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**A STUDY OF PATIENT SATISFACTION IN GOVERNMENT HOSPITALS OF MEERUT  
(UTTAR PRADESH)**

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**ABSTRACT:**

At the time of Independence, the country's health care infrastructure was mainly urban and clinic based. The hospitals and clinics provided curative care to patients who came to them. Outreach of services in the rural areas was very limited; there were very few preventive and rehabilitative services available. The current health problems and issues in Uttar Pradesh indicate that there is a need of research on medical college hospitals. Confronted with the emergence of the medical education industry and increasing demand for hospital service, it is necessary to understand how patients perceive services of Government Hospitals and which factors are influencing patients' satisfaction.

In modern times when expectation from healthcare institutions are increasing and level of satisfaction is decreasing, leading to increased number of legal suits and physical manhandling of medical professionals, it is very important to know the variables affecting patient satisfaction. Hence the present study is planned to know the determinants of patient's satisfaction. The study is micro in nature. The research will open new areas for future research in the field of healthcare and will also reveal areas and factors that need consideration for improvement for patient's satisfaction. Keeping in mind the above discussion, the present study has been designed to study the *A STUDY OF PATIENT SATISFACTION IN GOVERNMENT HOSPITALS OF MEERUT*.

**Key-Words-** Patient Satisfaction, Service Quality, Government Hospitals

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**INTRODUCTION:**

The earliest indigenous system of medicine can be traced back to the development of Vedic medicine following the Aryan migration to the Indus Valley "The Vedic Samhitas which were religious texts, contain the concepts of anatomy, physiology and pathology which were quite impressive" (Banerji 1974) Ashok Maurya (279 - 236 B C) was responsible for the spread of social medicine, manifested in a public health care system that included hospitals and Sanitaria for men, women and children (FRCH 1987). Western system of medicine was introduced in India in the latter half of the 18<sup>th</sup> century mainly to serve the needs of the colonial settlers and their armed forces that came to rule India. These facilities were extended to a small segment of people, mostly elite masses, living in urban areas. At the time of Independence, the country's health care infrastructure was mainly urban and clinic based. The hospitals and clinics provided curative care to patients who came to them. Outreach of services in the rural areas was very limited; there were very few preventive and rehabilitative services available.

The central, state and territories constitute and develop attributes of universal health care system of India. The Constitutions put conditions on every state to raise the standard of living and nutrition level to improve public health. It should be in the primary duties of state. According to a report of NITI Aayog, the Indian government will increase public expenditure on healthcare from 1.1% to 2.5% GDP in the next four years and to 5% in the following 5 years. This shows that the nation is set on the path of progressive healthcare for every individual. Govt. of India implemented 'Ayushman Bharat National Health protection Mission' in August 2018. The AB-NHPS will have a defined benefit cover of Rs 5,00,000 per family (on a family floater basis) per year for secondary and tertiary care hospitalization. The Government of India also launched other schemes like 'Mission Indradhanush' with an aim to

improve the coverage of immunization in the country by achieving at least 90 percent immunization coverage by in India by December 2018.

### Trends in Public Expenditure on Health

Year	Public Expenditure on Health (in Rs. Crores)	Population (in Crores)	GDP*	Per capita Public Expenditure on Health (in Rs.)	Public Expenditure on Health as % of GDP
2009-10	72536	117	6477827	621	1.12
2010-11	83101	118	7784115	701	1.07
2011-12	96221	120	836039	802	1.1
2012-13	108236	122	9951344	890	1.09
2013-14	112270	123	11272764	913	1.00
2014-15	121600.23	125	12433749	973	.98
2015-16	140054.55	126	13764037	1112	1.02
2016-17	178875.63	128	15253714	1397	1.17
2017-18	213719.58	129	16751688	1657	1.28

**Source:** Public expenditure on Health from “Health Sector Financing by Centre and States/UTs in India”, National Health Accounts Cell, Ministry of Health & Family Welfare.

