

AN ANALYSIS ON SERVICE QUALITY OF GOVERNMENT AND PRIVATE HOSPITALS IN TAMILNADU

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Abstract:

Healthcare is one of India's largest sectors, in terms of revenue and employment, and one will well witness the world to expand rapidly. Indian patients square measure willing to pay a lot of to avail health care services of international standards . In the period of globalization and uplifted rivalry, it has been watched that conveyance of value benefit is basic for medicinal services to fulfill their indoor and out patients. Health care covers not simply medical care but conjointly all aspects professional preventive care too. Where, as in india, private due expenditure dominates the price finance health care, the results ar absolute to be regressive. Health care at its essential core is widely recognized to be a public good. The development of our nation is also depending upon the health care sector. A people in a country who are completely getting all health care services is presumed to be a developed country. Service quality of government hospitals should be change and they need to give proper medicare services equal to private hospitals. People satisfaction is very important towards the health care services. Also private hospitals should get proper charges only, because people believe that the medical services in private hospitals were proper so they should consider it. People also demanding the government hospitals must equal to private hospitals. Government should increase the funds for medical development. However, disparities between rural & urban areas to access health care services were alarming, the challenge of quality health services in remote rural regions has to be met with a sense of urgency. The quality of health care delivered by hospitals is a major area of concern. Quality inputs can only deliver quality outputs. The first and foremost task of hospitals

is to deliver quality services to patients and additionally to enhance the standard of services wherever matters is found very important.

Keywords: Tangibility, quality, satisfaction, standard services, health care.

INTRODUCTION:

One of the basic vitalities of good living is quick access to essential services like health care. Health is clearly not the mere absence of disease. Healthiness confers on an individual or groups freedom from health problem and also the ability to understand one's potential. Health is therefore best understood as the indispensable basis for defining a person's sense of well being ([Nassir Ul Haq Wani, 2013](#)). The Concept of health is an important and integrated part of economic development. Social scientists and economists have realized the importance of health in the economic development of a nation. In addition, the living and work environment also contribute to the health status of individuals ([Tanveer Ahmad Dar and Pandit, 2017](#)). Thus an important part of social sector development is incomplete without adequate health care facilities.

The relationship between health and development is mutually reinforcing- whereas health contributes to economic development, in turn, tends to enhance the health standing of the population in an exceedingly country. India as a nation has been growing economically at a speedy pace significantly when the appearance of New economic policy of 1991. However, this rapid economic development has not been accompanied by social development particularly health sector development. Therefore, the present status upon health care sector slowly falls downwards. Health sector has been accorded very low priority in terms of allocation of resources, whereas the public expenditure on health is less than 1 percent of GDP in India. Furthermore comparison of India with some developed and developing countries is also employed in order get the clear picture of the health sector. Health care industry should be discussed and take necessary policy implications. India lags behind in regard of health improvement as compared to U.S.A, Canada, China, and Brazil ([Nassir Ul Haq Wani, 2013](#)).

Even when 64 years of Independence, half the individuals are below the poverty level (BPL) still fight a hopeless and constantly losing battle for survival and health. The policies implemented so far, has not concentrate on equity and equality ([Bhavani Shankar, 2016](#)). Article 47 of the Indian Constitution states that the "the State shall regard raising the level of nutrition and normal of living of its individuals and improvement publicly health among its primary duties

([The constitution of India, 1949](#)). India, despite being a human to the “Alma Ata Declaration” (1978), that aimed toward “Health for All” by 2000 ([Bhavani Shankar, 2016](#)). A health care service typically depends on complicated technologies directed to serve medical and public health functions. The event and adoption of those technologies are expensive, that has led to increased health care prices. Additionally, access to health technology is one of the foremost distinct variations between the wealthy and the poor ([Amit Dang, 2016](#)).

