CHAPTER NUMBER FIVE

DATA ANALYSIS AND INTERPRETATION

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The researcher after the collection of primary data had made an attempt to analyse, interpret, and report its results, by using SPSS 12.0 for windows, and derived from the data analysis and following results. In this chapter, abbreviations used are, GHs = Government Hospitals; THs = Trust Hospitals; PHs = Private Hospitals; IM = Important; UI = Unimportant; AG = Agree, DA = Disagree; SD = Standard Deviations; MI = Most important; SWA = Some What Important; LI = Least Important; SA = Strongly Agree; SDA = Strongly Disagree ST = Satisfied; DS = Dissatisfied; HS = Highly Satisfied, SWS = Some What Satisfied, , HDS = Highly Dissatisfied.

5.1 PROFILE OF SELECTED PATIENTS:

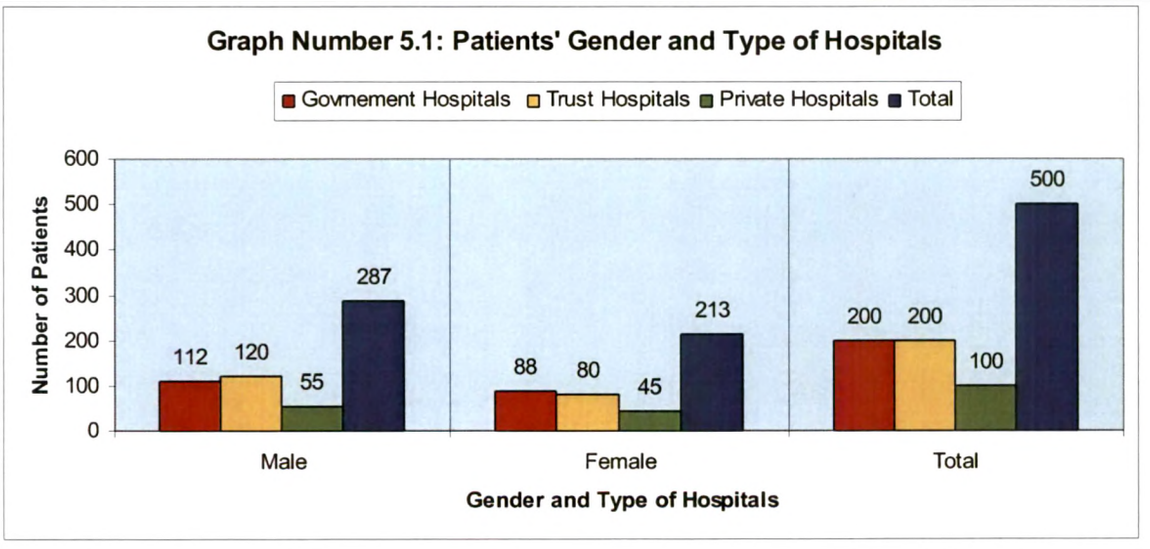
The researcher has provided profile of the respondents that is, patients on the basis of gender, marital status, education, age, occupation, and monthly income as follows.

Profile of the Patients is given below in table number 5.1 to table number 5.6.

Table Number 5.1: Patients' Gender and Type of Hospitals

Sr. No.	Gender	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Male	112 (39.0)	120 (41.8)	55 (19.2)	287 (100)	287 (57.4)
02	Female	88 (41.3)	80 (37.6)	45 (21.1)	213 (100)	213 (42.6)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.1: Patients' Gender and Type of Hospitals

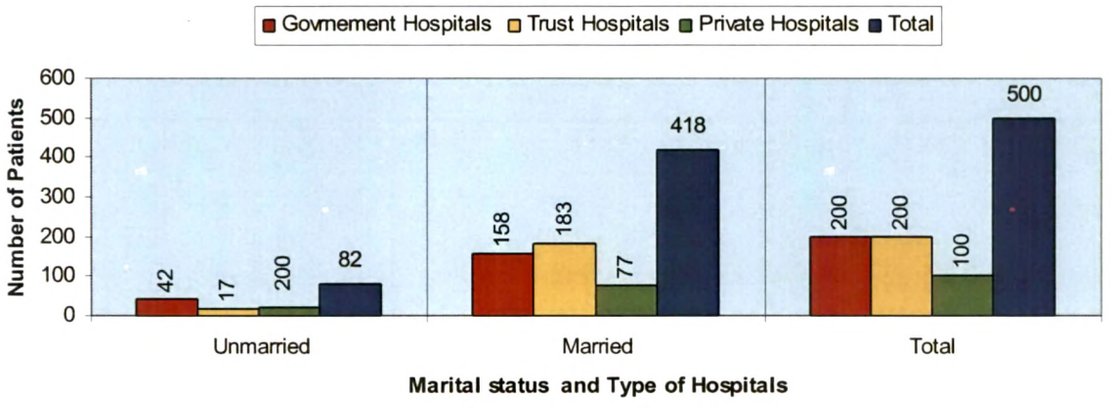


In case of gender, it was found that overall 57 per cent of patients were males and 43 per cent of females who had availed hospital services. According to type of hospitals, it was found that 41 per cent patients were females in GHs followed by 38 per cent in THs, and 21 per cent in PHs, whereas 42 per cent were males in THs followed by 39 per cent in GHs and 19 per cent in PHs respectively.

Table Number 5.2: Patients' Marital Status and Type of Hospitals

Sr. No.	Marital Status	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Single	42 (51.2)	17 (20.7)	23 (28.0)	82 (100)	82 (16.4)
02	Married	158 (37.8)	183 (43.8)	77 (18.4)	418 (100)	418 (83.6)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.2: Patients' Marital Status and Type of Hospitals

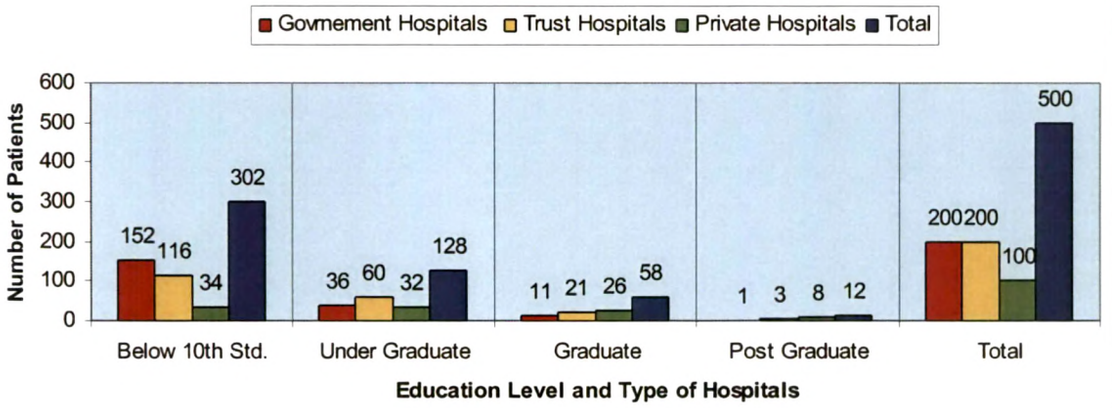


In case of marital status, it was found that overall 84 per cent of patients were married and 16 per cent were unmarried. According to the type of hospitals, it was found that 44 per cent of patients were married in case of THs followed by 38 per cent from GHs and 18 per cent from PHs, where as, 51 per cent of patients were unmarried in case of GHs followed by 28 per cent from PHs and 21 per cent from THs respectively.

Table Number 5.3: Patients' Educational Qualifications and Type of Hospitals

Sr. No.	Educational Qualification	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Below 10th Std.	152 (50.3)	116 (38.4)	34 (11.3)	302 (100)	302 (60.4)
02	Under Graduate	36 (28.1)	60 (46.9)	32 (25.0)	128 (100)	128 (25.6)
03	Graduate	11 (19.0)	21 (36.2)	26 (44.8)	58 (100)	58 (11.6)
04	Post Graduate	1 (8.3)	3 (25.0)	8 (66.7)	12 (100)	12 (2.4)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.3: Patients' Educational Qualifications and Type of Hospitals

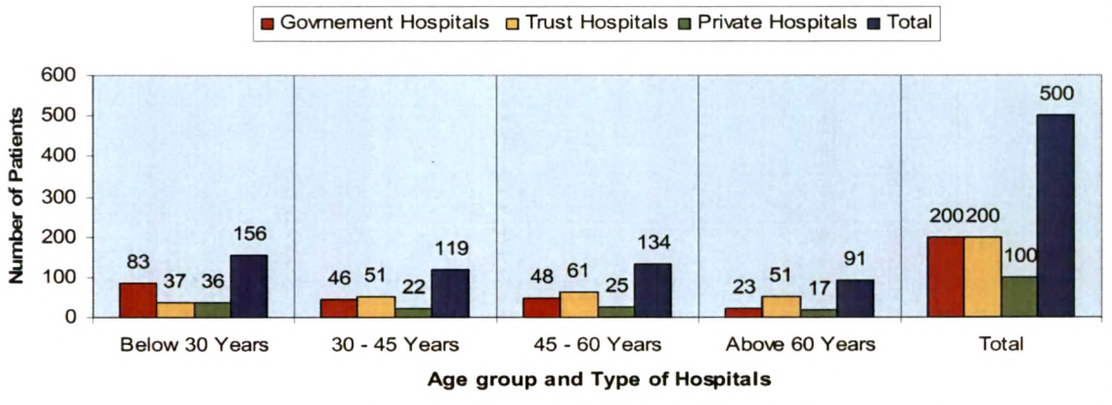


In case of educational qualifications of selected patients', it was observed that with the increase in educational qualification of patients, the preference for hospitals shifted from GHs to THs to PHs. In case of graduates and more than graduates, 56 per cent patients' were from PHs followed by 31 per cent from THs and 13 per cent were from GHs respectively. In case of patients' below 10^{th} standard the reverse trend noticed.

