

**A STUDY OF THE SATISFACTION OF PATIENTS WITH REFERENCE TO THENI
GOVERNMENT MEDICAL COLLEGE AND HOSPITAL SERVICES**

Mr.E.Velmurugan Ph.D (Full-Time) Research Scholar (MKU22FFOC10354), RUSA-Project Assistant, Department of Commerce, Madurai Kamaraj University, Tamilnadu India.

Dr.P.Amarjothi Assistant Professor, Department of Commerce, Madurai Kamaraj University, Tamilnadu India.

Abstract:

The study has been designed to analyze the variable factors that influence patients' satisfaction regarding hospital-related services. A sample size of 250 patients with different educational demographical background status levels has been studied with reference to various factors that influence the satisfaction of patients. The study has attempted to identify factors that combine Casualty Services, Out Patients Services, Inpatients Services, Blood Bank Services, and Master Health Checkup Services. They are based on the importance of participation in various factors, opinion levels, and Levels of Satisfaction. The Gender analysis of patient satisfaction regarding the service provided at the hospital is work talking Both Male and Female patients are highly satisfied with the cleanliness and least satisfied with the behavior of staff who Provide Medicines. The study also has focused on whether patient satisfaction varies across gender. The analysis of SPSS statically tools version 22* has a tool used for the data Framework analysis for Descriptive analysis and One-Sample t-test. The study has revealed that there is a significant difference between the level of satisfaction and gender.

Key words: Health care quality services, Patients Satisfaction, Staff behavior, Provided Medicines, Patients Attitude,

Introduction

With regarding to in hospital services organized in India during the early year during British rural as to cater mainly for the needs on the British army and the British civilian populations. In 1786 a Medical Rule was set up, Department of Sanitation, and Vaccination was brought under the Control of Medical Department implemented for the year of 1875, was then Headed by Surgeon General In 1919 the post of Director of Public Health has been created and the department has been bifurcated. In 1922 Public Health and Medical Services were separated at all levels. The Public Health Department was formed in the year 1923 for the prevention and control of communicable diseases and for the improvement of General Health Conditions in the State. After the year 1947 the post of Surgeon General who was fully in charge of Indian Medical Department was redesigned as Director of Medical Services for Madras State. The ESI Scheme was framed in accordance with the provision of the ESI act 1948 and was first inaugurated in Tamil Nadu in 1955. In 1956 Family Welfare Programme was taken up by this Department to promote the Health of the People particularly Mothers and Children. In 1966 a new department was created to attend Medical Education. In the Year 1970 the Directorate of Indian Medicine was formed which was under the control of Director of Medical Services. During 1982 the Drug Control Administration has become an independent Department. During 1983 the Directorate of Family Welfare was disintegrated from the Directorate of Medical Services and Family Welfare for better co-ordination and implementation of Family Welfare Programmed. In the year 1999 the Directorate of Medical Services was bifurcated and a separate Directorate establish for the implementation of the ESI Scheme was formed on 1.1.1999, Thus the Department of Medical Services which was a huge composite Department at the time of inception has decade by decade paved way for organization of various separate Departments for better administration and from 1.1.99 onwards, this Department namely the Department of Medical and Rural Health Services is being entrusted with the responsibility of rendering Medical Care services to the public through the Non-Teaching Medical Institutions.

Public Health Care Services

The public health care services were provided by the central government and State government. The services were utilized by Rural, Urban, Semi-rural and Semi-urban peoples, the Public health care is give at free of cost.

Review of Literature

The study has been conducted 150 participations, on male and female category level of satisfactions on hospitals that provided satisfactions. (*Rama Mohan and Kanagaluru Sai Kumar 2011*) Patients' satisfaction is related to the extent to which Hospital's Emergency units in Bucharest health care quality systems that provide the diagnosis and treatment and the focus is less placed on the relation between the doctor and the patient of the study, the hospital provide treatment level of ratifications by the hospitals. (*Celia Dana Besciu 2015*) This is to study patients' perception among the health care quality is one of the most important steps on introducing reforms in the health care sector that provided the services. This study has adapted on consumerism, satisfying patients and healthcare activities. A many hospitals apply modern marketing ideas to serve customer markets in a more efficient and effective way. (*Subashini and Poongodi*) The study conducted among 786 sample respondents are patient perceptions of service quality and satisfaction in health care and hospital services in Chennai city. This leads the goodwill for the organization, positive word of mouth and more patients to the hospitals. (*Sambasivan and Vennilaashree 2018*) this study in based on importance of the patient's satisfactions among the various aspect services provided in the tertiary care medical college hospital in Punjab, North India for hospitals services. Health care provision provides best possible health care services quality care and utilization of patient's satisfactions. Patient satisfaction is one of the established yardsticks to measure success of the services being provided in the health facilities (*Sumeet Singh and Paramjeet Kaur et al. 2013*) the Purpose of this study is to assess patients' satisfaction with the provided health services at Private and Public Hospital, evaluate the level of patients' satisfaction with healthcare services provided, to identify these factors that may influence the satisfaction of participants from the provided health services (*Marianna Charalambous and Giannis Sisou et al. 2018*).

