aim of this study was to identify barriers and critical success factors, which are affecting the level of patients' satisfaction. The patients were selected randomly and a questionnaire was used to evaluate the health care services provided like: diagnosis services, food services, and billing department services, emergency services, pharmacy services, physical appearance and layout of the hospital. It was found that the majority of the patients are satisfied with the services provided by the in-patient department of Aga Khan Hospital.

**5. Nasir et. al. (2012)** The objective was to compare the relationships between patients and medical staffs in public and private hospitals. To determine if there are difference in the diagnostic service in public and private hospitals and evaluate the difference in diagnostic facilities in public and private hospitals. Findings indicate that, the private hospital delivers quality healthcare than the public hospital.

**6. Shittu et. al. (2007)** examined the perception of health workers in the health-care towards tele-medicine application in a new tertiary teaching

hospital, it was found that 50% of health workers had expressed concern about the ethical and medico-legal consideration of tele medicine practice, this was irrespective of their socio-religious background. It was also found that it is desirable to offer telemedicine to patients especially for emergency and chronic medical conditions.

**7. Colleen et. al. (2004)** In this article, the authors explored the merits of a patients' bill of rights and examined whether or not such a reform would address Canadians' concerns regarding the public health care system. Finally, the authors present a detailed survey of the experiences of seven jurisdictions in implementing and enforcing a patients' bill of rights. In particular, the authors focus on those jurisdictions that have established the right to access health care services in a timely fashion and examine the mechanisms created to enforce this right. Drawing on the lessons from these jurisdictions, the authors conclude with suggestions regarding the potential models that could be used to guarantee patients' rights in Canada.

**8. Ojewale et. al.** studied to determine caregivers' perception of the quality of nursing care in child health care services. A descriptive cross-sectional survey was conducted using a stratified sampling technique to recruit 308 caregivers attending Immunization and Child welfare clinics of University College Hospital, Nigeria. The attitudes of nurses regarding concern, caring and privacy were perceived to be fair as against the skill and competence of nurses which were perceived to be good.

**9. Sanchez et. al. (2020)** described the patients' perception of a public oral health service, contributing to evaluations in health services. This was a qualitative study in which a focus group was conducted, with the participation of six patients of the oral health system in the city of Belo Horizonte, MG, Brazil, all with a minimum experience of three years of using the service. It was found that Patients' perceptions can be used to assess oral health in primary care from the perspective of those who actually use health services, seeking ultimately to constantly improve them. Knowledge of patients' perceptions may enable organizations to know their performance, through assessment methodologies based on the established perceptions.

**10. Musunuru and Venugopal (2018)** studied the impact of socio-economic profile of the patients on service quality perception and Impact of service quality perception on patient's behavior. This study was basically an exploratory cum causal research which attempts to explore certain relationships between socio-economic characteristics versus behavioral characteristics of patients. It was found that the hospitals as health care organizations can make use of the impact of

socio-economic profile of patients while strategizing care so that it impacts patient's service quality perception. More specifically, while strategizing patient's perception of accuracy, the hospitals can make use of entire socio-economic makeup as a single construct.

**11. Sathish and Chitra (2012)** examined the CSR activities and address the perceptual gap between the health care organizations and its primary stakeholders in view to CSR as a promotional tool. In this context the Indian hospitals in particular the hospitals in Coimbatore, the second healthcare hub in Tamilnadu are gearing up to draw the attention of both domestic and international population. Many hospitals have developed and implemented clear CSR efforts as a strategic branding and management approach in achieving a win-win outcome.

**12. Sangode and Pallawi (2021)** scrutinized the healthcare service quality in the rural population of a developing economy like India. It further aims at analyzing the service quality gap of the healthcare sector as perceived by its customers. The SERVQUAL model was used to examine the service quality of the health care units. For this study, only public health care units from the rural areas were considered. It was found that the hospitals have little or no provision of necessary infrastructural facilities inside the hospital in terms of medical equipment. The healthcare personnel do not provide personalized attention to the patients.