### Year- wise List of Medical Colleges in India

Year	No. of Medical Colleges
2011-12	356
2012-13	381
2013-14	381
2014-15	398
2015-16	412
2016-17	462
2017-18	476
2018-19	529

Source: Medical Council of India

### PATIENT SATISFACTION:

Medical Hospitals are integral part of health care system of Uttar Pradesh which is experiencing a rapid growth. It provides a wide range of medical services for a large group of patients and now serves an increasing population. Medical College Hospitals are popular because of the extended hours of operation and availability of all health care services. There is an increasing private participation in medical education like any other industry. The current health problems and issues in Uttar Pradesh indicate that there is a need of research on medical college hospitals. Confronted with the emergence of the medical education industry and increasing demand for hospital service, it is necessary to understand how patients perceive services of Government Hospitals and which factors are influencing patients’ satisfaction.

### OBJECTIVES OF THE STUDY:

- To define the service quality dimensions of health care sector.
- To study the patients’ satisfaction towards the quality of services offered government hospitals in Meerut (Uttar Pradesh).

- To study the factors affecting the satisfaction level of patients and relationship between quality of services.
- To draw the conclusion and make recommendations for increasing the satisfaction level of patients in hospitals of Uttar Pradesh.

### SCOPE OF THE STUDY:

Conceptually research gives an insight on perceived service quality and patient loyalty based on the selected variables that determine the Service quality of hospitals in Meerut. Methodologically conclusive research design will be used, which is most suitable for the research and both primary and secondary source of data is also use in order to gather relevant information and the research would employ a sample survey method of data collection by using researcher administrated questionnaire fulfilled by the patients. Geographically study will be conducted in selected government hospitals located in Meerut (Uttar Pradesh) which is part of NCR Region and 70 kilometers far away from national capital New Delhi. Meerut is also known as medical hub of Uttar Pradesh. The results of this research would also be a guiding post for further research in other areas.

### SIGNIFICANCE OF THE STUDY

Patient satisfaction is a very important aspect of medical care. Apart from having the most renowned medical professionals and infrastructure available, there are many factors that affect patient satisfaction. In modern times when expectation from healthcare institutions are increasing and level of satisfaction is decreasing, leading to increased number of legal suits and physical manhandling of medical professionals, it is very important to know the variables affecting patient satisfaction. Hence the present study is planned to know the determinants of patient's satisfaction. The study is micro in nature. The research will open new areas for future research in the field of healthcare and will also reveal areas and factors that need consideration for improvement for patient's satisfaction.

### POPULATION OF THE STUDY:

As per the objectives of the study the researcher aims to find out the Determinants of Patient Satisfaction on Service Quality Dimensions of Government Hospitals in Meerut. The sample selected is adequately representative of the sociological and health/medical environment of Meerut as well as the identified impact and feedback from the concern persons. The sample consisted of two Government Hospitals i.e. LLRM and Pyare Lal Hospital.

**Sample size for the study**

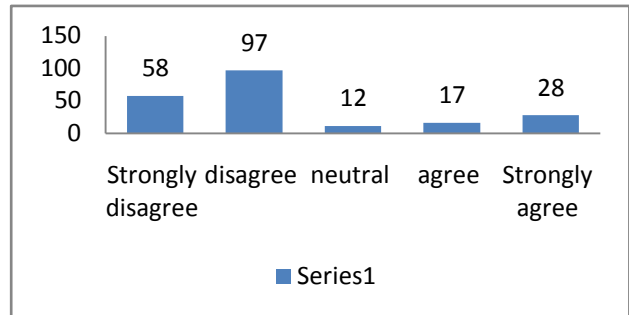
DEPARTMENTS	LLRM	PYARE LAL
General OPD	25	25
Cardiology	25	25
E&T	25	25
Dental	25	25
Ortho	25	25
<b>TOTAL</b>	<b>125</b>	<b>125</b>