Table Number 5.4: Patients' Age Groups and Type of Hospitals

Sr. No.	Age Group	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Below 30 Years	83 (53.2)	37 (23.7)	36 (23.1)	156 (100)	156 (31.2)
02	30 - 45 Years	46 (38.7)	51 (42.9)	22 (18.5)	119 (100)	119 (23.8)
03	45 - 60 Years	48 (35.8)	61 (45.5)	25 (18.7)	134 (100)	134 (26.8)
04	Above 60 Years	23 (25.3)	51 (56.0)	17 (18.7)	91 (100)	91 (18.2)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.4: Patients' Age Groups and Type of Hospitals

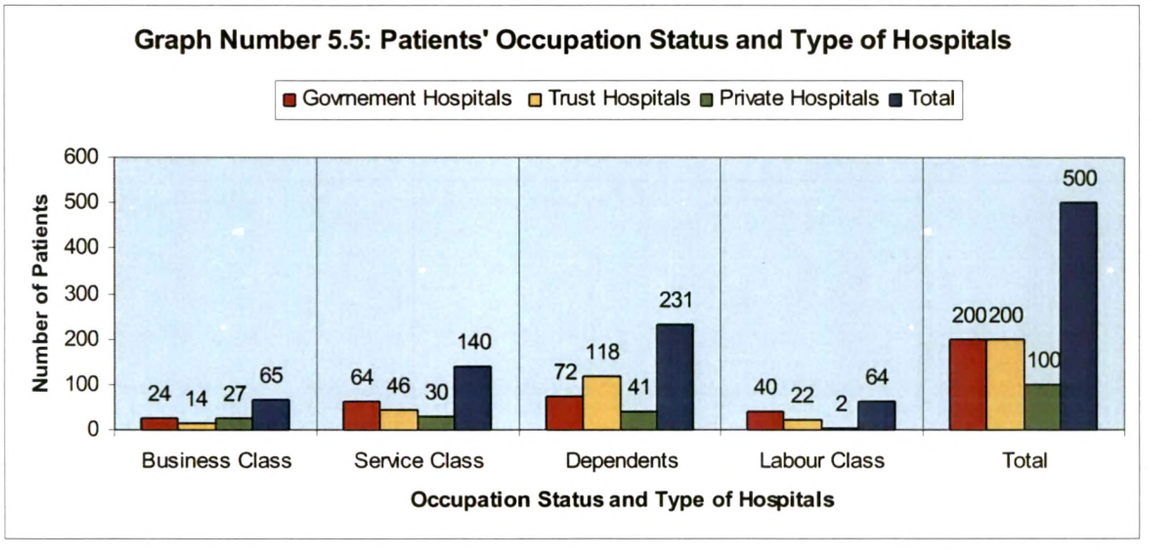


In case of age groups, it was revealed that more than 40 per cent of the patients of the THs were from the age group of more than 30 years, followed by GHs, and PHs. Average percentages, for the age group of more than 30 years, were 48 per cent in THs, 33 per cent in GHs and 19 per cent in case of PHs respectively.

Table Number 5.5: Patients' Occupation Status and Type of Hospitals

Sr. No.	Occupation	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Business class	24 (36.9)	14 (21.5)	27 (41.5)	65 (100)	65 (13.0)
02	Service class	64 (45.7)	46 (32.9)	30 (30.0)	140 (100)	140 (28.0)
03	Dependents	72 (31.2)	118 (51.1)	41 (17.7)	231 (100)	231 (46.2)
04	Labour class	40 (62.5)	22 (34.4)	2 (3.1)	64 (100)	64 (12.8)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.5: Patients' Occupation Status and Type of Hospitals

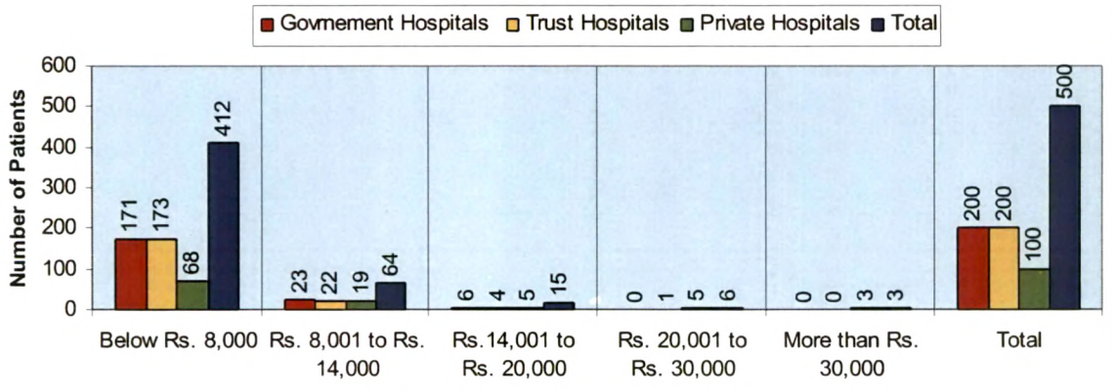


In case of occupation status, overall 60 per cent of patients were from dependents and labour class followed by 40 per cent were from service and business class. According to the type of hospitals, it was found that majority (63 per cent) of the patients were labour class from GHs, followed by 34 per cent from THs, and 3 per cent were from PHs. In case of dependents, 51 per cent of patients were from THs followed by 31 per cent from GHs, and 18 per cent from PHs. In case of business class, 41 per cent of patients were from PHs followed by 37 per cent from GHs, and 22 per cent were from THs. In short, the GHs were preferred by labour class, the THs were preferred by dependents and PHs was preferred by business class people. The preference of service class people was found as favourable for GHs followed by THs, and PHs.

Table Number 5.6: Patients' Monthly Income and Type of Hospitals

Sr. No.	Monthly Income	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Below Rs. 8,000	171 (41.5)	173 (42.0)	68 (16.5)	412 (100)	412 (82.4)
02	Rs.8,001 to Rs. 14,000	23 (35.9)	22 (34.4)	19 (29.7)	64 (100)	64 (12.8)
03	Rs.14,001 to Rs.20,000	6 (40.0)	4 (26.7)	5 (33.3)	15 (100)	15 (3.0)
04	Rs.20,001 to Rs. 30,000	0 (0.0)	1 (16.7)	5 (83.3)	6 (100)	6 (1.2)
05	More than Rs. 30,000	0 (0.0)	0 (0.0)	3 (100)	3 (100)	3 (0.6)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.6: Patients' Monthly Income and Type of Hospitals



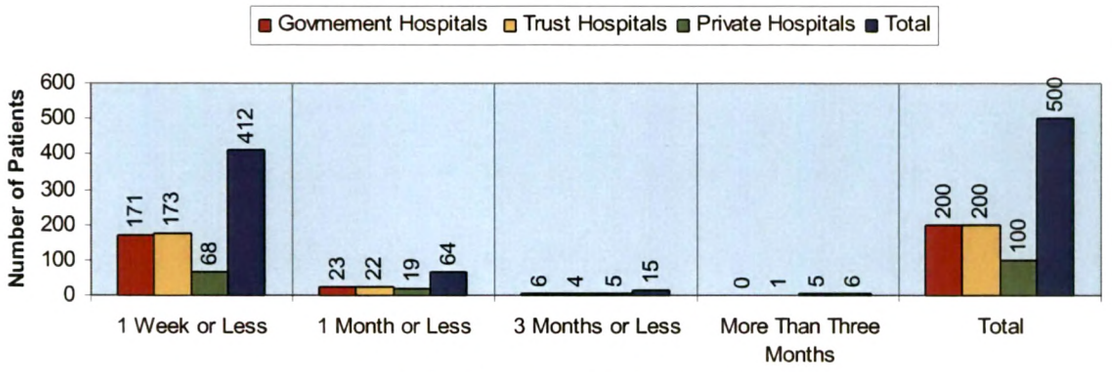
If one compares monthly income versus type of hospitals, it was found that 39 per cent of patients of GHs were from below Rs. 14000 income group, followed by 38 per cent from THs, and 23 per cent were from PHs. In case of income groups, more than Rs. 14,001, the 72 per cent of patients were from PHs followed by 15 per cent from THs, and 13 per cent from GHs. It means lower income group patients preferred Government hospital followed by THs whereas higher income group preferred PHs followed by THs.

