



# Comparison of patient satisfaction toward healthcare Services between government hospitals and private hospitals District Bathnda

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## ABSTRACT

**Background:** Patient satisfaction has become increasingly important during the past three decades as a direct indicator of healthcare quality. In the district of Bathinda, the current study sought to evaluate and compare patient satisfaction at public and private hospitals.

**Methodology:** A pre-tested and validated questionnaire was used to conduct a cross-sectional study. Patients' responses were gathered via the National Health Service and Quality Hospital care services. Patients treated at any hospital, whether public or private, as well as adult patients met the inclusion criteria (above 18 years old). Critically sick (CCU and ICU) patients as well as people unable to read or write were excluded. Measured and statistically analyzed using the proper tests of significance were satisfaction values in several sub domains connected to hospital services.

**Results:** According to the overall satisfaction ratings, there was no discernible difference between public and private hospitals. More satisfied than male patients were female patients. In comparison to government hospitals, private hospitals greatly outperformed the latter in terms

of patient satisfaction in relation to the attitude, conduct, and communication of medical professionals.

**Conclusion:** Patients in private hospitals reported higher levels of satisfaction in some areas than those in government hospitals. To increase the standard of medical care, hospitals must implement organizational and management quality improvement strategies.

**Keywords:** Quality, healthcare, medical informatics, patient satisfaction

## Introduction

Patients' knowledge and awareness of the standard of medical care, hospitals, and treatment costs have significantly increased over time. Healthcare professionals are now primarily focused on how to raise the bar of care at healthcare institutions as a result of this. One of the guiding principles of health policy is the quality of healthcare services, which is the focus of attention when fostering patient happiness. Rapid technological change is transforming modern medicine, and these changes are having an impact on both patient care quality and satisfaction with the health care system. Medical services must be continuously evaluated since they directly reflect patient pleasure, which is one of the measures of healthcare quality. The idea of adding patient happiness into the quality evaluation was originally put forth by Donabedian, and as a result, healthcare administrators consolidated patient-centered care as a key tenet of the goal of the healthcare services. The government and commercial sectors both provide patient care, which has historically been successful in raising the standard of care. Of the neighborhood's well being. The Ministry of Health and the Ministry of Higher Education are responsible for overseeing all aspects of the public healthcare systems. The services are offered by primary healthcare facilities (which offer preventive, prenatal, emergency, and essential services), secondary healthcare facilities (which serve as referral centers for cases requiring more advanced care), and tertiary healthcare facilities (which transfer complex levels of care to general or specialized hospitals). Satisfying the expectations and satisfaction of patients is now quite difficult due to the level of treatment that is being given. Government and commercial hospitals offer similar services; nevertheless, there may be disparities in efficiency, quality, and other factors such as capacity and waiting times. Private hospitals, according to internal sources, offer a variety of high-quality services with cutting-edge technology and backup analytics, but

care prices are generally greater than those at government hospitals. The scientific literature did not contain any studies comparing the patient satisfaction levels of public and private hospitals. Therefore, the purpose of this study was to evaluate and compare how satisfied patients were with the standard of care offered in both public and private hospitals.

## Materials and Methods

To evaluate and compare the patient satisfaction levels at government and private hospitals, a cross-sectional study was done. We employed a pre-tested and verified Punjabi language questionnaire that was translated from the Punjabi. Based on the estimated 20 million people living in Bathinda city, a minimum sample size of 400 was determined, with a 95% confidence interval and an 80% power of the study. The necessary sample was taken starting in June 2021 using a convenience sampling method. The self-administered survey was developed using self-reported data. For the purpose of conducting a statistical analysis, the responses were downloaded, tabulated appropriately using Microsoft Excel, and converted to English. T-test was used to determine the link between various variables and satisfaction levels. Results were classed as satisfied (scoring 0-1) and dissatisfied (score 0). Statistical Package for the Social Sciences (SPSS) ver. 23 (IBM Corp.) was used to analyze the data. Continuous variables were expressed using mean and standard deviation after the normality of the data distribution was verified (Shapiro-Wilk test;  $p > 0.05$ ). Categorical variables were presented using frequencies and percentages. A variance analysis was done to compare the satisfaction ratings. Any correlation between categorical variables was found using Pearson's chi-square test, and a p-value of less than 0.05 was regarded as statistically significant.

## Results

Between government and private hospital patients admitted to the wards, the current study sought to assess and compare patient satisfaction with healthcare services. A total of 400 replies were submitted, and 400 of those completed all the items and were therefore counted in the study. Lists the socio-demographic traits and factors relevant to hospitals.