*Source: Proportionate sample calculation by researcher*

**DATA ANALYSIS-**

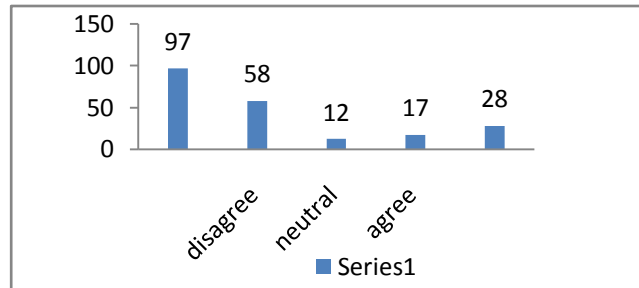
**Hospital has up-to-date equipment**

Strongly disagree	58
disagree	97
neutral	12
agree	17
Strongly agree	28



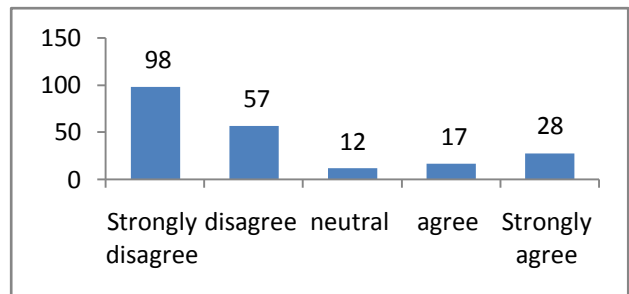
**Hospital staff dress well and appear neat**

Strongly disagree	97
disagree	58
neutral	12
agree	17
Strongly agree	28



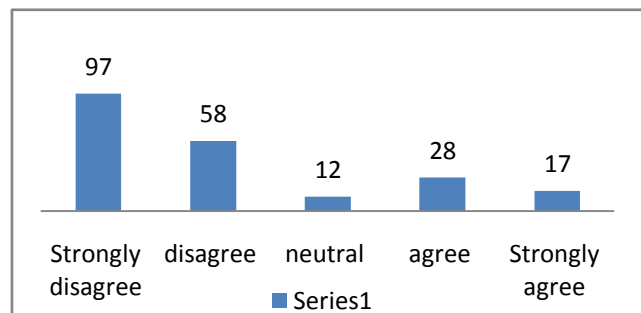
**Lighting, Water, Toilet facilities at OPD is good**

Strongly disagree	98
disagree	57
neutral	12
agree	17
Strongly agree	28



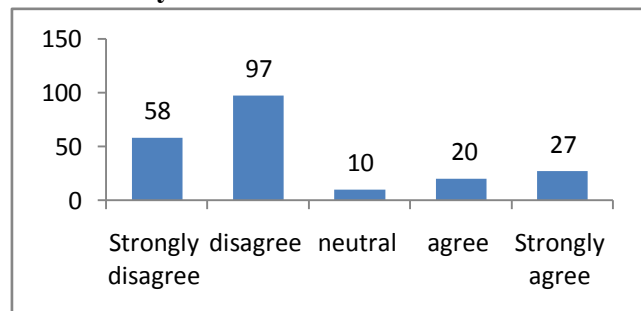
**Hygienic conditions at hospital are good**

Strongly disagree	97
disagree	58
neutral	12
agree	28
Strongly agree	17



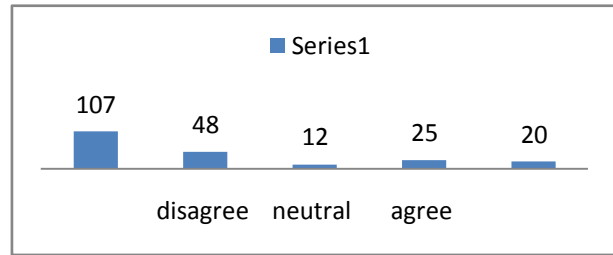
**Registration/Appointment process at OPD counter is easy/convenient**

