

# Quality Management System and Performance Evaluation of Nepalese Public Hospitals

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**Abstract:** Nepal being the country in prime of infrastructural development is marching footstep along with other developing nations for economic growth. With development of basis foundations of roadway, education and health sectors country is tying knot on urge of finding way of prosperity. Additionally, with population growth rate of 1.35%, the health challenge has been increasing day and night. Indeed many investors now has directed their funds on establishment of hospital. But, due to lack of proper policy and effective management quantity of hospital has increased rather than quality which should be the key for any health oriented sector. Thus, this paper tries to outline the facts on base of data regarding the quality of service and management of resources in hospitals of Nepal. This paper also highlights the key types of quality management system that Nepalese hospital can adopt for enhancing overall performance.

**Keyword:** Quality Management System, Performance, Public hospitals, evaluation

## I. Introduction

A huge amount of investment is done in the health care sector by Nepal. Public hospitals are in less presence than the private hospitals. The impact of satisfaction of staffs and the patients in public sector hospitals is very poor. Several factors like in the service quality to the patient and the staffs in the hospitals needs to exists and drive the success in all over Nepal. The areas that are to be improved are to be identified, implemented and evaluated to find the factors that actually meet the expectation of the customer and staffs satisfaction which improve the performances of the hospitals. Hence this research aims to evaluate the quality management system in the public hospitals of Nepal which studies the several factors of staffs and patient for the success of hospital maintaining quality.

## II. Objective of the study

The objective of quality management system and performance evaluation of Nepalese public hospitals in the study is listed below:

- To assess hospital is well secured and patient safety.
- To know the sufficient nurses and the doctors in the hospitals and several training and education to them
- To find the quality management training are committed by management and the reward system that reflect the performance.
- To evaluate the nurses are highly motivated in the hospitals and the works are done in efficient manner in the working days.
- To know the quality management process in the hospitals is good and the practices of the quality is clear.

## III. Literature Review

The public health care service in Nepal is very poor in terms of quality service and patient satisfaction (Neupane & Devkota, 2017). With political turmoil and social transition, there was overarching problem of inequities and poor delivery of health services in Nepal (Adhikari, Sapkota, Thapa, & Pandey, 2018). Patient satisfaction or dissatisfaction is a complicated phenomenon that is linked to patient expectations, health status, personal characteristics as well as health system characteristics (Pathak, 2017). In the field of public health, we are often faced with many ongoing and emerging challenges to act on any given issue and make wise and ethical decisions (Shrestha, 2014). The scarcity of financial and human resources for health in Nepal often results in the inability of the current healthcare system to provide comprehensive prevention and management services for chronic diseases (Ide, LoGerfo, & Karmacharya, 2018).

## IV. Research methodology

Researcher evaluates the quality management systems and performances evaluation of Nepalese hospitals following exploratory research which measures the large research based on the primary research. This

research is specially focused on the public hospitals. A researcher use simple random sampling method for the data collection. Every staffs in the hospitals has the equal chance of being selected. 60 numbers of respondents are selected for the analysis. The SPSS software is used for analyzing the data.