5.2 DATA ANALYSIS (ACCORDING TO TYPE OF HOSPITALS):

Table Number 5.7: Patients' Period of Hospitalization in the Three Type of Hospitals

Sr. No.	Period of Hospitalization	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	1 Week or Less	166 (42.8)	144 (37.1)	78 (20.0)	388 (100)	388 (77.6)
02	1 Month or Less	30 (30.9)	48 (49.5)	19 (19.6)	97 (100)	97 (19.4)
03	3 Months or Less	4 (28.6)	8 (57.1)	2 (14.3)	14 (100)	14 (2.8)
04	More than Three Months	0 (0.0)	0 (0.0)	1 (100)	1 (100)	1 (0.2)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Graph Number 5.7: Patients' Period of Hospitalization in the Three Type of Hospitals

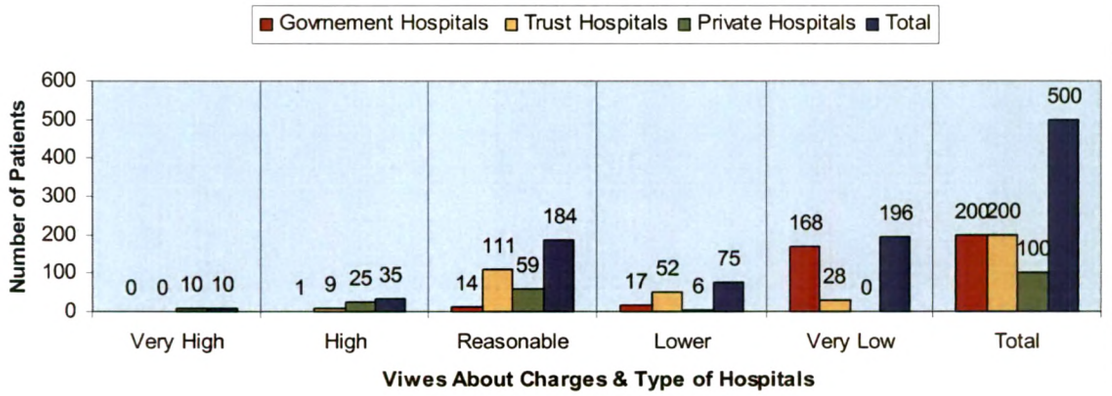


If of period of hospitalization versus type of hospitals, it was found that 43 per cent of patients of THs were hospitalized for 1 month or less, followed by 37 per cent from GHs, and 20 per cent from PHs. Similar preference was noticed for hospitalization of 3 months or less. It means for longer stay, the patients' preferred THs followed by GHs and PHs.

Table Number 5.8: Patients' Views about Charges of the Hospital in the Three Type of Hospitals

Sr. No.	View about Charges of the Hospitals	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Very High	0 (0.0)	0 (0.0)	10 (100)	10 (100)	10 (2.0)
02	High	1 (2.9)	9 (25.7)	25 (71.4)	35 (100)	35 (7.0)
03	Reasonable	14 (7.6)	111 (60.3)	59 (32.1)	184 (100)	184 (36.8)
04	Lower	17 (22.7)	52 (69.3)	6 (8.0)	75 (100)	75 (15.0)
05	Very Low	168 (85.7)	28 (14.3)	0 (0.0)	196 (100)	196 (39.2)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

Chart Number 5.8: Patients' Views about Charges of the Hospital in the Three Type of Hospitals



In case of patients' views about charges of hospitals, overall half of the (54 per cent) patients viewed charges of hospitals were lower; 37 per cent viewed it charges as reasonable, and 9 per cent viewed it as higher. If one analyze according to type of hospitals, patients viewed GHs were charging lower followed by THs and PHs, whereas THs were viewed by patients as charging reasonable followed by PHs. The PHs viewed by patients as charging higher followed by THs and GHs. An interpretation about charges of hospitals can be made that PHs were viewed by patients as expensive, THs were reasonable and GHs viewed as charging lower.

Table Number 5.9: Type of Medical Treatment Undergone by Patients in All the Three Type of Hospitals

Sr. No.	Type of Medical Treatment	Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
		GHs	THs	PHs	Total	
01	Cardiac (Heart)	14 (34.1)	19 (46.3)	8 (19.5)	41 (100)	41 (8.2)
02	Renal (Kidney)	10 (26.3)	17 (44.7)	11 (28.9)	38 (100)	38 (7.6)
03	Eyes, Nose, Throat	5 (35.7)	8 (57.1)	1 (7.1)	14 (100)	14 (2.8)
04	Cancer	3 (6.5)	42 (91.3)	1 (2.2)	46 (100)	46 (9.2)
05	Orthopedic Surgery	11(17.7)	33 (53.2)	18 (29.0)	62 (100)	62 (12.4)
06	Obstratics & Gynechological Diseases	22 (56.4)	7 (17.9)	10 (25.6)	39 (100)	39 (7.8)
07	Abdomen Diseases	37 (63.8)	11 (19.0)	10(17.2)	58 (100)	58 (11.6)
08	Metabolic Diseases	6 (33.3)	4 (22.2)	8 (44.4)	18 (100)	18 (3.6)
09	Viral Infection Diseases	33 (68.8)	11.(22.9)	4 (8.3)	48 (100)	48 (9.6)
10	Bacterial Infection Diseases	10 (71.4)	2 (14.3)	2 (14.3)	14 (100)	14 (2.8)
11	Surgical Operation	5 (13.2)	22 (57.9)	11(28.9)	38 (100)	38 (7.6)
12	Skin Diseases	1 (50.0)	1 (50.0)	0 (0.0)	2 (100)	2 (0.4)
13	Blood Disorders	9 (56.3)	5 (31.3)	2 (12.5)	16 (100)	16 (3.2)
14	Malaria Fever	13 (43.3)	7 (23.3)	10 (33.3)	30 (100)	30 (6.0)
15	Respiratory Diseases	15 (53.6)	9 (32.1)	4 (14.3)	28 (100)	28 (5.6)
16	Central nervous System Diseases	5 (71.4)	2 (28.6)	0 (0.0)	7 (100)	7 (1.4)
17	HIV	1 (100)	0 (0.0)	0 (0.0)	1 (100)	1 (0.2)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)	500 (100)

In case of type of medical treatment undergone versus type of hospitals, it was found that 54 per cent of patients of GHs had availed treatment for general diseases that is, bacterial infection diseases; central nervous system diseases; viral infection diseases; abdomen diseases, and obstratics & gynechological diseases; 70 per cent patients of THs has availed treatment for specific kind of diseases that is, cancer; surgical operation; eyes, nose, throat; orthopedic surgery; cardiac (heart), and renal (kidney). In case of PHs, 78 per cent of patients had availed treatment for mixed kind of diseases such as, metabolic diseases; orthopedic surgery; renal (kidney); malaria fever; obstratics & gynechological diseases, and abdomen diseases.

Table Number 5.10: Availability of Supporting Medical Facilities within the Hospitals in All the Three Type of Hospitals

Sr. No.	Supporting Medical Facilities		Type of Hospitals (Number and Percentages of Patients)				Total Number & Percentages of Patients
			GHs	THs	PHs	Total	
01	Medical Store Available	Within Hospitals	199 (45.9)	199 (45.9)	36 (8.3)	434 (100)	434 (86.8)
		Nearby Hospitals	1 (1.6)	1 (1.6)	62 (96.9)	64 (100)	64 (12.8)
02	Pathological Laboratory Available	Within Hospitals	200 (44.4)	197 (43.8)	53 (11.8)	450 (100)	450 (90.0)
		Nearby Hospitals	0 (0.0)	2 (4.8)	40 (95.2)	42 (100)	42 (8.4)
03	Blood Bank/Blood storage Facilities Available	Within Hospitals	5 (2.5)	179 (90.9)	13 (6.6)	197 (100)	197 (39.4)
		Nearby Hospitals	4 (11.1)	1 (2.8)	31 (86.1)	36 (100)	36 (7.2)
04	Radiologists/X-ray testing Laboratory Available	Within Hospitals	200 (47.3)	198 (46.8)	25 (5.9)	423 (100)	423 (84.6)
		Nearby Hospitals	0 (0.0)	2 (3.1)	63 (96.9)	65 (100)	65 (13.0)
05	Sonography Available	Within Hospitals	192 (48.4)	179 (45.1)	26 (6.5)	397 (100)	397 (79.4)
		Nearby Hospitals	0 (0.0)	1 (1.6)	62 (98.4)	63 (100)	63 (12.6)
06	Other Doctors' services Available	Within Hospitals	177 (47.2)	178 (47.5)	20 (5.3)	375 (100)	375 (75.0)
		Nearby Hospitals	0 (0.0)	2 (4.7)	41 (95.3)	43 (100)	43 (8.6)

In case of availability of medical facilities versus type of hospitals, 90 per cent of patients reported that the blood bank facilities were available in THs, whereas in case of both GHs and THs, on an average near 45 per cent of patients reported about kind of facilities were available within the hospitals, which included, medical store; pathological laboratory; radiologists/x-ray testing laboratory; sonography, and other doctors' services. In case of PHs on an average only around 7 per cent of patients reported that all kinds of above mentioned facilities were available within the hospitals, whereas most of the (around 90 per cent) PHs patients' reported that all kinds of above mentioned facilities were available nearby hospitals.

It means Government and THs provide some basic supporting medical facilities within the hospitals whereas such facilities were not generally made available within the PHs but, such facilities were available in nearby areas of PHs.

NOTE:

In the Table Number 5.11 (Q. No. 07) the responses are combined for analysis purpose in two categories as Important (Most Important + Important) and Unimportant (Somewhat Important + Unimportant + Least Important) which should be noted.