Sanitation is that the hygienical suggests that of promoting health through hindrance of human contact. Though so much of sanitation schemes are processed by the people but there is no effective program ([Sanjay Tiwari, 2015](#)). The current status of health care sector is that people demanding the better quality and health care ([Ganesan and Senthamizh Veena, 2018](#)). A weak government health care delivery system, coupled with the poor quality of care (QoC) offered by it, is a major contributing factor to the growth of the private health care system. The government policies such as National health policy 2002, National population policy 2001 and National Rural Health Mission these are the main factors which envisages the participation of private sector to enter into the healthcare industry ([RAO, 2012](#)).

Social insurance and neighborliness administrations are a necessity driven and high contribution ventures that constitute a critical piece of the administration area. Private spending accounts for almost 80 percent of the total healthcare expenditure and is quite dominant in the healthcare sector. ([Trishala A , Lakshmi T and Rajeshkumar S, 2018](#)) Inadequate public investment in health infrastructure has given an opportunity to private hospitals to capture a large share of the market. Some of the distinguished company hospital networks within the country are Apollo Hospital, Fortis attention, Max Healthcare, Wockhardt Hospital, and Manipal cluster. ([Faisal Talib and Zillur Rahman, 2013](#)). Hence the objective is that to study about the difference in quality of service provided by the government and private hospitals in Tamilnadu.

The methodology used through research is empirical approach to discuss the public opinion in service quality of government and private hospitals in Tamilnadu. The study used both primary and secondary opinion. The secondary information for the study was collection from books, research articles, thesis and other e-sources. A survey was conducted among 300 randomly selected respondents, through a well structured questionnaire to collect the primary information for the study and the study used percentage for meaning analysis of the results.

Results:

According to the results of the survey, 26.8% of the respondents were in the age group (16-30); 69.6% were in the age group (31-45) and 3.4% of them were in the age group of 46-60. Majority (61.4%) of the respondents were male and 38.6% of them are females. The income level of the respondents revealed that 52.9% of the respondents' earnings is below 1 lakh; 21.6% of the respondents' earnings is 1lakh - 2lakhs; 13.7% of the respondents were earning 2 lakhs - 3 lakhs and the remaining 11.4% of the respondents earning more than 3 lakhs per annum.

The majority of the respondents (67.9%) were opined that hospitals were located at the urban areas; 18.9% of the respondents says that hospitals were located at the rural areas also and 13.2% of respondents says hospitals were located at the semi-urban areas. And 45.3% respondents were aware about the contagious diseases but still 54.7% of respondents were not aware about the contagious diseases. The people satisfaction towards the service quality of the hospitals revealed that 66.7% of respondents were not satisfied with the service provided by the government hospitals where 33.3% respondents are satisfied with the service provided by the government hospitals.

There are several things has to be changed in the government hospitals, (20.8%) of respondents are wishes for the medical professionals were maintain good relationships with them and (17%) of respondents were says that they want the clean surroundings and (11.3%) of respondents wants a good service while majority of the people (50.9%) of respondents were wishes for all the above. Therefore (53.7%) of respondents says that private hospitals were efficient for them and (46.3%) of respondents were satisfied with the private hospitals service. While asking to the people about the modern equipment's in public hospitals, (62.3%) of respondents were says that there is no modern equipment in public hospital and (37.7%) of respondents says that no modern equipment were used in public hospitals. Majority of the respondents (59.3%) were aware of the hospitals location and (40.7%) of respondents were not aware of the hospitals located. Majority of the respondents (44.4%) were consistent because of modern method treatment and (55.6%) of the respondents were not consistent because of the charges applied by the private hospitals. While asking to the respondents how the doctors treat them in hospitals , (50.9%) of respondents ere says that they maybe maintain good relationships

and (22.6%) of respondents says that they maintain good relationships with them and (26.4%) of respondents were not accept with them. Also (53.7%) of respondents were prompt discharged in hospitals and (46.3%) of respondents were neglecting that statement.