**13. Ramachandar, Lakshmi and Pelto (2002)** examined abortion services in the Coimbatore district of Tamil Nadu in south India, and the role of government village health nurses (VHNs) in assisting women to obtain abortions. It was found that VHNs were not only helping their clients to obtain abortions in government facilities but also and more often with qualified private providers. Unmarried girls were excluded from this process by the need for secrecy, however, and were perceived to still be going to unqualified providers. The widespread perception that private services were safer and treated women better, the increased availability of qualified private abortion providers and the help of VHNs to access private services all encouraged married women to use the private sector.

### III. RESEARCH METHODOLOGY

#### 3.1 Objectives of the Study

The objectives of the study are as follows:

1. To know about the factor affecting selection of hospital by college professors;
2. To know about perception of college professor regarding current medical facilities and

3. To study about expectation of professor from a best hospital.

#### 3.2 Data Collection and Analysis

The study is based on primary data collected through a questionnaire. A sample of 50 college professors was taken from various government and private colleges of Haryana. The collected data was analyzed by using tabulation and other statistical tools i.e Mean, frequency and percent etc.

### IV. DATA ANALYSIS AND INTERPRETATION

This section deals with the data analysis and interpretations of the results related to the present condition of medical facilities in Haryana, consumers perception and consumers perspective of medical facilities required in hospitals. It came out with its importance in studying the demography of the respondents, since the factors like age, gender, education, residential background, income, and occupation of the customers largely affects the consumers in shaping their perception and expectation. Second section also deals with major problems faced by people in Haryana and factors that influence the choice in selecting the hospital.

#### 4.1 Socio - Demographic Profile of the Respondents

To get better understanding of the respondents and the data set, it was important to evaluate the socio - demographic individuality of the sample. Table-1 discusses the contour of the respondents, while describing their age, gender, income, education, residential status and occupation.

##### 4.1.1 Age of the Respondents

Age has important role in shaping consumers perception towards healthcare services. Majority of the respondents were in the age group of 30 -40 years (48%) followed by age group of 40 to 50 years ( 26%). There were only 6 percent respondents in the age category 50 -60 years and 20 percent respondents were in the age category of years 20 to 30 years. So with the demographic profile we get to know that which major age category to be targeted. As per this survey most of the respondent from 30 to 40 years.

##### 4.1.2 Designation of the Respondents

Designation of the respondent directly affects their living standard. It may also be stated that Designation of the respondents reflects their choice of services. As per demographic table- 1, 80 percent respondents were Assistant professors, 14 percent respondents were Associate professors, 6 percent were Extension lecturers. Out of these 82% were male and only 18 percent were female teachers.

**Table 1: Demographic Profile of Respondents**

Demographic Variable	Category	Frequency	Percentage
Age of Respondents	20 to 30	10	20
	30 to 40	24	48
	40 to 50	13	26
	50 to 60	3	6
Gender	Male	41	82
	Female	9	18
Designation	Assistant Professor	40	80
	Associate Professor	7	14
	Extension Lecturer	3	6
Income	20000 to 40000	13	26
	40000 to 60000	5	10
	60000 to 80000	9	18
	80000 to 100000	13	26
	Above 100000	10	20
Education	Post Graduate + NET	30	60
	Ph.D	20	40
Type of Hospital	Government	15	30
	Private	30	60
	Charitable	5	10
Reasons for visiting Hospital	OPD	34	68
	Admission	16	32

#### 4.1.3 Income of the Respondents

Income is a factor that affects preferences for services of the hospitals as per table-1. Most of the respondent (46%) were found from the income group of 80000 to 100000 followed by income group of above 100000 (20%). Only 6% respondent were from the income group of 20000 to 40000.

#### 4.1.4 Education Qualification

The perceptibility and acceptability for the particular service in healthcare industry may be the result of their education level. Table 4.1 shows that majority of the respondents were educated upto Post graduate and UGC NET qualified (60%), 40% were having Ph.D qualification.

#### 4.1.5 Type of Hospital

Type of hospital is the most influencing factor in healthcare industry. The table 1 showed that 60 percent of the respondents were availing services from the Private hospitals and 30 percent respondents from the Government hospitals, while only 10% have visited charitable Hospitals. It specifies that private hospitals were

covering to more number of people than government hospital.