In the Table Number 5.12 to 5.23 & 5.26 to 5.27 (Q. NOs. 08, 09, 12, 13) also the responses are combined for analysis purpose in two categories as Agree (Strongly Agree + Agree), and Disagree (Somewhat Agree + Disagree + Strongly Disagree) that should be noted.

Table Number 5.11: Patients' Reasons for Selection of All the Three Type of Hospitals (Q. No. 07)

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		IM	UI	IM	UI	IM	UI	IM	UI
01	Own Decision	179 (89.5)	21 (10.5)	117 (58.5)	83 (41.5)	63 (63.0)	37 (37.0)	359 (71.8)	141 (28.2)
02	Relatives Suggested	103 (51.5)	97 (48.5)	123 (61.5)	77 (38.5)	31 (31.0)	69 (69.0)	257 (51.4)	243 (48.6)
03	Friends Suggested	94 (47.0)	106 (53.0)	112 (56.0)	88 (44.0)	23 (23.0)	77 (77.00	229 (45.8)	271 (54.2)
04	Suggested by Family Doctor	39 (19.5)	161 (80.5)	81 (40.5)	119 (59.5)	36 (36.0)	64 (64.0)	156 (31.2)	344 (68.8)
05	performance of Hospitals / Doctor	181 (90.50)	19 (09.5)	168 (84.0)	32 (16.0)	88 (88.0)	12 (12.0)	437 (87.4)	63 (12.6)
06	Only in this Hospitals such kind of facility is available	82 (41.0)	118 (59.0)	150 (75.0)	50 (25.0)	45 (45.0)	55 (55.0)	277 (55.4)	223 (44.6)
07	Overall Reputation of Hospitals	190 (95.0)	10 (5.0)	182 (91.0)	18 (9.0)	89 (89.0)	11 (11.0)	461 (92.2)	39 (7.8)
08	Hospitals Located Nearby	169 (84.5)	31 (15.5)	99 (49.5)	101 (50.5)	38 (38.0)	62 (62.0)	306 (61.2)	194 (38.8)
09	Hospitals is economical	196 (98.0)	4 (2.0)	102 (51.0)	98 (49.0)	19 (19.0)	81 (81.0)	317 (63.4)	183 (36.6)
10	Accessibility of Medicine & Test Facilities	181 (90.5)	19 (9.5)	186 (93.0)	14 (7.0)	81 (81.0)	19 (19.0)	448 (89.6)	52 (10.4)
11	Sanitation in the Hospitals	190 (95.0)	10 (5.0)	191 (95.5)	9 (4.5)	94 (94.0)	6 (6.0)	475 (95.0)	25 (5.0)

In case of reasons for selection of hospitals, the important reasons considered by above 60 per cent of all the patients together, were sanitation in the hospitals followed by overall reputation of hospitals; accessibility of medicine & test facilities; performance of hospitals / doctor; own decision and hospitals was economical, whereas, reasons considered unimportant by above 40 per cent of patients for selection of the hospitals were suggested by family doctor followed by friends suggested; relatives suggested and only in this hospitals such kind of facility is available.

In case of reasons which were common and equally important for each category of hospital, on an average above 85 per cent of patients considered sanitation in the hospitals followed by overall reputation of hospitals; accessibility of medicine & test facilities, and performance of hospitals / doctors.

Over and above the common reasons for selection of hospitals, the other reasons which were important for selection of GHs by the patients that hospitals were economical and hospitals located nearby, whereas, the reason namely, patients' own decision was important to PHs patients and other reasons such as only in this hospitals such kind of facility is available followed by relatives suggested; friends suggested; hospitals was economical, and suggested by family doctor were important to THs.

In case of unimportant reasons for selection of hospitals, it was found that around and above 50 per cent of GHs patients' considered reasons such as, suggested by family doctor followed by only in this hospitals such kind of facility is available; friends suggested and relatives suggested; whereas in case of THs around 40 per cent and above patients considered reasons such as, hospitals located nearby and own decision; and above 60 per cent of patients of PHs considered reasons such as, hospitals is economical followed by friends suggested, relatives suggested, suggested by family doctor, and hospitals located nearby.

5.2.1 Medical Services, Paramedical Services, Administrative Services, and Environment (Physical facilities) of All the Three Type of Hospitals.

Table Number 5.12: Patients' Responses for Medical Services for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Doctors' Knowledge & Efficiency	192 (96.0)	8 (4.0)	189 (94.5)	11 (5.5)	94 (94.0)	6 (6.0)	475 (95.0)	25 (5.0)
02	Doctors' Cooperation to patients	182 (91.0)	18 (9.0)	191 (95.5)	9 (4.5)	95 (95.0)	5 (5.0)	468 (93.6)	32 (6.4)
03	Doctors' were polite with patients	182 (91.0)	18 (9.0)	193 (96.5)	7 (3.5)	95 (95.0)	5 (5.0)	470 (94.0)	30 (6.0)
04	Impartial Attitude of Doctors	185 (92.5)	15 (7.5)	192 (96.0)	8 (4.0)	88 (88.0)	12 (12.0)	465 (93.0)	35 (7.0)
05	Patients' Felt Comfortable During Doctors Examination	179 (89.5)	21 (10.5)	184 (92.0)	16 (8.0)	94 (94.0)	6 (6.0)	457 (91.4)	43 (8.6)
06	Doctors' Experience in Curing Patients	188 (94.0)	12 (6.0)	184 (92.0)	16 (8.0)	96 (96.0)	4 (4.0)	468 (93.6)	32 (6.4)
07	Thorough Checkup by Doctors	187 (93.5)	13 (6.5)	184 (92.0)	16 (8.0)	95 (95.0)	5 (5.0)	466 (93.2)	34 (6.8)
08	Doctors' Work according to Patients Expectations	62 (31.0)	138 (69.0)	122 (61.0)	78 (39.0)	53 (53.0)	47 (47.0)	237 (47.4)	263 (52.6)
09	Doctors' Gave Individual Consideration & Confidentiality	128 (64.0)	72 (36.0)	172 (86.0)	28 (14.0)	80 (80.0)	20 (20.0)	380 (76.0)	120 (24.0)
10	Doctors' Showed Respect & Support patients	172 (86.0)	28 (14.0)	188 (94.0)	12 (6.0)	93 (93.0)	7 (7.0)	453 (90.6)	47 (9.4)
11	Doctors' Makes Good Diagnosis	192 (96.0)	8 (4.0)	192 (96.0)	8 (4.0)	91 (91.0)	9 (9.0)	475 (95.0)	25 (5.0)
12	Doctors' Prescribed Good Drugs	186 (93.0)	14 (7.0)	189 94.5)	11 (5.5)	93 (93.0)	7 (7.0)	468 (93.6)	32 (6.4)
13	Doctor' ask for patients Permission for performing Test	73 (36.5)	127 (63.5)	135 (67.5)	65 (32.5)	61 (61.0)	39 (39.0)	269 (53.8)	231 (46.2)
14	Patients' Felt Comfortable asking Questions to Doctors	183 (91.5)	17 (8.5)	189 (94.5)	11 (5.5)	89 (89.0)	11 (11.0)	461 (92.2)	39 (7.8)
15	Doctors' Honesty in Dealing with patients	195 (97.5)	5 (2.5)	190 (95.0)	10 (5.0)	89 (89.0)	11 (11.0)	474 (94.8)	26 (5.2)
16	Sufficient number of Doctors Remained Present	179 (89.5)	21 (10.5)	181 (90.5)	19 (9.5)	87 (87.0)	13 (13.0)	447 (89.4)	53 (10.6)
17	Doctors' Availability in Emergency	175 (87.5)	25 (12.5)	178 (89.0)	22 (11.0)	90 (90.0)	10 (10.0)	443 (88.6)	57 (11.4)

In case of medical services versus type of hospitals, on an average 87 per cent of all patients together showed agreement with most of the above criteria, whereas above 25 per cent of all patients showed disagreement to criteria viz., doctors' work according to patients' expectations followed by doctors' gave individual consideration & confidentiality, and doctors' ask for patients' permission for performing test. Type of hospitals wise also, these criteria remained common for each type of hospitals.

Over and above these criteria, if one considers responses according to type of hospitals' responses, 10 per cent and above patients showed disagreement to one criteria namely, sufficient number of doctors' remained present in case of GHs; whereas, in case of PHs the patients' considered certain criteria viz., sufficient number of doctors remained present followed by impartial attitude of doctors; felt comfortable asking questions to doctors, and doctors' honesty in dealing with patients.

In case of type of hospitals, for the medical services, on an average 90 per cent of patients from THs; 87 per cent from PHs, and 84 per cent from GHs showed agreement with the above mentioned criteria. So in case of medical services, the patients showed first preference to THs followed by private and GHs.