Majority of the respondents (72.2%) says that in private hospitals doctors were polite with them and (26.8%) of the respondents were says government hospitals. In rural area (38.9%) respondents says about the lack of treatment ([Dr.Lakshmi T and Rajeshkumar S 2018](#))and (31.5%) of respondents says that no proper medicine availability and (29.6%) says that doctors timing. For consulting the doctors (47.2%) respondents ere give bribe and (52.8%) respondents were not given. According to survey (66.7%) respondents says private hospitals treat them as revenue generators and (33.3%) of respondents were not accept it. Also (69.1%) of respondents says that high hospitalisation affect the family budget and (30.9%) of respondents not agree with it. Where as (66.7%) of respondents were says there is skilled graduates in government hospitals and (33.3%) of respondents were not accept it. Most importantly (58.5%) respondents ays that transgender people were treated badly in hospitals and (41.5%) of respondents not agree with them.

Discussion:

Health care sector needs a special attention from the government. Quality of health care provides a hope and relief to the patients and their dependents ([Irfan and Ijaz,2011](#)). Basic responsibility of government is to provide its people with best health care facilities at affordable price ([Kanwal Nasim and Yusuf Janjua, 2014](#)). According to Article 25 of the Universal Declaration of Human Rights unequivocally states that the preservation and promotion of health is one of the most basic human rights ([Bhavani Shankar, 2016](#)).Health may be a basic human wants and one ought to attain the status of the higher life. The health status is sometimes measured in terms of life expectancy at birth, mortality rate, birth rate, crude birth rate and crude death rate ([Nassir Ul Haq Wani,2013](#)). The trends of globalisation and commercialisation increasing day by day so it changed the demand of customers they expect higher quality of products and there creates a competitive environment among various sectors ([Muhammad Nawazr et.al; 2016](#)). Health care is India's one of the necessary a part of service sector in terms of revenue and employment, and is expanding quickly. There is need to increase the effectiveness and efficiency of the health care. In India the service quality of healthcare is far from satisfactory. The identification of determination of service quality is necessary in order to

control and improve customer perceived service quality. So health care sector needs a special attention from the government where as the quality of health care provide a hope and relief to the patients and their dependents. The enhancement in service quality are competitive advantage for enhanced customer satisfaction. There is difference in service quality provided by the government and private hospitals. As per the world Health Organization (WHO), in countries adore India, people who pay money for their health care services suffer “catastrophic prices.” whereas millions suffer and die in absence of access or inability to afford medical care, many others suffer because they end up paying through debts, selling assets, and so forth ([Amit Dang et.al;2015](#)). The patients have different dimensions among the quality such as empathy, responsiveness, tangibility, reliability ([Muhammad Nawaz et.al; 2016](#)). The people’s those who are going for government hospitals believed that in government hospitals they can afford charges. Customers’ perceptions of service quality result from a comparison of their before and after service expectations with their actual service experience. The service are going to be considered excellent, if perceptions exceed expectations; it’ll be considered sensible or adequate, if it only equals the expectations ([Bhupesh Umath,2013](#)). But the hospitals are mainly situated in urban areas, because in urban areas there are more population while comparing with rural and tribal areas. The percentage of medical practitioners in rural areas very low when compared to small urban areas. Even the government hospitals were not worked properly in those areas because the medical professionals are also not interested in the attending patients where as they are interested in earning money. Main problem is lack of adequate and medical treatment of patients ([Kavitha,2014](#)). Nowadays people are aware about the diseases but they do not aware about the medicines prescribed by the doctors. Because they don’t aware of the medicines, so they kept belief on doctors and also on medical shop owners. But people are not checking whether the medicine is expired or not and they do not ask name of the medicine. In this manner people living in a society. Government hospitals are work for those who are not financially well developed and its should give an adequate quality services. But in government hospitals there is no proper services were provided by them. People satisfaction towards the government hospitals are not as much as the private hospitals. It clearly picturing that the performance of the government hospitals are not greater than the private hospitals. While comparing the government hospitals with private hospitals there is no proper facilities in the government hospitals. Mostly it deals with the clean surroundings, maintain good relationships with patients and good services