#### 4.1.6 Reason for Visiting the Hospital (Type of Services Availed OPD and IPD)

Outdoor patients usually spend less time as compared to indoor patients. So admitted patients may encounter several times with healthcare services, staff and doctors during their treatment as compared to outdoor patients. So behavior of both the patients might differ for healthcare facilities. As far as present study is concerned there were 32 percent respondents who were admitted in the hospital which is called as in-patient department (IPD) and 68 percent respondents from out-patient department (OPD).

#### 4.2 Reason for Choosing the Hospital

Table-2 explain the reasons for choosing the present hospital, the data depicts that the most important reason for the choosing the hospital by respondents was easy availability of facilities almost 46% of respondents were agreed with this statement, followed by the factor related to 'Good brand name' of the hospital (28%) and recommendation by doctors/ friends or relatives (12%).

**Table 2: Reasons for Choosing of Hospital**

Reasons	Frequency	Percentage
a) Due to easily available facilities	23	46%
b) The hospital carries a good brand name	14	28%
c) Low cost services	1	2%
d) The hospital is near to my residence / work area	2	4%
e) It was recommended by friends / relatives/Doctors	6	12%
f) legal formalities	4	8%

Only 2% respondents were attracted by low cost of services. It indicates that teachers are willing to pay more for quality medical facilities. only 8% respondent were chosen the hospital for legal formalities it means most of the teachers are not interested in listed hospitals which are compulsory to complete the legal formalities for medical reimbursement scheme of Government of Haryana. Nearness of hospital was also not an important

factor for choosing hospital because only 4% respondent have supported this statement. It means teachers are ready to travel a distance for quality medical facilities.

#### 4.3 Perception Regarding Problems Faced by Respondent in Utilization of Medical Facilities

Table 3 depicts the percentages and mean values for all the 31 dimensions.

**Table 3: Perception Regarding Problem faced in Using Medical Facilities**

Statements	SD	D	SA	N	A	AVERAGE
1. OPD Timing are adequate	12	6	40	4	38	3.88
2. Waiting area is sufficient	6	12	40	10	32	3.88
3. Seating space is sufficient	12	10	34	2	42	3.76
4. Amenities like water, washroom etc. are clean & hygienic	8	4	36	12	40	3.92
5. Attended by the doctor himself/herself	10	0	46	4	40	4.12
6. Proper /Appropriate Attention given by the doctor	2	2	50	10	36	4.3
7. Sufficient Time given by Doctor	10	8	36	10	36	3.8
8. Patients are attended on approach basis	20	14	36	10	20	3.38
9. Parking facilities available	20	10	32	6	32	3.46
10. Tests are recommended only if they are really required	6	6	48	10	30	4.08
11. There's a provision for conducting all tests	16	4	26	6	48	3.88
12. The rates are reasonable	14	10	24	16	36	3.76
13. The results of the laboratory is reliable	16	0	30	12	42	3.92
14. There's compulsion to buy medicines from the medicine store of that hospital only	24	10	22	6	38	3.64
15. Charges of the medical store is high	14	4	28	10	44	3.46
16. There is proper cleanliness in the OT	30	0	28	8	34	3.7
17. All the latest equipments are present in OT	24	4	38	6	28	3.24
18. There's provision for specialist doctor from different specialization	26	0	34	6	34	2.9
19. There's provision for blood bank	30	8	32	8	22	2.8
20. There's provision for ambulance	12	4	32	4	48	3.52
21. The staff of the hospital is courteous	12	6	36	10	36	3.5
22. The staff of the hospital is knowledgeable	8	4	28	10	50	3.18
23. The staff of the hospital is available when required	12	6	30	10	42	3.84

24.	The staff of the hospital is helpful (in their attitude)	8	4	34	8	46	3.78
25.	The access to hospital is convenient	16	2	30	6	46	3.72
26.	Hospital possess state of the art building & infrastructure	16	10	30	8	36	3.54
27.	The rooms as well as wards in the hospital are clean	14	12	28	8	38	3.54
28.	The hospital is quite safe & secure	14	6	30	4	46	3.72
29.	The billing system is accurate & computerized	18	14	24	4	40	3.38
30.	The hospital works enough to promote customer literacy towards various diseases	8	14	36	14	28	3.7
31.	The hospital has tie up with the insurance companies(provision for Cashless)	14	6	32	10	38	3.68