Table Number 5.13: Patients' Responses for Paramedical Services for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Nurses' Knowledge & Efficiency	172 (86.0)	28 (14.0)	180 (90.0)	20 (10.0)	90 (90.0)	10 (10.0)	442 (88.4)	58 (11.6)
02	Nurses' Cooperation to Patients	146 (73.0)	54 (27.0)	183 (91.5)	17 (8.5)	95 (95.0)	5 (5.0)	424 (84.8)	76 (15.2)
03	Nurses' Showed Politeness with Patients	160 (80.0)	40 (20.0)	179 (89.5)	21 (10.5)	91 (91.0)	9 (9.0)	430 (86.0)	70 (14.0)
04	Impartial Attitude of Nurses	170 (85.0)	30 (15.0)	186 (93.0)	14 (7.0)	85 (85.0)	15 (15.0)	441 (88.2)	59 (11.8)
05	Nurses' Maintain Proper records of Patients	174 (87.0)	26 (13.0)	181 (90.5)	19 (9.5)	91 (91.0)	9 (9.0)	446 (89.2)	54 (10.8)
06	Nurses' Handled Patients Query Properly	123 (61.5)	77 (38.5)	162 (81.0)	38 (19.0)	88 (88.0)	12 (12.0)	373 (74.6)	127 (25.4)
07	Nurses' Experience in Curing Patients	149 (74.5)	51 (25.5)	164 (82.0)	36 (18.0)	86 (86.0)	14 (14.0)	399 (79.8)	101 (20.2)
08	Good Experience of Those who Perform Test on Patients	179 (89.5)	21 (10.5)	177 (88.5)	23 (11.5)	86 (86.0)	14 (14.0)	442 (88.4)	58 (11.6)
09	Nurses' Gave Personal Attention to Patients	95 (47.5)	105 (52.5)	153 (76.5)	47 (23.5)	79 (79.0)	21 (21.0)	327 65.4)	173 (34.6)
10	Nurses' Provided Prompt Service	54 (27.0)	146 (73.0)	114 (57.0)	86 (43.0)	72 (72.0)	28 (28.0)	240 (48.0)	260 (52.0)
11	Nurses' & Staff Remained Present in Emergency	119 (59.5)	81 (40.5)	167 (83.5)	33 (16.5)	86 (86.0)	14 (14.0)	372 (74.4)	128 (25.6)
12	Nurses' Explain Procedures and take Patient Permission before Test	120 (60.0)	80 (40.0)	170 (85.0)	30 (15.0)	71 (71.0)	29 (29.0)	361 (72.2)	139 (27.8)
13	Nurses' Explain Rules Regulation in ward	179 (89.5)	21 (10.5)	180 (90.0)	20 (10.0)	82 (82.0)	18 (18.0)	441 (88.2)	59 (11.8)
14	Nurses' are Kind, Gentle & Sympathetic	184 (92.0)	16 (8.0)	178 (89.0)	22 (11.0)	90 (90.0)	10 (10.0)	452 (90.4)	48 (9.6)
15	Information Provided to patients for Managing Side Effects	76 (38.0)	124 (62.0)	148 (74.0)	52 (26.0)	51 (51.0)	49 (49.0)	275 (55.0)	225 (45.0)
16	Prompt Service Provided by Sanitation Staff	155 (77.5)	45 (22.5)	184 (92.0)	16 (8.0)	91 (91.0)	9 (9.0)	430 (86.0)	70 (14.0)

In case of paramedical services versus type of hospitals, on an average 79 per cent of all patients together showed agreement with most of the above mentioned selected criteria, whereas above 25 per cent of patients showed disagreement with some criteria viz., nurses' provided prompt service followed by information provided to patients for managing side effects; nurses gave personal attention to patients; nurses' explain procedures and take patient permission before test; nurses' & staff remained present in emergency, and nurses' handled patients query properly. From these, three criteria viz, nurses' provide prompt service; information provided to patients for managing side effects, and nurses' gave personal attention to patients showed common disagreement for all the three type of selected hospitals.

Over and above, if one considers responses as per the type of hospitals, 20 per cent and above patients of GHs showed disagreement with some criteria viz., nurses' & staff remains present in emergency followed by nurses' explain procedures and take patient permission before test; nurses' handled patients query properly, nurses' cooperation to patients; nurses' experience in curing patients; nurses' showed politeness with patients, and prompt service provided by sanitation staff; whereas, in case of PHs patients showed disagreement to criteria namely, nurses' & staff remained present in emergency in case of THs; and nurses' explain procedures and take patient permission before test.

In case of paramedical services of selected type of hospitals, on an average 85 per cent of patients from THs; 83 per cent from PHs and 70 per cent from GHs showed agreement with the above mentioned criteria. So, in case of paramedical services, the patients showed first preference to THs, followed by private and GHs.

Table Number 5.14: Patients' Responses for Administrative Services for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Less Waiting Time For Consultation & Treatment	116 (58.0)	84 (42.0)	174 (87.0)	26 (13.0)	80 (80.0)	20 (20.0)	370 (74.0)	130 (26.0)
02	Less Waiting Time for Test	145 (72.5)	55 (27.5)	161 (80.5)	39 (19.5)	85 (85.0)	15 (15.0)	391 (78.2)	109 (21.8)
03	Simple Checking Procedure	151 (75.5)	49 (24.5)	180 (90.0)	20 (10.0)	88 (88.0)	12 (12.0)	419 (83.8)	81 (16.2)
04	Speed, Ease of Admission & Discharge form Hospitals	162 (81.0)	38 (19.5)	174 (87.0)	26 (13.0)	85 (85.0)	15 (15.0)	421 (84.2)	79 (15.8)
05	Convenient Office Hours	184 (92.0)	16 (8.0)	177 (88.5)	23 (11.5)	86 (86.0)	14 (14.0)	447 (89.4)	53 (10.6)
06	Staff Gave Prompt Services	56 (28.0)	144 (72.0)	153 (76.5)	47 (23.5)	74 (74.0)	26 (26.0)	283 (56.6)	217 (43.4)
07	No Overcrowding in Hospitals	117 (58.5)	83 (41.5)	177 (88.5)	23 (11.5)	82 (82.0)	18 (18.0)	376 (75.2)	124 (24.8)
08	Good Grievance handling System	35 (17.5)	165 (82.5)	152 (76.0)	48 (24.0)	66 (66.0)	34 (34.0)	253 (50.6)	247 (49.4)
09	Adm. Staff Welcome & Implement Suggestion	44 (22.0)	156 (78.0)	138 (69.0)	62 (31.0)	48 (48.0)	52 (52.0)	230 (46.0)	270 (54.0)
10	Adm. Gives Personal Attention To Patient	45 (22.5)	155 (77.5)	149 (74.5)	51 (25.5)	66 (66.0)	34 (34.0)	260 (52.0)	240 (48.0)
11	Patients' were Treated With Dignity & Privacy	157 (78.5)	43 (21.5)	178 (89.0)	22 (11.0)	89 (89.0)	11 (11.0)	424 (84.8)	76 (15.2)
12	Good Concern for Patients' Family & Visitor	164 (82.0)	36 (18.0)	182 (91.0)	18 (9.0)	88 (88.0)	12 (12.0)	434 (86.8)	66 (13.2)
13	Simple Billing Procedures	184 (92.0)	16 (8.0)	180 (90.0)	20 (10.0)	86 (86.0)	14 (14.0)	450 (90.0)	50 (10.0)

In case of administrative services versus type of hospitals, on an average 73 per cent of all patients together showed agreement with most of the above mentioned criteria whereas, above 25 per cent of all respondent showed disagreement with administrative services in some of the criteria viz., administrative staff welcome & implement suggestion followed by good grievance handling system; administrative gives personal attention to patient; staff gave prompt services; less waiting time for consultation & treatment, and no overcrowding in hospitals. From these criteria patients' showed common disagreement for all selected hospitals for the four criteria namely, administrative staff welcome & implement suggestion; good grievance handling system; administrative gives personal attention to patient, and staff gives prompt services.

Over and above this common criteria, if one considers responses as per the type of hospitals, 20 per cent and above patients of GHs showed disagreement to some criteria viz., less waiting time for consultation & treatment followed by no overcrowding in hospitals; less waiting time for test; simple checking procedure, and patients' were treated with dignity & privacy ; whereas, patients' showed disagreement for criteria namely, less waiting time for test in case of THs and in case of PHs less waiting time for consultation & treatment.

In case of patients' responses for administrative services as per the type of hospitals, on an average 84 per cent of patients from THs; 79 per cent from PHs and 60 per cent from GHs showed agreement with the above mentioned criteria. Thus, in case of administrative services, the patients showed first preference to THs followed by PHs and GHs.

In case of environment (physical facilities) versus type of hospitals, on an average 88 per cent of all patients together showed agreement with most of the above mentioned criteria whereas, above 20 per cent of all patients showed disagreement with some of the criteria namely, costs were adequate or affordable followed by distance to healthcare was adequate; and good food served by hospitals.

As per the patients' responses considering type of hospitals, 20 per cent and above patients of GHs showed disagreement with two criteria namely, good food served by hospitals and no flies & mosquitoes in hospitals; whereas in case of THs patients' showed disagreement with some criteria viz., costs were adequate or affordable, and distance to healthcare was adequate. In case of PHs, patients' showed disagreement with some criteria viz., costs were adequate or affordable followed by distance to healthcare was adequate; adequate parking arrangements; good food served by hospitals; music facilities should be provided, and wards well decorated & ventilated.

In case of environment (physical facilities) of selected type of hospitals, on an average 89 per cent of patients from THs; 91 per cent from GHs and 78 per cent from PHs showed agreement with the above mentioned selected criteria. Thus, in case of responses for environment (physical facilities), the patients showed first preference to GHs followed by THs and PHs.

