Patient's Satisfaction towards Infrastructural Facilities in Hospitals at Erode Town

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Abstract

Human resources are one of the vital resources of a nation. The well being of human resources, both physically and psychological improves their betterment and socio-economic status. Hospital industry in the service sector takes the role of maintaining the healthiness of human resources. Health infrastructure is a basic service or social capital of a country or part of it, which facilitates the smooth conduct of economic and social activities. There are various types of hospitals constructed to serve the needs of the patients like government hospitals, clinic, surgical, specialty, emergency care, palliative care, psychiatric, multi-specialty, etc. Even though the infrastructure of the hospital differs based upon the type of hospital, the basic amenities required will be the same for all types of hospitals which influences, the patients' satisfaction. In this regard, the present study is taken to analyze the patient's satisfaction with infrastructural facilities in the hospitals. 150 respondents were selected for collecting responses using convenient sampling technique in Erode town. Percentage analysis and multiple regressions were used for analyzing the data. The result showed that there is no significant impact on the dependent and independent factors and so the hospitals have to take better initiatives to develop their infrastructure.

Keywords: Health, Infrastructural Facilities and Patient Satisfaction

1. Introduction

Good health is the state of physical and mental wellbeing. It is necessary to live a meaningful and productive life. To achieve good health, the country must promote health care services and provide a disease-free environment for the people. The main aim of the hospital is to provide service to their patients, but in the current situation, patients require more facilities to avoid consequences. The hospitals must develop their infrastructure to satisfy their patient's needs. The hospitals in rural areas are providing basic facilities to their patients. At the time of emergency, patients will prefer town hospitals or city hospitals. Hospitals must have basic equipment to treat emergency cases, good parking facility, canteen facility, sufficient bed facilities, maintain a clean environment, proper maintenance of old records, bed arrangements, intensive care units, laboratory, operation theatres, laundry, registration, stores, transport facility, mortuary and security. The present study deals with the patient's satisfaction with infrastructural facilities in the hospitals. This study helps to find the solution, whether patients are satisfied with the hospital's infrastructural facility and the quality of services rendered by them in Erode town.

2. Statement of the Problem

The hospitals have been established to provide healthy well-being and solve the health issues faced by the people in several situations. The prime aim of the hospital is to

render quality of service to their patients. Without good ventilation, highly equipped rooms, laboratory, intensive care unit, efficient workers, proper maintenance of patient history and poor infrastructure, the hospitals are not able to provide good quality of service. This study is taken to know the level of satisfaction of patients regarding the hospital infrastructure and environment which will create an impact on the patient's satisfaction.

3. Review of Literature

Abdalelah Saiffuddin Saaty and Zaid Ahmad Ansari[1] analyzed the patient's satisfaction for the infrastructural facilities of a government hospital. 400 respondents were selected based on convenient sampling technique. Percentage analysis, ANOVA and one sample t-test had been used for analysis. It was concluded that hospitals need an enhancement to meet their patient's expectations. T. Deepha, *et.al.,*[2] examined patient's satisfaction towards the services offered in government hospitals. 286 respondents were selected according to the proportionate sampling technique. The collected data was analyzed by using factor analysis and multiple regression. The result showed that patients' satisfaction was very low and they had to improve their service quality. Gourab Adhikary *et.al.*[3] examined and identified the factors influencing patient satisfaction at different levels of health facilities in Bangladesh. 2207 respondents were taken for data collection by using convenience sampling technique. Percentage analysis and binomial logistic regression were used for analysis. The result showed that patients' satisfaction could be increased by focusing on improving cleanliness, privacy settings and providing interpersonal skills. Mahmud Zubayer and Saiful Hoque[4] studied the health care service quality and patient's satisfaction.

366 samples were taken for collecting data using simple random sampling technique. KMO test and Barlett's test and multiple regression test were used to check the adequacy. The major findings of the study were to improve the quality of food preparation and maintain a clean environment.

4. Objective of the Study

The main objective of the study is:
- To analyze the patient's satisfaction towards infrastructural facilities in the hospitals.

5. Research Methodology

The present study was undertaken among the people in Erode town. The sample of 150 respondents were selected by using convenience sampling technique. Both primary and secondary data were used in the study. The primary data has been collected through well structured questionnaire.

6. Hypothesis

H_0: There is no significant impact of demographic profile of the respondents on patient satisfaction towards infrastructural facilities in the hospitals.

7. Analysis and Discussion

7.1 Personal Profile of the Respondents

The socio-economic aspects of the respondents are examined with simple percentage analysis and the results are shown in Table 1.