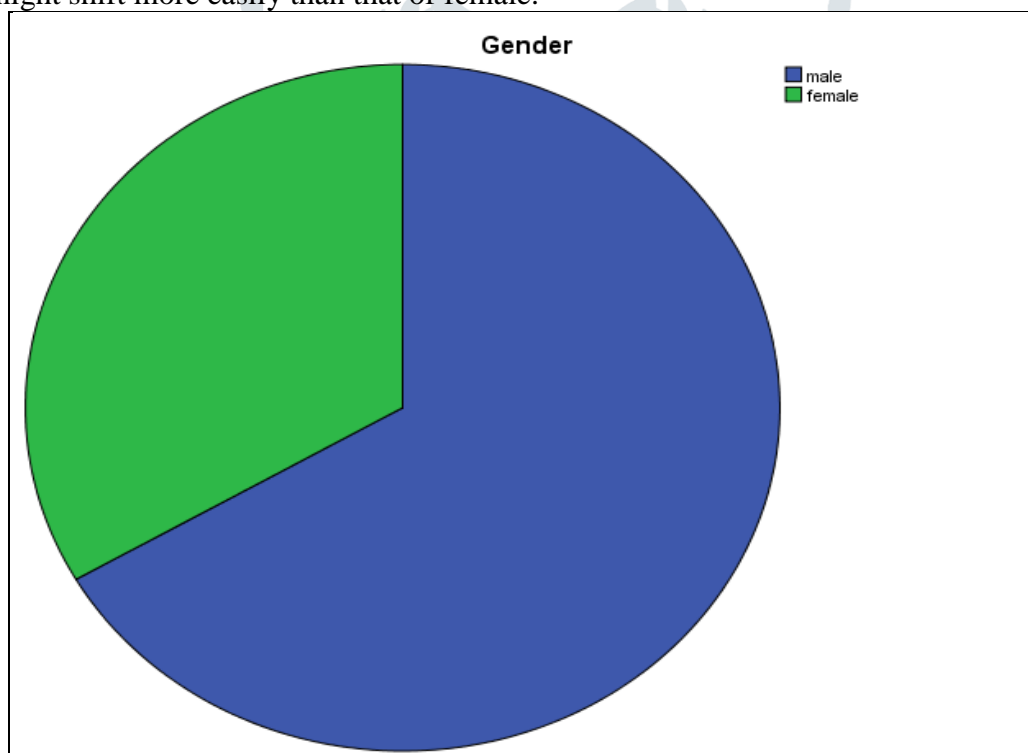
#### V. Data analysis tools and techniques

Descriptive analysis is used for the analysis of the data. The SPSS software with likert scale questionnaire is used to collect and analyze the data. ANOVA provides a statistical method used to test differences between two or more means. It is used to test general rather than specific differences among means. The analysis of variance is a statistical technique used to test whether the different between the means of three or more population is significant or not. The reason for doing an ANOVA is to see if there is any difference between groups on some variable.

*Table 1.1. Frequency distribution by Gender*

Gender	Frequency	Percent
male	40	66.7
female	20	33.3
Total	60	100.0

In the above table it is seen that the male employees in the public hospital is seen more than the female employees. 40 respondents are found to be male and 20 respondents are found to be female respectively. Male employees are found to be more active and can work in pressure than that of female. Male employees can work on night shift more easily than that of female.



*Fig 1.1. Pie-chart of Frequency distribution by Gender*

#### ANOVA test of gender and Hospital is well secured

The ANOVA test of gender and Hospital is well secured is analyzed through the significance level of 0.05.

*Table : 2.1. ANOVA test of Gender and Hospital is well secured*

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.408	1	.408	.728	.397
Within Groups	32.525	58	.561		
Total	32.933	59			

The analysis of the variance shows the hospital is well secured on gender is significant, p-value is less than 0.05,  $F(1, 58) = .728$ ,  $p = .397$ .

**ANOVA test of gender and Patient feel safe in these hospitals**

The ANOVA test of gender and Patient feel safe in these hospitals is analyzed through the significance level of 0.05.

**Table 2.2. ANOVA test of Gender and Patient feel safe in this hospitals**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.675	1	.675	1.264	.266
Within Groups	30.975	58	.534		
Total	31.650	59			

The analysis of the variance shows the Patient feel safe in this hospitals on gender is significant, p-value is less than 0.05,  $F(1, 58) = 1.264$ ,  $p = .266$ .

**ANOVA test of gender and Sufficient nurses and doctors in hospitals**

The ANOVA test of gender and Sufficient nurses and doctors in hospitals is analyzed through the significance level of 0.05.

**Table 2.3. ANOVA test of Gender and Sufficient nurses and doctors in hospitals**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.300	1	.300	.496	.484
Within Groups	35.100	58	.605		
Total	35.400	59			

The analysis of the variance shows the Sufficient nurses and doctors in hospitals on gender is significant, p-value is less than 0.05,  $F(1, 58) = .496$ ,  $p = .484$ .

**ANOVA test of gender and Nurses are provided sufficient training and education**

The ANOVA test of gender and Nurses are provided sufficient training and education is analyzed through the significance level of 0.05.