Aim of the study

The aim of the study is to conclude the factors influencing the patient's satisfaction on the availability of Theni Government Medical College and Hospital services they are following research objectives formulated to guide the study.

1. To identify the Theni Government Medical College and hospital providing services.
2. To study the patients socio-economic status and level of satisfaction hospital services.
3. To identify the factors responsible for influencing the satisfaction of hospital services.
4. To study the patients attitude of patients with respect to their level of satisfaction on hospital related services.

Hypotheses of the Study

$H_{(o)}$: There is no significance difference between Casualty Services, Out Patients Services, Inpatients Services, Blood Bank Services and Master Health Checkup Services level of patients Satisfaction in Theni Government Medical College and Hospital Patients.

Study Area

To study the difference in health care service provided in Government medical college and hospital, this study is conducted in the Theni Government medical College and Hospital in Theni district of Tamilnadu.

Research Methodology and Data Collections

Sources of data:

- a. **Secondary data:** The data was collected from Journals, Books, Magazine and the like.
- b. **Primary data:** The data was collected from 250 patients in Theni Government Medical College and Hospital.

Sample Design:

Convenience sampling has been used in the study.

Selection of District:

Theni District, Theni Government Medical College and Hospital provided the service on selected for Convenience penitents.

Data Sources

In order to study the services provided by Theni Government Medical College and hospitals in Theni district of Tamilnadu, an interview Schedule questionnaire was used as an instrument to collect of data, in this study on the interview Schedule questionnaire has been personally administered on sample size of 250 chosen on the convenient basis from Theni district of Tamilnadu this study in based on services provided by the hospitals patients satisfaction with demographic profile patients influence with difference dimension in Age, Gender, Family Occupation, Education qualification , Patients utilized the services and staff behaviour, and patient based on their demographic variables and hospital related profile analysis were determine in this study.

Frame work Analysis

This analysis is used from SPSS tools version 22* Simple percentage analysis and One-Sample t test.

SOCIO-ECONOMIC PROFILE OF ANALYSIS

With regard to the patients Satisfaction, this study was to conduct the theni government medical college and hospital services. The following information of data were collected on patient's influences based on Socio-economic factors, Hospital provided services, Infrastructure facilities and Staff behaviour.

Variables	No. of Participations	Percentage (%)
Age		
Below- 16 Years	18	7.2
17-22 Years	121	48.4
23-28 Years	90	36.0
Above 34 Years	21	8.4
Gender		
Male	119	47.6
Female	131	52.4
Education qualification		
Illiterate	42	16.8
10 th to +2	55	22.0
UG and PG	50	20.0
Others	103	41.2
Marital Status		
Married	179	71.6
Unmarried	51	20.4
Widow	18	7.2

Separated	2	8
Religion		
Hindu	124	49.6
Muslim	74	29.6
Christian	52	20.8
Size of family		
Two Members	69	27.6
There Members	113	45.2
Four Members	38	15.2
Above Five Members	30	12.0
Place of Residency		
Rural	88	35.2
Urban	59	23.6
Semi-urban	36	14.4
Semi-rural	67	26.8
Monthly Income		
Below Rs. 5000	41	16.4
Rs. 5001-1000	49	19.6
Rs. 10001-15000	65	26.0
Rs. 15001-20000	48	19.2
Above Rs. 20001	47	18.8
Treatment of health care services		
Anaemia	49	19.6
Heart Diseases	46	18.4
Bronchial Asthma	35	14.0
Viral Fever	81	32.4
Other Fever	39	15.6
Many day have treatment		
Below 5 days	33	13.2
6 to Days	93	37.2
10 to 15 days	87	34.8
Above 16 days	37	14.8
Infrastructure facilities		
Satisfied	107	42.8
Full satisfied	82	32.8
Not satisfied	61	24.4
Staff behavior		
Satisfied	182	72.8
Full satisfied	30	12.0
Not satisfied	38	15.2
Total	250	100.00

Sources: Primary data SPSS version 22*

Interpretation

From the above table out of 250 participations, 48.4 per cent of the respondents are age from group of 17-22 years old, Similarly 52.4 per cent of the respondents belong to Gender group of Female category, Further 41.2 per cent of the respondents while the Educational group of other qualified the patients, among the 71.6 per cent of the respondents belong to married, 49.6 per cent of the respondents belong to Hindu Religion patients, 45.2 per cent of the respondents are Two Members of nature of the family members, 35.2 per cent of the respondents are patients coming from

the near the hospitals in Rural peoples, 26.0 per cent of the responses the patients belong to monthly earning the income for Rs.10001 to 15000, 32.4 per cent of the respondents while the hospital health care provided the service for patients mostly treatment the Viral fever patients, 37.2 per cent of the respondents belong to many days of 6 to 10 days staying the hospital utilized the treatment facilities, 42.8 per cent of the respondents are belong to hospital infrastructure facilities satisfied the patients and 72.8 per cent of the respondents are staff behaviour is satisfied the patients.