SECTION-1 SOCIO DEMOGRAPHIC PROFORMA		PRIVATE (%)	GOVERNMENT (%)	PRIVATE (f)	GOVERNMENT (f)
SEX	Male	51%	61%	102	122
	Female	49%	40%	97	79

Table.1, it is observed that Patients admitted to the hospital Females from government hospitals accounted for 122 (61%) of the total, followed by inpatient patients in the hospital. In 102 percent of cases, females from private hospitals were satisfied with the treatments provided by hospitals. In comparison to private hospitals, the majority of female respondents were satisfied with government hospitals. The value of  $\chi^2$  is 3.617 and the degree of freedom (df) is 1. The value of p is non-significant ( $P \geq 0.05$ ).

Table No.2 Age

SECTION-1 SOCIO DEMOGRAPHIC PROFORMA		PRIVATE (%)	GOVERNMENT (%)	PRIVATE (f)	GOVERNMENT (f)
AGE	18-30 year	30%	58%	60	115
	31-40 year	30%	19%	59	38
	41-50 year	18%	5%	35	9
	51-60 year	9%	7%	17	14
	More than 60 year	14%	13%	28	25

The table.2 shows that Patients admitted in the wards aged 18–30 stated that they were satisfied with the services given by the hospitals. Patients admitted in the wards aged 31–40 admitted that they were satisfied with the services provided by the hospitals. In comparison to government hospitals, the majority of 18–30-year-old respondents are satisfied with private hospitals. The value of  $\chi^2$  is 37.647 and the degree of freedom (df) is 4. The value of  $p < 0.001$  is significant ( $P \geq 0.05$ ).

Table No.3 Education

SECTION-1 SOCIO DEMOGRAPHIC PROFORMA		PRIVATE (%)	GOVERNMENT (%)	PRIVATE (f)	GOVERNMENT (f)
EDUCATION	Illiterate	40%	41%	79	82
	Primary	15%	35%	29	69
	Secondary	7%	5%	13	10
	Graduation	20%	15%	39	30
	Post Graduation	20%	5%	39	10

Table.3, Patients admitted to wards were found to be happy with the services provided by the hospitals with 82 (41 percent) of those working in government hospitals and 79 (40 percent) of those working in private hospitals. The majority of respondents were satisfied with government hospitals in comparison to private hospitals. The value of  $\chi^2$  is 35.102 and the degree of freedom (df) is 4. The value of  $p < 0.001$  is significant ( $P \geq 0.05$ )

Table No.41 Satisfaction about Above Charges

Satisfactions about above charges		PRIVATE (%)	GOVERNMENT (%)	PRIVATE (f)	GOVERNMENT (f)
Q4	Yes	87.4%	80.1%	174	161
	No	12.6%	19.9%	25	40

Table.41, reveals that the services provided by the institutions were aware by 174(87.4%) of patients admitted to the hospital who were aware with charges in private hospitals and 161 (80.1%) of patients admitted to the hospital who were aware with rates in government hospitals. When compared to government hospitals, the majority of respondents preferred private facilities. The value of  $\chi^2$  3.956 is and the degree of freedom (df) is 1. The value of  $p < 0.047$  is significant ( $P \geq 0.05$ )

## 5.4 Conclusions

To be precise, the difference between private hospitals and public hospitals lies in the authority of the hospital. The services rendered to the patients admitted in both public and private hospital is nearly identical. However, considering the patient's viewpoint, the most crucial difference between private hospitals and government hospitals is the care as well as the facilities provided to them.

It has been noted that most people prefer private hospitals over government ones as they have a greater inclination for them as compared to any other alternative. This may be due to the conveniences offered and the realization that every piece of equipment utilized is dependable, superior-quality, and upgraded. Private hospitals are undoubtedly more expensive, yet this fact cannot be denied.

There is no disputing the number of amenities and the level of individualized care and consideration provided to the patient at a private hospital. Any patient who can afford the cost will choose a private hospital as their first choice due to the highly lucrative services offered there. Private hospitals have become the patient's first preference as no one wants to risk their lives or go into further trouble due to even the smallest carelessness in any of the treatments. On the contrary, a public hospital is absolutely supported by the funds provided by the government. Everything is based on the government budget, including buildings, doctor's fees, equipment, and medications.

The majority of people, who are not excessively wealthy and, have a serious disease, as well as cannot pay the expensive bills of a private hospital, are thought to prefer a public hospital for further treatment.

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