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 hospitals are 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-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 hospitals are working efficiently. On the other hand, poor satisfaction level helps the management of hospital to improve on the health services.

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### 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 Nabbye; 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 respondents 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>
<thead>
<tr>
<th>Sr No</th>
<th>Variables</th>
<th>No of Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>City</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ahmedabad</td>
<td>75</td>
<td>33.33</td>
</tr>
<tr>
<td></td>
<td>Rajkot</td>
<td>75</td>
<td>33.33</td>
</tr>
<tr>
<td></td>
<td>Surat</td>
<td>75</td>
<td>33.33</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>225</td>
<td>100</td>
</tr>
</tbody>
</table>

Table 1 Sample Profile of Patients
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, MRI scan, Laboratory, Dietary, Laundry, Ambulance, Clerical staff, General Infrastructure Facilities etc. The description of the opinion of the patients about miscellaneous services 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 were insignificant.

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 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 show 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 show satisfaction of patients about infrastructure facilities and cleanliness of the hospitals betweenGovt. 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) provided 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 | 4 (6.51%) | 40 (63.49%) | 46 (65.31%) | 87 (42.65%)

Table 3 shows that out of 74 sample patients, 68 patients (92.1% of the sample) were satisfied with the food facility provided by their hospital. The highest stability in views was found in Pvt Hospitals (C.V.49.33%). Govt. Hospitals reported 70 patients (98.59%) were satisfied in respect of food facility compared to Pvt. Hospitals (63.49%) and Trust Hospitals (65.31%). Govt. Hospitals were more satisfied than Pvt. Hospitals and Trust Hospitals in respect of food service. Some patients opined that few patients were made dirty hospital.

Quality of Food (M 5)
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 members 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 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.
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.

b) Other Problems in Pvt. Hospitals
1. Very High Hospital charges.
2. Immediately deposit amount for patients' treatment

REFERENCES