5.2.2 Data Analysis of Intangible Service Characteristics.

Table Number 5.16: Patients' Responses on Tangible Criteria for All the Three Types of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Sufficient number of Doctors' Remained Present	179 (89.5)	21 (10.5)	181 (90.5)	19 (9.5)	87 (87.0)	13 (13.0)	447 (89.4)	53 (10.6)
02	Well Equipped Units	181 (90.5)	19 (9.5)	187 (93.5)	13 (6.5)	88 (88.0)	12 (12.0)	456 (91.2)	44 (8.8)
03	Proper Sitting & Bedding Arrangements	186 (93.0)	14 (7.0)	186 (93.0)	14 (7.0)	90 (90.0)	10 (10.0)	462 (92.4)	38 (7.6)
04	Comfort in Examination & waiting Room	185 (92.5)	15 (7.5)	187 (93.5)	13 (6.5)	85 (85.0)	15 (15.0)	457 (91.4)	43 (8.6)
05	Natural Light or Illumination in Hospitals	194 (97.0)	6 (3.0)	196 (98.0)	4 (2.0)	88 (88.0)	12 (12.0)	478 (95.6)	22 (4.4)
06	Sufficient Number of Dust Bins & Spittoons	187 (93.5)	13 (6.5)	190 (95.0)	10 (5.0)	88 (88.0)	12 (12.0)	465 (93.0)	35 (7.0)
07	No Flies & Mosquitoes in Hospitals	159 (79.5)	41 (20.5)	167 (83.5)	33 (16.5)	93 (93.0)	7 (7.0)	419 (83.8)	81 (16.2)
08	Adequate parking Arrangements	197 (98.5)	3 (1.5)	178 (89.0)	22 (11.0)	69 (69.0)	31 (31.0)	444 (88.8)	56 (11.2)
09	Clean Surroundings of Hospitalss	195 (97.5)	5 (2.5)	182 (91.0)	18 (9.0)	90 (90.0)	10 (10.0)	467 (93.4)	33 (6.6)
10	Pleasing & Appealing Room of Hospitals	184 (92.0)	16 (8.0)	189 (94.5)	11 (5.5)	85 (85.0)	15 (15.0)	458 (91.6)	42 (8.4)
11	Good Food Served by Hospitals *	146 (73.0)	54 (27.0)	107 (93.0)	8 (7.0)	46 (79.3)	12 (20.7)	299 (80.2)	74 (19.8)
12	Staff Neat in Appearance	193 (96.5)	7 (3.5)	119 (91.5)	11 (8.5)	90 (90.0)	10 (10.0)	402 (93.5)	28 (6.5)
13	Inside & Out side Noise kept Minimum	172 (86.0)	28 (14.0)	180 (90.0)	20 (10.0)	89 (89.0)	11 (11.0)	441 (88.2)	59 (11.8)
14	Wards Well Decorated & Ventilated	190 (95.0)	10 (5.0)	194 (97.0)	6 (3.0)	81 (81.0)	19 (19.0)	465 (93.0)	35 (7.0)
15	Music Facilities should be provided	181 (90.5)	19 (9.5)	180 (90.0)	20 (10.0)	81 (81.0)	19 (19.0)	442 (88.4)	58 (11.6)

* Total Patients were 373 as 127 Patients have not replied for question "Good Food Served by Hospitals" as food services were not provided by hospital.

In case of tangible facilities versus type of hospitals, on an average 90 per cent of all patients' showed agreement with most of the above mentioned criteria whereas, above 15 per cent of all patients' showed disagreement with two criteria namely, good food served by hospitals and no flies & mosquitoes in hospitals.

As per the patients' responses considering type of hospitals, 15 per cent and above patients' of GHs showed disagreement with some criteria viz., good food served by hospitals followed by no flies & mosquitoes in hospitals; and inside & out side noise kept minimum; whereas, in case of THs the patients' showed disagreement with criteria namely, no flies & mosquitoes in hospitals; and in case of PHs the patients' showed disagreement with criteria viz., adequate parking arrangements followed by good food served by hospitals; music facilities should be provided; wards well decorated & ventilated; pleasing & appealing room of hospitals, and comfort in examination & waiting room.

In case of tangible facilities of selected type of hospitals , on an average 92 per cent of patients' from THs; 91 per cent from GHs and 86 per cent from PHs showed agreement with the above mentioned criteria. Thus, in case of responses for environment (physical facilities), the patients showed first preference to THs followed by GHs and PHs.

Table Number 5.17: Patients' Responses on Reliability Criteria for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Impartial Attitude of Doctors	185 (92.5)	15 (7.5)	192 (96.0)	8 (4.0)	88 (88.0)	12 (12.0)	465 (93.0)	35 (7.0)
02	Doctors' Makes Good Diagnosis	192 (96.0)	8 (4.0)	192 (96.0)	8 (4.0)	91 (91.0)	9 (9.0)	475 (95.0)	25 (5.0)
03	Doctors' Prescribeed Good Drugs	186 (93.0)	14 (7.0)	189 (94.5)	11 (5.5)	93 (93.0)	7 (7.0)	468 (93.6)	32 (6.4)
04	Impartial Attitude of Nurses	170 (85.0)	30 (15.0)	186 (93.5)	14 (7.0)	85 (85.0)	15 (15.0)	441 (88.2)	59 (11.8)
05	Nurses' Maintain Proper records of Patients	174 (87.0)	26 (13.0)	181 (90.5)	19 (9.5)	91 (91.0)	9 (9.0)	446 (89.2)	54 (10.8)

In case of reliability criteria that was measured for the of hospital services versus type of hospitals, on an average 92 per cent of all patients together showed agreement with most of the above mentioned criteria whereas, above 10 per cent of all patients' showed disagreement with two criteria namely, impartial attitude of nurses and nurses' maintain proper records of patients. From the point of view of responses for the type of hospitals, 10 per cent and above patients showed disagreement with some criteria namely, impartial attitude of nurses and nurses' maintain proper records of patients in case of GHs; whereas nurses' maintain proper records of patients in case of THs; and impartial attitude of nurses and impartial attitude of doctors in case of PHs.

Patients' responses on reliability criteria as per the type of hospitals, on an average 94 per cent of patients from THs; 91 per cent from GHs and 90 per cent from PHs showed agreement with the selected criteria. Thus, in case of responses for reliability of hospital services, the patients showed first preference to THs followed by Government and PHs.

Table Number 5.18: Patients' Responses on Responsiveness Criteria for All the Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Doctors' Cooperation to patients	182 (91.0)	18 (9.0)	191 (95.5)	9 (4.5)	95 (95.0)	5 (5.0)	468 (93.6)	32 (6.4)
02	Patients' Felt Comfortable asking Questions to Doctors	183 (91.5)	17 (8.5)	189 (94.5)	11 (5.5)	89 (89.0)	11 (11.0)	461 (92.2)	39 (7.8)
03	Nurses' Cooperation to Patients	146 (73.0)	54 (27.0)	183 (91.5)	17 (8.5)	95 (95.0)	5 (5.0)	424 (84.8)	76 (15.2)
04	Nurses' Provided Prompt Service	54 (27.0)	146 (73.0)	114 (57.0)	86 (43.0)	72 (72.0)	28 (28.0)	240 (48.0)	260 (52.0)
05	Nurses' & Staff Remained Present in Emergency	119 (59.5)	81 (40.5)	167 (83.5)	33 (16.5)	86 (86.0)	14 (14.0)	372 (74.4)	128 (25.6)
06	Information Provided to patients for Managing Side Effects	76 (38.0)	124 (62.0)	148 (74.0)	52 (26.0)	51 (51.0)	49 (49.0)	275 (55.0)	225 (45.0)
07	Prompt Service Provided by Sanitation Staff	155 (77.5)	45 (22.5)	184 (92.0)	16 (8.0)	91 (91.0)	9 (9.0)	430 (86.0)	70 (14.0)
08	Less Waiting Time For Consultation & Treatment	116 (58.5)	84 (42.0)	174 (87.0)	26 (13.0)	80 (80.0)	20 (20.0)	370 (74.0)	130 (26.0)
09	Less Waiting Time for Test	145 (72.5)	55 (27.5)	161 (80.5)	39 (19.5)	85 (85.0)	15 (15.0)	391 (78.2)	109 (21.8)
10	Speed, Ease of Admission & Discharge form Hospitals	162 (81.0)	38 (19.0)	174 (87.0)	26 (13.0)	85 (85.0)	15 (15.0)	421 (84.2)	79 (15.8)
11	Convenient Office Hours	184 (92.0)	16 (8.0)	177 (88.5)	23 (11.5)	86 (86.0)	14 (14.0)	447 (89.4)	53 (10.6)
12	Adm. Staff Gives Prompt Services	56 (28.0)	144 (72.0)	153 (76.5)	47 (23.5)	74 (74.0)	26 (26.0)	283 (56.6)	217 (43.4)
13	No Overcrowding in Hospitals	117 (58.5)	83 (41.5)	177 (88.5)	23 (11.5)	82 (82.0)	18 (18.0)	376 (75.2)	124 (24.8)
14	Good Grievance handling System	35 (17.5)	165 (82.5)	152 (76.0)	48 (24.0)	66 (66.0)	34 (34.0)	253 (50.6)	247 (49.4)

Patients' responses in case of responsiveness of hospital staff members as per type of hospitals, on an average 74 per cent of all patients together showed agreement with most of the above mentioned criteria whereas, above 25 per cent of all respondent showed disagreement with some criteria viz., nurses' provided prompt service followed by good grievance handling system; information provided to patients for managing side effects; administrative staff gave prompt services; less waiting time for consultation & treatment; nurses' & staff remained present in emergency, and no overcrowding in hospitals.