In relation to the consumers perception regarding present medical facilities available in hospitals on majority parameters, respondents were either satisfied or highly satisfied with the majority of the medical facilities as mean score on majority parameters were found to be more than three. Facilities like Attended by doctor himself is reliable was having maximum mean score 4.12, and almost 76 percent of the respondents have given their response towards agreement. This means that respondent of the study found that the way of attending the patients by doctors were reliable so they were highly satisfied. Further two statements showing second best services on which respondents were more satisfied as compare to rest of the services. First one was related to recommendation of test as per requirement (4.08) and the second one was regarding attention given to the patients (4.3). This table 3 revealed that patients were attended by doctor himself rather than assistant or any other and staff of the hospital was also helpful in their dealing. Table has almost eleven statements having mean score more than 3.7. Namely amenities like water, washroom etc. are clean & hygienic (3.92), OPD time is adequate (3.88), waiting area is sufficient (3.88), Seating space is sufficient (3.76) and all statements regarding laboratory services (>3.70) mean score of all these statements showing that respondent also have positive perception with regards to these Facilities.

The table further shows that buying the medicine from the medical store of the hospital only was a compulsion almost 60 percent respondents were agree with this fact with a mean score of 3.64 which is a negative features followed by high level of charges for medicine(3.46) almost 72 percent respondents were agree with this fact the prices of medicine were very high in medical stores maintained by the hospital. A careful look at the table reveals that people receiving services of the doctors on approach bases, there were 56 percent respondent who gave their agreement that patients were attended on approach bases. Which declines the theory of first come first serve as study found that people having connection with the doctors were treated first. At the same time it was found that respondents were found satisfied on all other important factors also. The mean score (2.8) of provision of blood bank was lowest it means there is need of reforms in this facility. There is also a factor with mean score (2.9) regarding availability of specialist doctors with different specializations.

**4.4 Perception Regarding Facilities Expected in a Best Hospital**

Table 4 is the portrayal of percentages and mean scores for the most important factors that were needed in an ideal hospital.

**Table 4:** Perception Regarding Facilities Expected in Best Hospital

	Statements	S.D	D	N	A	S.A	Mean
<b>Perception Regarding the OPD</b>							
1.	OPD Timing should be adequate	10	6	16	30	38	3.8
2.	Waiting area should be sufficient	6	12	14	26	42	3.86
3.	Seating space should be sufficient	8	12	10	28	42	3.84
4.	Amenities like water, washroom etc. should be clean and hygienic	4	10	12	20	54	3.9
5.	Doctor himself/herself should attend the patients	8	10	16	16	50	4.1
6.	Proper /Appropriate Attention should	4	10	16	14	52	4.08

7.	be given by doctors Sufficient Time should be given by Doctor	8	10	12	22	48	3.92
8.	Patients should be attended on approach bases	26	12	18	14	28	3.1
9.	Hospital should have sufficient parking facility	8	8	18	22	40	3.86
10.	Tests should be recommended only if they are really required	2	18	10	22	46	3.96
	<b>Perception regarding the Laboratories run by the hospitals</b>						
11.	There should be provision for conducting all tests	12	4	16	38	30	3.7
12.	The rates should be reasonable	4	16	12	36	32	3.76
13.	The results of the laboratory should be reliable	8	8	18	30	34	4.11
	<b>Perception regarding the Medicine stores</b>						
14.	There should be compulsion to buy medicines from the medicine store of that hospital only	52	10	22	10	6	2.08
15.	Charges of the medical store should be high	44	28	10	12	6	2.08
	<b>Rate the following statements regarding the Operation Theatres</b>						
16.	There should be proper cleanliness in the OT	8	12	14	18	48	3.86
17.	Hospital should have all the latest equipments in OT	2	16	16	22	44	3.9
18.	There should be provision for specialist doctor from different specialization	12	6	4	28	50	3.98
	<b>Perception regarding other services</b>						
19.	There should be provision for blood bank	12	4	26	20	38	3.68
20.	There should be provision for ambulance	2	24	10	28	36	4.13
	<b>Perception regarding the staff (nurses &amp; others)</b>						
21.	The staff of the hospital should be consistently courteous.	12	12	14	28	34	3.6
22.	There should be knowledgeable staff	4	20	12	28	36	3.72
23.	The staff of the hospital should be available when required	8	12	16	30	34	3.7
24.	The staff of the hospital should be helpful (in their attitude)	8	16	6	36	34	4.15
	<b>Perception regarding the hospital infrastructure &amp; functioning</b>						
25.	The access to hospital should be convenient	16	6	12	36	30	3.58
26.	There should be state of the art building & infrastructure	4	24	10	30	32	3.62