Strongly disagree	58
disagree	97
neutral	10
agree	20
Strongly agree	27



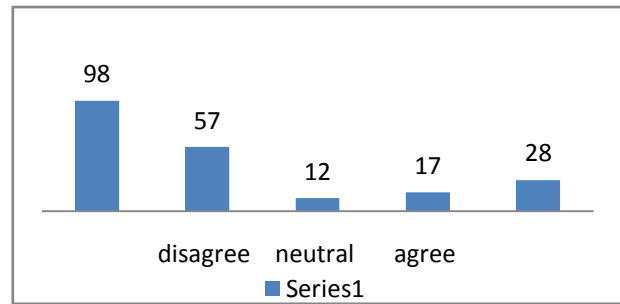
**Sitting arrangements and facilities in waiting area are good**

Strongly disagree	107
disagree	48
neutral	12
agree	25
Strongly agree	20



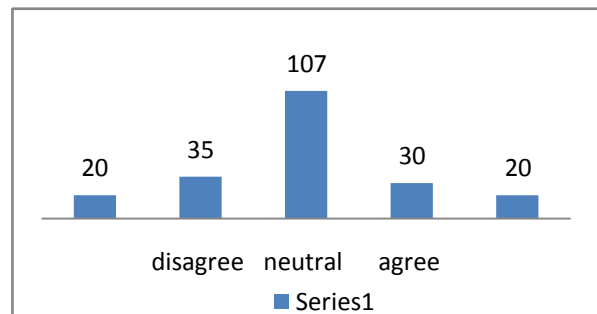
**The appearance of the physical facilities of the hospital are kept with the type of services provided**

Strongly disagree	98
disagree	57
neutral	12
agree	17
Strongly agree	28



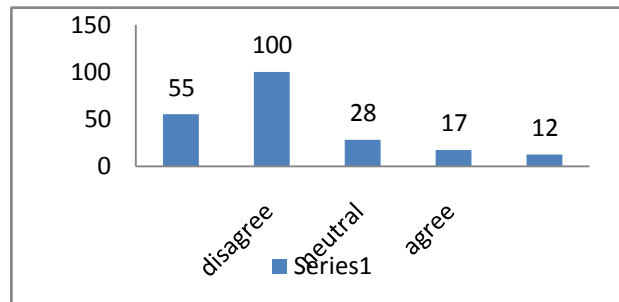
**The hospital's location is easily accessible**

Strongly disagree	20
disagree	35
neutral	107
agree	30
Strongly agree	20



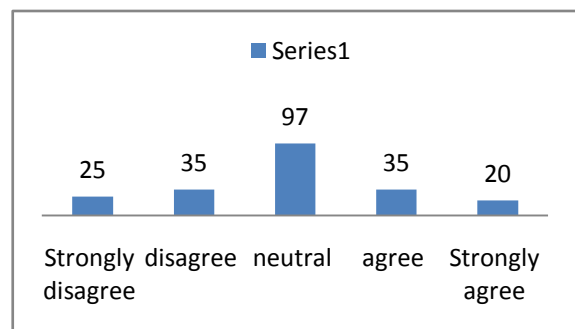
**Patients feel safe in their transactions with hospital's employees.**

Strongly disagree	55
disagree	100
neutral	28
agree	17
Strongly agree	12



**Doctors try to know everything about patient and explain about treatment**

Strongly disagree	25
disagree	35
neutral	97
agree	35
Strongly agree	20



## FINDINGS:

- Government sector hospitals are running basically off dated technology and equipments.
- The government hospitals did not provided same dress code for the staff members. They can wear any types of cloth at the time of duty.
- The basic equipment like lighting, water and toilet facilities at OPD are not good in government hospitals.
- There is no provision for hygiene in government hospitals. So, there is some need to improve the conditions.
- The basic process like registration and appointment at OPD counter are complex in government hospitals. As per the opinion of respondent, the staff members available for registration in government hospital are very rude and avoid helping them. It is very much required to develop some working culture in the government hospital also.
- When the respondents were asked about sitting arrangement in waiting area is good or not, no proper arrangement is available in government hospitals.
- The appearance of the physical facilities of the hospital is not kept with the type of services provided.
- The location of hospital is accessible or not, government hospitals are not approachable for a common man.
- The majority respondent felt unsafe in their transactions with hospital employees for government hospitals.
- Doctors are not serious to know everything about patient and explain about treatment.

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