From these seven criteria, four criteria namely, nurses' provide prompt service; good grievance handling system; information provided to patients for managing side effects, and administrative staff gave prompt services showed common disagreement for all selected type of hospitals.

The patients' responses as per the type of hospitals, nearly 25 per cent and above patients showed disagreement with some criteria viz., less waiting time for consultation & treatment followed by no overcrowding in hospitals; nurses' & staff remained present in emergency; nurses' cooperation to patients, and prompt service provided by sanitation staff in case of GHs.

Patients' responses on selected criteria of responsiveness of the staff of the selected type of hospitals, on an average 84 per cent of patients from THs; 81per cent from PHs and 62 per cent from GHs showed agreement with selected criteria. In case of responsiveness of the hospital staff, the patients' showed first preference to THs followed by PHs and GHs.

Table Number 5.19: Patients' Responses on Assurance Criteria for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
1	Doctors' Knowledge & Efficiency	192 (96.0)	8 (4.0)	189 (94.5)	11 (5.5)	94 (94.0)	6 (6.0)	475 (95.0)	25 (5.0)
2	Doctors' Experience in Curing Patients	188 (94.0)	12 (6.0)	184 (92.0)	16 (8.0)	96 (96.0)	4 (4.0)	468 (93.6)	32 (6.4)
3	Thorough Checkup by Doctors	187 (93.5)	13 (6.5)	184 (92.0)	16 (8.0)	95 (95.0)	5 (5.0)	466 (93.2)	34 (6.8)
4	Nurses' Knowledge & Efficiency	172 (86.0)	28 (14.0)	180 (90.0)	20 (10.0)	90 (90.0)	10 (10.0)	442 (88.4)	58 (11.6)
5	Nurses' Handled Patients Query Properly	123 (61.5)	77 (38.5)	162 (81.0)	38 (19.0)	88 (88.0)	12 (12.0)	373 (74.6)	127 (25.4)
6	Nurses' Experience in Curing Patients	149 (74.5)	51 (25.5)	164 (82.0)	36 (18.0)	86 (86.0)	14 (14.0)	399 (79.8)	101 (20.2)
7	Good Experience of Those who Perform Test on Patients	179 (89.5)	21 (10.5)	177 (88.5)	23 (11.5)	86 (86.0)	14 (14.0)	442 (88.4)	58 (11.6)

In case of patients' responses on criteria of assurance for hospital services as provided to them by the various type of hospitals, on an average 88 per cent of all patients together showed agreement with most of the above mentioned selected criteria whereas, above 10 per cent of all patients showed disagreement with some of the selected criteria viz., nurses' handled patients query properly followed by nurses' experience in curing patients; nurses' knowledge & efficiency, and good experience of those who perform test on patients.

In case of selected patients' hospital-wise responses on criteria of assurance disagreement was commonly observed for the same criteria with little criteria wise difference in preference. On an average 91 per cent of patients from PHs; 89 per cent from THs and 85 per cent from GHs showed agreement on the selected criteria. Thus, in case of assurance, the patients showed first preference to PHs followed by THs and GHs.

Table Number 5.20: Patients' Responses on Empathy Criteria for All the Three Types of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Doctors' were polite with patients	182 (91.0)	18 (9.0)	193 (96.5)	7 (3.5)	95 (95.0)	5 (5.0)	470 (94.0)	30 (6.0)
02	Patients' Felt Comfortable During Doctors Examination	179 (89.5)	21 (10.5)	184 (92.0)	16 (8.0)	94 (94.0)	6 (6.0)	457 (91.4)	43 (8.6)
03	Doctors' Work According to Patients Expectations	62 (31.0)	138 (69.0)	122 (61.0)	78 (39.0)	53 (53.0)	47 (47.0)	237 (47.4)	263 (52.6)
04	Doctors' Gave Individual Consideration & Confidentiality	128 (64.0)	72 (36.0)	172 (86.0)	28 (14.0)	80 (80.0)	20 (20.0)	380 (76.0)	120 (24.0)
05	Doctors' Showed Respect & Support patients	172 (86.0)	28 (14.0)	188 (94.0)	12 (6.0)	93 (93.0)	7 (7.0)	453 (9.6)	27 (5.4)
06	Doctors' Honesty in Dealing with patients	195 (97.5)	5 (2.5)	190 (95.0)	10 (5.0)	89 (89.0)	11 (11.0)	474 (94.8)	26 (5.2)
07	Nurses' Showed Politeness with Patients	160 (80.0)	40 (20.0)	179 (89.5)	21 (10.5)	91 (91.0)	9 (9.0)	430 (86.0)	70 (14.0)
08	Simple Checking Procedure	151 (75.5)	49 (24.5)	180 (90.0)	20 (10.0)	88 (88.0)	12 (12.0)	419 (83.8)	81 (16.2)
09	Good Concern for Patient's Family & Visitor	164 (82.0)	36 (18.0)	182 (91.0)	18 (9.0)	88 (88.0)	12 (12.0)	434 (86.8)	66 (13.2)
10	Simple Billing Procedures	184 (92.0)	16 (8.0)	180 (90.0)	20 (10.0)	86 (86.0)	14 (14.0)	450 (90.0)	50 (10.0)

In case of empathy experienced by patients from hospital services from the various type of hospitals, on an average 84 per cent of all patients together showed agreement with most of the selected criteria whereas, nearly 15 per cent and above of all patients' showed disagreement with some criteria viz., doctors' work according to patients expectations followed by doctors' gave individual consideration & confidentiality; simple checking procedure; nurses' showed politeness with patients, and good concern for patient's family & visitor.

From these five selected criteria, in the two of the criteria viz., doctors' work according to patients' expectations and doctors' gave individual consideration & confidentiality showed common disagreement for all the selected type of hospitals that is GHs, PHs, and THs..

Over and above, if one considers patients' responses as per the type of hospitals, nearly 15 per cent and above patients showed disagreement with some selected criteria viz., simple checking procedure followed by nurses' showed politeness with patients; good concern for patient's family & visitors; and doctors' showed respect & support to patients in case of GHs.

In case of patients' responses on criterion of empathy vis-à-vis type of hospitals, 89 per cent of patients from THs; 86 per cent from PHs and 79 per cent from GHs showed agreement with the selected criteria. Thus, in case of empathy as experienced by selected patients from hospitals' services, the patients showed first preference to THs followed by PHs and GHs.

Table Number 5.21: Patients' Responses on Dignity Criteria for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Doctors' ask for patients Permission for performing Test	73 (36.5)	127 (63.5)	135 (67.5)	65 (32.5)	61 (61.0)	39 (39.0)	269 (53.8)	231 (46.2)
02	Nurses' Gave Personal Attention to Patients	95 (47.5)	105 (52.5)	153 (76.5)	47 (23.5)	79 (79.0)	21 (21.0)	327 (65.4)	173 (34.6)
03	Nurses' Explain Procedures and take Patient Permission before Test	120 (60.0)	80 (40.0)	170 (85.0)	30 (15.0)	71 (71.0)	29 (29.0)	361 (72.2)	139 (27.8)
04	Nurses' Explain Rules Regulation in ward	179 (89.5)	21 (10.5)	180 (90.0)	20 (10.0)	82 (82.0)	18 (18.0)	441 (88.2)	59 (11.8)
05	Nurses' were Kind, Gentle & Sympathetic	184 (92.0)	16 (8.0)	178 (89.0)	22 (11.0)	90 (90.0)	10 (10.0)	452 (90.4)	48 (9.6)
06	Adm. Staff Welcome & Implement Suggestion	44 (22.0)	156 (78.0)	138 69.0)	62 (31.0)	48 (48.0)	52 (52.0)	230 (46.0)	270 (54.0)
07	Adm. Gives Personal Attention To Patient	45 (22.5)	155 (77.5)	149 (74.5)	51 (25.5)	66 (66.0)	34 (34.0)	260 (52.0)	240 (48.0)
08	Patients' were Treated With Dignity & Privacy	157 (78.5)	43 (21.5)	178 (89.0)	22 (11.0)	89 (89.0)	11 (11.0)	424 (84.8)	76 (15.2)

In case of dignity as maintained by selected hospital service providers vis-à-vis type of hospitals, on an average 69 per cent of all patients together showed agreement with most of the selected criteria whereas, above 25 per cent of patients showed disagreement with some of the selected criteria viz., administrative staff welcome & implement suggestion followed by administrative staff gave personal attention to patient; doctors' ask for patients permission for performing test; nurses' gave personal attention to patients and nurses' explain procedures, and take patients' permission before test.

From the above mentioned five criteria, the three criteria namely, administrative staff welcome & implement suggestion; administrative gives personal attention to patient, and nurses explain procedures and take patient permission before test revealed a disagreement by patients for all selected type of hospitals.