ONE-SAMPLE T-TEST

S.No	Level of Patients Satisfaction	Test Value=0.05%			Remarks
		t	DF	'p' value is 0.05% @Level	
Casualty Services					
1	Behavior of the staff	33.298	249	0.000*	
2	Co-operation for staff	32.461	249	0.000*	Rejected
3	Process of issue report	30.965	249	0.000*	Rejected
4	Clarification of queries	29.899	249	0.000*	Rejected
5	Timely issue of report	31.617	249	0.000*	Rejected
6	Infrastructure specialties	36.528	249	0.000*	Rejected
Out Patients Services					
1	Behavior of the staff	31.016	249	0.000*	Rejected
2	Co-operation for staff	37.099	249	0.000*	Rejected
3	Process of issue report	30.042	249	0.000*	Rejected
4	Clarification of queries	31.595	249	0.000*	Rejected
5	Timely issue of report	38.337	249	0.000*	Rejected
6	Infrastructure specialties	36.806	249	0.000*	Rejected
Inpatients Services					
1	Behavior of the staff	39.473	249	0.000*	Rejected
2	Co-operation for staff	41.029	249	0.000*	Rejected
3	Process of issue report	37.611	249	0.000*	Rejected
4	Clarification of queries	39.197	249	0.000*	Rejected
5	Timely issue of report	42.186	249	0.000*	Rejected
6	Infrastructure specialties	34.764	249	0.000*	Rejected
Blood Bank Services					
1	Behavior of the staff	39.123	249	0.000*	Rejected
2	Co-operation for staff	42.189	249	0.000*	Rejected
3	Process of issue report	37.206	249	0.000*	Rejected
4	Clarification of queries	38.203	249	0.000*	Rejected
5	Timely issue of report	36.326	249	0.000*	Rejected
6	Infrastructure specialties	33.385	249	0.000*	Rejected
Master Health Checkup Services					
1	Behavior of the staff	35.594	249	0.000*	Rejected
2	Co-operation for staff	34.674	249	0.000*	Rejected
3	Process of issue report	33.430	249	0.000*	Rejected
4	Clarification of queries	39.456	249	0.000*	Rejected
5	Timely issue of report	42.160	249	0.000*	Rejected
6	Infrastructure specialties	36.233	249	0.000*	Rejected

*Sources: Primary data SPSS version 22**

In the table analysis regarding the factor determining Theni Government Medical college and Hospital providing services like Casualty Services, Out Patients Services, Inpatients Services, Blood Bank Services and Master Health Checkup Service has shown that the Level patient's Satisfaction in

Highly Satisfied, and the Degree of Freedom is (N-1, 250-1=249, DF), 'p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, **Casualty Services** Behavior of the staff, Co-operation for staff Process of issue report, Clarification of queries, Timely issue of report and Infrastructure specialties are the degree of freedom is (249), and p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, thus rejected null hypotheses there is no significance deference between casualty services. **Out Patients Services** Behavior of the staff, Co-operation for staff, Process of issue report, Clarification of queries, Timely issue of report and Infrastructure specialties are the degree of freedom is (249), and p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, thus rejected null hypotheses there is no significance deference between Out Patients Services. **Inpatients Services** Behavior of the staff, Co-operation for staff, Process of issue report, Clarification of queries, Timely issue of report and Infrastructure specialties are the degree of freedom is (249), and p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, thus rejected null hypotheses there is no significance deference between Inpatients Services. **Blood Bank Services** Behavior of the staff, Co-operation for staff, Process of issue report, Clarification of queries, Timely issue of report and Infrastructure specialties are the degree of freedom is (249), and p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, thus rejected null hypotheses there is no significance deference between Blood Bank Services. **Master Health Checkup Services** Behavior of the staff, Co-operation for staff, Process of issue report, Clarification of queries, Timely issue of report and Infrastructure specialties are the degree of freedom is (249), and p' value 0.000* (0.000* means 0.001) is 0.05@ High level of level of Significance, thus rejected null hypotheses there is no significance deference between Master Health Checkup Services.

Suggestions

- ✓ It would be better to provided patients.
- ✓ It is good to have strong infrastructure facilities.
- ✓ It is opt to give counseling to staff to give up their abnormal behaviour.

Conclusions

This study was conducted at Theni Medical College and hospitals provided services. Most of the patients utilized the service were the ones affected by viral fever, this is new fever founded in the world, the patients enjoyed the treatment given by the medical college and got cured the patients expressed concern over the un-cleanliness of toilet and there is no considerable approach by the staff and co-workers.

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