Table 1. Personal profile of the respondents

Variables	No. of Respondents	Percentage
AGE		
18 years to 30 years	69	46.0
31 years to 45 years	49	32.7
Above 45 years	32	21.3
Total	**150**	**100**

Gender		
Male	63	42.0
Female	87	58.0
Total	**150**	**100.0**
Size of the Family		
Below 3 members	60	40
3 to 5 members	63	42
Above 5 Members	27	18
Total	**150**	**100.0**
Area of Residence		
Rural	51	34.0
Semi-urban	57	38.0
Urban	42	28.0
Total	**150**	**100.0**
Educational Qualification		
Illiterate	24	16
School education	41	27.3
College education	85	56.7
Total	**150**	**100.0**
Marital Status		
Married	94	64
Unmarried	56	36
Total	**150**	**100.0**
Family Monthly Income		
Below Rs.20000	51	34.0
Rs.20001 to Rs.40000	64	42.7
Above Rs.40000	35	23.3
Total	**150**	**100.0**

Table 1 reveals that the majority of 46% of the respondents belong to the age group of 18 years to 30 years, 58% of the respondents belong to female category, 42% of the respondent family size is between 3 to 5 members, 38% of the respondents live in the semi-urban area, 56.7% of the respondents completed their college-level education, 64% of the respondents are married and 42.7% of the respondents earn their monthly income between Rs. 20001 to Rs. 40000.

7.2 Patient's Satisfaction towards Hospital Infrastructure

The descriptive statistics namely mean and standard deviation are used to analyze the patient's satisfaction towards availability of rooms, sanitation, and hygienic condition of the rooms, drinking water facility and provision for security which is shown in Table 2.

Table 2 reveals that the total mean rating of patient's satisfaction is 8.58. The highest mean score of 1.82 for sanitation facilities in the hospital with a standard deviation of .580 indicates that the patients are highly dissatisfied with sanitation. The lowest mean score of 1.51 for the availability of rooms in the hospital with a standard deviation of .663 shows that the patients are highly satisfied with the availability of rooms in the hospital.

7.3 Impact of Independent Variables on Patients' Satisfaction towards Infrastructural Facilities in the Hospitals – Regression Analysis

The regression analysis helps to find the positive or

Table 2. Patients' satisfaction – Descriptive statistics

Particulars	N	Minimum	Maximum	Mean	Std. Deviation
Availability of rooms	150	1	3	1.51	.663
Sanitation	150	1	3	1.82	.580
Hygienic condition of the rooms	150	1	3	1.71	.754
Drinking water facility	150	1	3	1.75	.655
Provision for security	150	1	3	1.79	.710
Total	**150**	**5**	**15**	**8.58**	**3.362**

Histogram

Dependent Variable: himilo

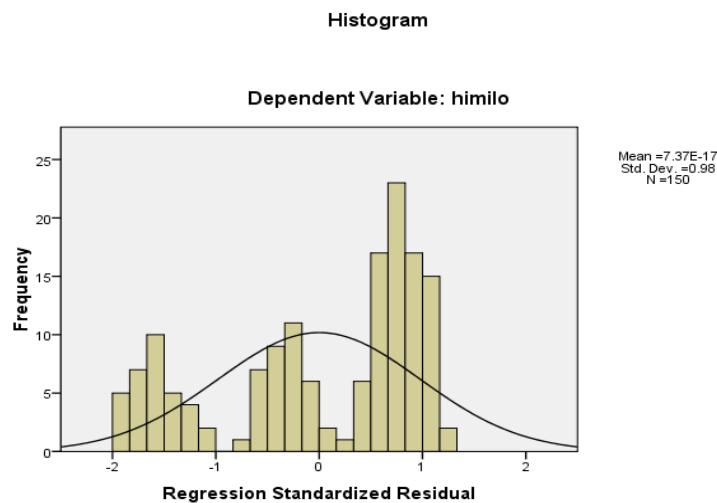Mean =7.37E-17
Std. Dev. =0.98
N =150

Table 3. Impact of independent variables on patient's satisfaction towards infrastructural facilities in the hospitals - Regression analysis

Independent Variables	Regression Coefficients (B)	Std. Error	t-Value	P-Value	Sig.
Age	-.030	.100	-.300	.764	NS
Gender	-.136	.145	-.934	.352	NS
Education	.125	.094	1.325	.187	NS
Marital status	.140	.157	.889	.375	NS
Family Income	.162	.089	1.818	.071	NS
Area of Residence	-.056	.086	-.654	.514	NS
R	.221				
R Square	.049				
F	1.225				
Significant Value	.297				
Result	Not Significant				

negative impact of independent factors (age, gender, education, marital status, family income, area of residence) towards patient's satisfaction on infrastructural facilities in the hospitals.

Table 3 shows the results of Regression Analysis.

The Table 3 shows that R Square value is .0.49 which predicts only 49% of impact. The F-Value is 1.225 and p value is .297 (p>.05) which indicates that there is no significant impact of independent variables such as age, gender, education, marital status, family income, area of residence on the dependent variable (Satisfaction of patients towards infrastructural facilities in the hospital).

8. Suggestions

In the light of the findings of the present study, the following suggestions are given:

- The hospital management must fulfill the requirements of their patients in terms of basic facilities.
- The management must maintain a pleasant and clean environment.
- The hospitals should provide more diagnosis amenities to increase faith in the services provided by them.

9. Conclusion

The study concludes that there is no significant impact of the demographic profile on the patient's satisfaction towards hospital infrastructure. So, the hospitals must maintain a better relationship with their patients and this will help to increase the level of satisfaction of patients. They have to provide better services to heal patient's physical and mental disabilities which will help them to protect their wellbeing. The management should utilize modern technologies to diagnose the problems. The management should maintain better infrastructure to satisfy their patients.

10. References

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