27.	There should be proper clean rooms as well as wards.	8	16	8	26	42	<b>3.78</b>
28.	There should be proper safety & security in the hospital.	8	12	8	26	46	<b>3.9</b>
29.	There should be accurate & computerized billing system	2	12	16	30	40	<b>3.94</b>
30.	The hospital should work enough to promote customer literacy towards various diseases.	4	12	14	24	46	<b>3.96</b>
31.	<b>The hospital should have tie up with the insurance companies (provision for Cashless)</b>	<b>4</b>	<b>12</b>	<b>14</b>	<b>24</b>	<b>46</b>	<b>3.96</b>

Majority of the services were having mean score more than four meaning thereby that these were the most important services. So from the table 4.19 it can be stated that healthcare service users in Haryana expected that the staff of the hospital should be helpful (4.15), there should be availability of the ambulatory services (4.13), results of the laboratory should be reliable (4.11), doctors himself/herself should treat the patients (4.1), proper attention should be given by the doctor (4.08), there should be proper safety and security in the hospital (3.9) and latest equipments should be present in the OT (3.9) were the factors that were found to be relatively more important for the consumers. Here for the consumers the timing of the OPD (3.8) was not as much important as here should be availability of the doctors was important (4.13). Followed by factors like Amenities (water, washrooms) should be clean and hygienic (3.9), staff should be available when required (3.7), there should be provision for blood bank (3.68), staff should be knowledgeable (3.72), there should be recommendation of tests only when really required (3.96), there should be provision for specialist doctors (3.98), there should be cleanliness of the rooms and wards (3.78), doctors should give sufficient time (3.96), there should be accurate & computerized billing system (3.96), there should be sufficient seating space (3.84), there should be sufficient waiting area (3.86) and cleanliness in the OT (3.86) were the factors those marked as important. Further a careful Look of the table also revealed that two statements namely there should be medicine store within the hospital only (2.08) and medical store charges (2.08) having lesser mean score meaning thereby that healthcare service users in Haryana condemn that there should not be any compulsion to buy the medicines from the medical store of that hospital only and the charges of the medicines should not be high.

## V. CONCLUSIONS

Overall it can be said that initially as per literature and other Government statistics there is a huge gap as to what is required and what is available in healthcare

industry. Which reveals that lot needs to be done in present state of healthcare facility as it's not quite satisfactory. But when the opinion of the respondents were evaluated, it was found that whatever medical facilities were available to the respondents they were found to be happy with that, as majority of the respondents have the exposure of good hospital. But respondents gave their opinion that patients are attended on approach bases and charges of the medical store were high. Respondents facing the compulsion to buy medicines from the medical store of that hospital Respondents expect more for the dimension "Physical aspects". Further respondents want charges of the medical store should not be high and there should not be compulsion to buy medicines from the medical store of that hospital only. the most important reason for the choosing the hospital by respondents was easy availability of facilities almost 46% of responded were agreed with this statement, Followed by the factor related to ' Good brand name' of the hospital(28%) and recommendation by doctors/ friends or relatives(12%). Nearness of hospital also not an important factor for choosing hospital because only 4% respondent have supported this statement. It means teachers are ready to travel a distance for quality medical facilities.

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