

Patients Awareness and Satisfaction in Government Hospital: A Study of Madina and Kahanaur CHCs in Rohtak District

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ABSTRACT

The present research study has been conducted to gain knowledge about awareness level of patients and their satisfaction towards facilities and services provided in government hospitals. In order to achieve the objective of this research work, the researchers collected primary data from 100 respondent patients (50 from Madina and 50 from Kalanaur CHCs). In this connection, level of awareness and satisfaction level of patients have been measured with the help of Likert's five point scale measurement. The obtained results of this study suggested that some efforts should be made by the CHCs' staff to improve the satisfaction level of patients.

Keywords-- Patient Awareness, Patient Satisfaction, PHCs and CHCs

size of 250 OPD patients. The researchers analysed the collected data by using statistical tools like regression, ANOVA and Chi-square, etc. The study found negative gap score in all the selected five dimensions can be interpreted as respondents perception regarding the quality of services delivered was less than their expectations.

Rana Tahir Naveed et.al. (2019) investigated the modified SERVQUAL Model with sixth dimension of usability and its relation with patient satisfaction in private healthcare sector of Pakistan. The researchers collected data from 348 patients through questionnaire. They used various statistical tools like descriptive statistics, Factor analysis, Correlation analysis and regression analysis through SPSS software. The results of study revealed that all six dimensions of SERVQUAL model like, Responsiveness, reliability, Empathy, Assurance, Tangibility and usability were significant predictors of Patient satisfaction in private healthcare sector of Pakistan but Responsiveness factor was the most dominant in this regard.

Kumaraswamy (2012) measured the service quality in corporate and non-corporate health care centers. The researcher measured service quality delivery in health care centers through a well documented 'Service Quality Modal'. He collected data for analysis from a sample of 200 patients from corporate and non-corporate health care centers. The result of analysis indicated that the important service quality factors in health care centers were physician behaviour, supportive staff, atmospheric and operational performance. He also found that the corporate health care centres were highly rated then the non corporate health centers regarding all service quality factors. The perception on service quality factors in health care centers has a significant and positive impact on the patients' perception on the overall performance of the health care centre.

Mik Wisniewski and hazel Wisniewski (2005) conducted a study at the Scottish Colposcopy Clinic between October 2000 and 2001 with the objective to measure service quality using both the gap concept and service quality dimensions through SERVQUAL modal developed by Parsuraman et. Al., (1985) that was modified by Anderson and Zwelling (1996). They found that the

I. INTRODUCTION

Awareness of patients and their satisfaction level is a major concern for any health system. Patients awareness help the patients to use health facilities provide by the government more and more. Post studies available in the review of literature also indicated low level of patient's awareness toward health facilities available in this PHC's and CHC's. In this connection by increasing awareness level patients may also improve their health. Good health is from any diseases or anyway.

In order to maintain a healthy lifestyle the people need to keep healthy eating food and good awareness towards the various health facilities available in PHC's and CHC's. Further patient satisfaction is very important to gain knowledge about service attend by PHC's and CHC's and patients proceed value regarding more facilities.

II. REVIEW OF LITERATURE

Khushboo Sharma and Komal Jain (2021) investigated the impact of service quality on patient's satisfaction in selected private hospitals in South Rajasthan. They used the SERVQUAL for measuring the service quality and the conducted a survey on a sample

service quality gap was observed for the reliability of services and the need for improved premises.

De Dennis McBride et.al. (2002/2003) conducted a study on consumers and visitors at Western State Hospital (WSH) to gain their perspective on the quality of care, services, and hospital environment. They found that consumers and visitors at WSH were generally satisfied with their hospital experience.

Paoy Cheng Lim and Nelson K.H. Tang (2000) examined the expectations and perceptions of patients in Singapore hospitals. They took total six dimensions to measure the service quality. They made an analysis of responses of 252 patients. The study indicated that there was an overall service quality gap between patients' expectations and perceptions. They found that the assurance and responsiveness were the critical dimensions of Singapore hospitals' service quality. However, it was found that services, as perceived by the patients failed to meet expectations in all the six dimensions.

Parasuraman Zeithaml, and Berry (1991) redefined the SERVQUAL modal for service quality. They measured for three types of services such as telephone repair; retail banking, and insurance. In the original study of 1988, the SERVQUAL was considered as generic instrument with good reliability, validity and broad applicability even after this study they continued to feel confident of usefulness of SERVQUAL.

III. OBJECTIVES

This present paper examines the awareness level and satisfactions of patients in Madina and Kahanour CHC's are part of Rohtak division under health system.

1. To study the awareness level of patients towards facilities available in selected CHC's.
2. To know that satisfaction level of patients towards services facilities in selected CHC's.

IV. RESEARCH METHODOLOGY

Area of the Study

The present research work was carried out in Rohtak district of Haryana State.

Research Design

In order to achieve the objectives of this research work descriptive research design has been applied.

Sample Design

The lottery method of probability sampling has been applied for the selection of sample units. The sample has been drawn by 50 of each CHC and sub centre established in Rohtak district.

Data Collection

In order to analyse the objective of this study, primary data have been collected from 100 respondents (50 from Madina and 50 from Kahanaur) with the help of questionnaire method.

V. TOOLS OF ANALYSIS

In this study, collected primary data have been analysed with the help of percentage analysis.