**Table 2.4. ANOVA test of Gender and Nurses are provided sufficient training and education**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.533	1	.533	.879	.352
Within Groups	35.200	58	.607		
Total	35.733	59			

The analysis of the variance shows the Nurses are provided sufficient training and education on gender is significant, p-value is less than 0.05,  $F(1, 58) = .879$ ,  $p = .352$ .

**ANOVA test of gender and Quality management training are committed by management**

The ANOVA test of gender and Quality management training are committed by management is analyzed through the significance level of 0.05.

**Table 2.5. ANOVA test of Gender and Quality management training are committed by management**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.133	1	.133	.169	.683
Within Groups	45.800	58	.790		
Total	45.933	59			

The analysis of the variance shows the Quality management training are committed by management on gender is not significant, p-value is greater than 0.05,  $F(1, 58) = .169$ ,  $p = .683$ .

**ANOVA test of gender and Reward system allows staffs to reflect the performance**

The ANOVA test of gender and Reward system allows staffs to reflect the performance is analyzed through the significance level of 0.05.

**Table 2.6. ANOVA test of Gender and Reward system allows staffs to reflect the performance**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.533	1	.533	.743	.392
Within Groups	41.650	58	.718		
Total	42.183	59			

The analysis of the variance shows the Reward system allows staffs to reflect the performance on gender is significant, p-value is less than 0.05,  $F(1, 58) = .743$ ,  $p = .392$ .

**ANOVA test of gender and Nurses are highly motivated in hospitals**

The ANOVA test of gender and Nurses are highly motivated in hospitals is analyzed through the significance level of 0.05.

**Table 2.7. ANOVA test of Gender and Nurses are highly motivated in hospitals**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.008	1	.008	.010	.921
Within Groups	49.325	58	.850		
Total	49.333	59			

The analysis of the variance shows the Nurses are highly motivated in hospitals on gender is not significant, p-value is greater than 0.05,  $F(1, 58) = .010$ ,  $p = .921$ .

**ANOVA test of gender and Works are done in efficient manners in the working days**

The ANOVA test of gender and Works are done in efficient manners in the working days is analyzed through the significance level of 0.05.

**Table 2.8. ANOVA test of Gender and Works are done in efficient manners in the working days**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	.833	1	.833	1.095	.300
Within Groups	44.150	58	.761		
Total	44.983	59			

The analysis of the variance shows the Works are done in efficient manners in the working days on gender is significant, p-value is less than 0.05,  $F(1, 58) = 1.095$ ,  $p = .300$ .

**ANOVA test of gender and Quality management process in hospital is good**

The ANOVA test of gender and Quality management process in hospital is good is analyzed through the significance level of 0.05.

**Table 2.9. ANOVA test of Gender and Quality management process in hospital is good**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.408	1	1.408	2.620	.111
Within Groups	31.175	58	.538		
Total	32.583	59			

The analysis of the variance shows the Quality management process in hospital is good on gender is significant, p-value is less than 0.05,  $F(1, 58) = 2.620$ ,  $p = .111$

**ANOVA test of gender and the practices of quality of care is clear**

The ANOVA test of gender and the practices of quality of care is clear is analyzed through the significance level of 0.05.

**Table 2.10. ANOVA test of Gender and The practices of quality of care is clear**

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.008	1	1.008	.950	.334
Within Groups	61.575	58	1.062		
Total	62.583	59			

The analysis of the variance shows the practices of quality of care is clear on gender is significant, p-value is less than 0.05,  $F(1, 58) = .950$ ,  $p = .334$

## VI. Conclusion

Quality is something that goes beyond reducing the defects and the issues that arise in the public sector hospitals. Quality of care in the hospitals and the measurement of the immediate drivers in the public sector hospitals are necessary. In the research researcher conclude that there is significant relationship between the hospitals is well secured and the gender, patient feel safe in this hospitals and the gender, sufficient nurses and the doctors in the hospitals and the gender, Nurses are provided several training and education and the gender, rewards system allows staffs to reflect the performance and the gender, works are done in efficient manner in the working days and the gender, quality management process in hospitals is good and the gender, the practices of quality of care is clear and the gender. But quality management training are committed by management and the gender and nurses are highly motivated in hospitals and the gender are not found significant. Hence public sector hospitals should focus on the overall quality management and the motivational factor. When staffs are motivated the work quality will be eventually high.

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