but these are lacking in the government hospitals. For these issues people prefer private hospitals, where they may feel safety and they believe that in private hospitals they can recover from the diseases over a few days. The ever-growing needs of quality health care services and poor performance of public hospitals have provided immense opportunities for the private hospitals ([Ramesh Neupane and Manju devkota, 2017](#)). Private hospitals are not subsidised and depend on income from citizens ([Syed Saad Andalub, 2000](#)). It is not efficient for all people to go to the private hospitals but there is a need for it. Privatisation of hospitals made the health care industry a business profitable sector, it makes people as revenue generators. Most of the rural population are smallholders, craftsmen and workers, with restricted assets that they spend essentially on nourishment and necessities, for example, dress and sanctuary. They have no money left to spend on health. The country laborer specialist, who endeavors hard under unfriendly climate conditions to create nourishment for others, is regularly the main casualty of plagues ([Ashok Vikhe Patil et.al; 2002](#)). This is an important issue to be notified that when the government allows the private hospitals inside the health care and accept that they private hospitals can afford medical facilities than government hospitals. Private sector health care is highly fragmented with over 90% of private health care being serviced by the unorganised sector. Eighty percent of the private hospitals are small clinics and nursing homes (less than 30 beds). The sector however has attracted considerable private investments and it appears that the participation of the private sector in this field is likely to continue in the near future. The conflict between the financial solvency of the private sector players to the need for affordable quality health care services in ways that enhance the health and well-being of citizens is an immediate and visible area of ethical conflict in the sector ([Chirantan Chatterjee, Vasanthi Srinivasan, 2012](#)). However argue that because of better accessibility in terms of the distance and timings of the hospitals, responsiveness to patients, and the dismal quality of health services in the public sector, the private sector is patronized in spite of the poor quality of care ([RAO, 2012](#)). For the better improvement of the public sector hospitals government need to raise funds for the medical services and medical professionals are strictly controlled by the government officials and increase the medical graduates. In rural areas people's are struggled more for getting medical services. Development of information technology made an significant role in health care service quality in India. Indian hospitals needs to be enhance the service quality by using information technology to meet the global completion ([Ramiah Itumalla, 2012](#)). Government should notify

the these issues and take the necessary steps regarding this problem. In India people doesn't say there is no need for private hospitals they need these hospitals to work for the people welfare not asbusinesswelfare.

Recommendation:

Medical law is essentially concerned with relationship between health care profession and patient.Hospital management are increasingly facing complaints regarding facilities (government and private).Patient satisfaction is one of the very important quality sector in health care sectors .In India the service quality of healthcare is far from satisfactory.There is an Need to increase the effectiveness and efficient of health care services in present situation is the need of the hour and request attention towards the continuous improvement .State plays a central role in finance provision and administration of service and the basic responsibility of the give to provide its people with best Healthcare Facilities at affordable prices there should be strict law passes over the medical field ,medical professionals in government hospitals who are not doing their work properly should be punished under medical laws . The development of information technology made a significant role in health care service quality in India .Indian hospitals need to be enhance the service quality using information technology to meet global completion .

Conclusion:

From the above analysis and data collected from people it's clearly knew that government hospitals staffs are negligent in their work taking this an advantage private hospitals enter into medical fields and changed medical fields to revenues generator. People's said that they want private hospitals but the charge shouldn't be more than usual treatment for diseases. This step should be taken by government in governing the private sectors that they aren't charging more for surgeries ,fees etc.,.If above steps are taken by government then both rural and urban area people can access private hospitals .Primary health care systems should be installed everywhere .Government hospitals should be be maintained properly and equal facilities like private hospitals should be available in all the government hospitals located in developing urban areas. Medical field shouldn't been seen in perspective of profit based business whereas humanityisneeded.

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