Table 1: Patient's Awareness towards Services available in Madina and Kahanour CHCs

| PHC | MADINA (in %) | | | KAHANOUR (in %) | | |
|--------------------|---------------|-----------|-------|-----------------|-----------|-------|
| | AWARE | NOT AWARE | TOTAL | AWAR E | NOT AWARE | TOTAL |
| OPD | 78 | 22 | 100 | 84 | 16 | 100 |
| X-Ray | 46 | 54 | 100 | 60 | 40 | 100 |
| ECG | 38 | 62 | 100 | 48 | 52 | 100 |
| LAB Tests | 68 | 32 | 100 | 80 | 20 | 100 |
| Admission Facility | 60 | 40 | 100 | 54 | 46 | 100 |
| Ayushman Yojna | 36 | 64 | 100 | 56 | 44 | 100 |

Sources: Based on Primary Survey

Awareness level of patients towards various services available in Madina and Kahanour CHCs has been studied and results are given in table 1. It is observed from the results that awareness level of patients in Madina CHC has been found high towards OPD admission facility and

lab test services in comparison to X-Ray, ECG and Ayushman Yojana. The awareness level of patients in Kahanour PHC has been observed height towards all facilities taken in this study OPD admission X-Ray, ECG lab test and Ayushman Yojana. When a competition made

between the patients of Madina CHC and Kahanour CHC, it is observed that awareness level of patients in Kahanour

CHC has been found high in comparison to patient in Madina toward all CHC services accept admission facility.

Table 2: Patient’s Satisfaction Level towards Services available in Madina CHC

| All Data in % | | | | | | |
|---------------------|--------------------|-----------|---------|--------------|-----------------------|-------|
| SPECIFICATION LEVEL | | | | | | |
| SERVICES | STRONGLY SATISFIED | SATISFIED | NATURAL | DISSATISFIED | STRONGLY DISSATISFIED | TOTAL |
| OPD | 86 | - | 04 | 06 | 04 | 100 |
| X-RAY | 24 | 50 | 16 | 04 | 06 | 100 |
| ECG | 08 | 20 | 24 | 35 | 12 | 100 |
| LAB TESTs | 10 | 16 | 34 | 16 | 24 | 100 |
| ADMISSION FACILITY | 18 | 38 | 12 | 28 | 04 | 100 |
| AYUSHMAN YOJNA | 46 | 20 | 14 | 16 | 04 | 100 |

Sources: Based on Primary Survey

Patients’ satisfaction towards services available in Madina CHC has been explained in table-2. The results given in table to explain that 86% patients in Madina CHC have been observed satisfied towards OPD services. Besides this, in case of admission facility, maximum patients (24% strongly satisfied and 50% satisfied) have

been observed most towards to satisfactory level. When x-ray and ECG facilities have been analyzed, maximum patients have been found more dissatisfactory. In case of lab test and Ayushman Yojana maximum respondents have been observed as satisfied.

Table 3: Patient’s Satisfaction Level towards Services available in Kahanour CHC

| SERVICES | SPECIFICATION LEVEL | | | | | TOTAL |
|--------------------|---------------------|-----------|---------|--------------|-----------------------|-------|
| | (Data in %) | | | | | |
| | STRONGLY SATISFIED | SATISFIED | NATURAL | DISSATISFIED | STRONGLY DISSATISFIED | |
| OPD | 80 | 04 | 06 | 06 | 04 | 100 |
| X-RAY | 32 | 34 | 20 | 08 | 06 | 100 |
| ECG | 22 | 26 | 22 | 10 | 20 | 100 |
| LAB TESTs | 18 | 14 | 20 | 10 | 18 | 100 |
| ADMISSION FACILITY | 26 | 30 | 16 | 10 | 18 | 100 |
| AYUSHMAN YOJANA | 58 | 20 | 14 | 06 | 02 | 100 |

Sources: Based on Primary Survey

Results of patient's satisfactions towards services available in Kahanour CHC have been show in table-3. The results explained that 80% patient's have been found strongly satisfied towards OPD services in Kahanour CHC where as smaller percentages (06% and 04%) have been observed for this satisfied and strongly dissatisfied patients towards OPD services. When admission facilities has been analysed it found that more of the patient (34% and 32%) have been of some satisfied and strongly satisfied. Besides this maximum patients in Kahanour CHC have been observed more towards satisfactory side. As 22% have been found strongly satisfied and 26% satisfied. However, maximum respondents i.e., 18% and 30% have been observed this satisfactory towards ECG services in CHC. Further the satisfaction level of patients has been observed high for lab-tests and Ayushman Yojana.

VI. MAJOR FINDINGS

- Awareness level of patients toward services in Kahanour CHC has been found high as compared to Madina CHC.
- Patients in Madina and Kahanour CHC have been observed highly satisfied towards OPD, admission facilities, lab test and Ayushman Yojana.

VII. CONCLUSION

This research study is another to gain knowledge about awareness and satisfaction level of patients in Madina and Kahanour CHC's. In order to obtain the objectives of this research work 6 services OPD, admission facilities, x-ray, ECG, lab test and Aayushman Yojana have been taken. It is observed from the result and satisfaction level of patients in both Madina and Kahanour CHC's are found height towards OPD and it is test for ECG service.

SUGGESTIONS

Some meaningful suggestions based on the main findings of this study are given below:

- Some special efforts should be made by the CHC staff to increase the awareness level of patients towards various facilities/services available in Madina CHC.
- Some efforts should be made to improve the satisfaction level of patients toward X-Ray and ECG services in both Madina and Kahanour CHC.

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