Over and above, if one considers patients' responses from the point of view of type of hospitals, above 25 per cent patients showed disagreement with some selected criteria viz., nurses' gave personal attention to patients, and nurses' explain procedures and take patient permission before test in case of GHs; nurses' gave personal attention to patients in case of THs and nurses' explain procedures and take patient permission before test in case of PHs.

As per the type of hospitals wise responses of selected patients for the criteria of dignity towards patients as maintained by hospital service providers, on an average 80 per cent of patients from THs; 73 per cent from PHs and 56 per cent from GHs showed agreement with the selected criteria. Thus, in case of dignity towards patients as maintained by hospital service providers, the patients' showed first preference to THs followed by PHs and GHs.

Table Number 5.22: Patients' Responses on Accessibility/Affordability Criteria for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
1	Doctors' Easily Available in Emergency	175 (87.5)	25 (12.5)	178 (89.0)	22 (11.0)	90 (90.0)	10 (10.0)	443 (88.6)	57 (11.4)
2	Quick Payment Arrangements	176 (88.0)	24 (12.0)	198 (99.0)	2 (1.0)	87 (87.0)	13 (13.0)	461 (92.2)	39 (7.8)
3	Costs were Adequate or Affordable	198 (99.0)	2 (1.0)	113 (56.5)	87 (43.5)	13 (13.0)	87 (87.0)	324 (64.8)	176 (35.2)
4	Drugs Easily Obtained in Hospitals	183 (91.5)	17 (8.5)	192 (96.0)	8 (4.0)	83 (83.0)	17 (17.0)	458 (91.6)	42 (8.4)
5	Distance to Healthcare is Adequate	175 (87.5)	25 (12.5)	114 (57.0)	86 (43.0)	43 (43.0)	57 (57.0)	332 (66.4)	168 (33.6)

In case of accessibility and affordability of hospital services vis-à-vis type of hospitals, 81 per cent of patients together showed agreement with most of the identified criteria whereas, above 30 per cent of them showed disagreement with two criteria viz., costs were adequate or affordable, and distance to healthcare was adequate.

If one considers patients' responses as per the type of hospitals, the patients' showed disagreement for the same above mentioned criteria. That is, above 50 per cent of patients from PHs and above 40 per cent of patients from THs showed disagreement. Accessibility and affordability of hospital services as per type of hospitals, on an average 91 per cent of patients from GHs; 80 per cent from THs and 63 per cent from PHs showed agreement with the above mentioned criteria. In brief, on the criteria of accessibility and affordability of hospital services, the patients' showed first preference to GHs followed by THs and PHs.

Table Number 5.23: Patients' Overall Responses on Selected Criteria for All the Three Type of Hospitals

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		ST	DT	ST	DT	ST	DT	ST	DT
01	Overall Satisfaction with Medical Services	195 (97.5)	5 (2.5)	186 (93.0)	14 (7.0)	97 (97.0)	3 (3.0)	478 (95.6)	22 (4.4)
02	Overall Satisfaction with Nursing Services	177 (88.5)	23 (11.5)	184 (92.0)	16 (8.0)	92 (92.0)	8 (8.0)	453 (90.6)	47 (9.4)
03	Overall Satisfaction with Administrative Services	140 (70.0)	60 (30.0)	186 (93.0)	14 (7.0)	85 (85.0)	15 (15.0)	411 (82.2)	89 (17.8)
04	Overall Satisfaction with Environment (Physical Facilities)	193 (96.5)	7 (3.5)	191 (95.5)	9 (4.5)	88 (88.0)	12 (12.0)	472 (94.4)	28 (5.6)

The overall responses, against selected criteria, of all the patients showed the favourable preferences for overall satisfaction with medical services; environment; paramedical services, and the administrative services, whereas reverse preference was observed for disagreement for the same criteria.

In case of GHs, the patients showed same preferences as showed by responses of all patients together. In case of THs, the patients showed the favourable preference for overall satisfaction with environment (physical facilities) followed with medical services; administrative services, and paramedical services, whereas in case of PHs, the patients showed preference for overall satisfaction with medical services, followed by paramedical services; environment (physical facilities), and administrative services.

Table Number 5.24: Overall Satisfaction Experienced by Selected Patients from Overall Hospital Services (Q. No. 10)

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)			
		GHs	THs	PHs	Total
01	Highly Satisfied	22 (28.2)	29 (37.2)	27 (34.6)	78 (100)
02	Satisfied	147 (41.5)	143 (40.4)	64 (18.1)	354 (100)
03	Somewhat satisfied/Undecided	26 (44.1)	24 (40.7)	9 (15.3)	59 (100)
04	Dissatisfied	5 (62.5)	3 (37.5)	0 (0.0)	8 (100)
05	Highly Dissatisfied	0 (0.0)	1 (100)	0 (0.0)	1 (100)
	Total	200 (40.0)	200 (40.0)	100 20.0)	500 (100)

In case of overall satisfaction, as experienced by selected patients' from overall hospital services, 86 per cent of patients' showed satisfactions, whereas 14 per cent of them were dissatisfied.

If one considers patients' responses as per the type of hospitals, 91 per cent of the satisfied patients were from PHs followed by 86 per cent from THs and 85 per cent of GHs, whereas reverse results were found in case of dissatisfied patients.

Table Number 5.25: Post - Purchase Behaviour of Selected Patients (Q, No, 11)

Sr. No.	Intention to Recommend Hospital to Others in Future	Type of Hospitals (Number and Percentages of Patients)			
		GHs	THs	PHs	Total
1	Definitely Yes	165 (40.8)	155 (38.4)	84 (20.8)	404 (100)
2	Probably Yes	27 (34.2)	39 (49.4)	13 (16.5)	79 (100)
3	Undecided	7 (46.7)	5 (33.3)	3 (20.0)	15 (100)
4	Probably No	1 (100)	0 (0.0)	0 (0.0)	1 (100)
5	Definitely No	0 (0.0)	1 (100)	0 (0.0)	1 (100)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)

In case of selected patients' recommendation of the hospitals to others, it was found that most of them (97 per cent) were positive about recommending hospitals to others in future, and if one considers type of hospitals, uniform pattern was found for each type of hospitals.

Table Number 5.26: Patients' Views About Best Service of the Hospital for the Three Type of Hospitals (Q. No. 12)

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Best Service is Medical Treatment in Hospitals	196 (98.0)	4 (2.0)	181 (90.5)	19 (9.5)	99 (99.0)	1 (1.0)	476 (95.2)	24 (4.8)
02	Best Service is Nursing Staff Services in Hospitals	176 (88.0)	24 (12.0)	178 (89.0)	22 (11.0)	92 (92.0)	8 (8.0)	446 (89.2)	54 (10.8)
03	Best Service is Administrative Staff Services in Hospitals	138 (69.0)	62 (31.0)	180 (90.0)	20 (10.0)	89 (89.0)	11 (11.0)	407 (81.4)	93 (18.6)
04	Best Service is Environment in Hospitals	192 (96.0)	8 (4.0)	185 (92.5)	15 (7.5)	87 (87.0)	13 (13.0)	464 (92.8)	36 (7.2)

In case of overall responses of patients about best services of hospital on the selected criteria, all the patients showed favourable preferences for best services viz., medical treatment in hospitals followed by environment in hospitals; nursing staff services in hospitals, and administrative staff services in hospitals, whereas reverse preference was noticed for disagreement on the same criteria.

In case of GHs, the patients showed similar preference alike all patients together whereas In case of THs, the patients' showed the favourable preference for best service was environment (physical facilities) in hospitals followed by medical services; administrative services, and paramedical services. But, in case of PHs, the patients showed preference for best services was medical services; followed by paramedical services; administrative services, and environment (physical facilities) in the hospitals.

Table Number 5.27: Patients' Views about Worst Service of the Hospitals for All the Three Type of Hospitals (Q. No. 13)

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)							
		GHs		THs		PHs		Total	
		AG	DA	AG	DA	AG	DA	AG	DA
01	Worst Service is Medical Services in Hospitals	4 (2.0)	196 (98.0)	2 (1.0)	198 (99.0)	1 (1.0)	99 (99.0)	7 (1.4)	493 (98.6)
02	Worst Service is Paramedical Services in Hospitals	3 (1.5)	197 (98.5)	1 (0.5)	199 (99.5)	4 (4.0)	96 (96.0)	8 (1.6)	492 (98.4)
03	Worst Service is Administrative Services in Hospitals	3 (1.5)	197 (98.5)	5 (2.5)	195 (97.5)	3 (3.0)	97 (97.0)	11 (2.2)	489 (97.8)
04	Worst Service is related with Environment (physical facilities) in the Hospitals	4 (2.0)	196 (98.0)	5 (2.5)	195 (97.5)	4 (4.0)	96 (96.0)	13 (2.6)	487 (97.4)

In case of overall responses of patients about worst service of hospital, against selected criteria, all the patients showed their preference for worst services was environment (physical facilities) in hospitals followed by administrative services; paramedical services, and medical services in the hospitals.

In case of GHs, the patients showed their agreement about worst services of hospitals for environment physical facilities) in the hospital followed by medical services; paramedical services and administrative services.

In case of THs, the patients showed their agreement about worst service of hospital for environment (physical facilities) in the hospital followed by administrative services followed by medical services and paramedical services, whereas in case of PHs, the patients showed their agreement about worst service of hospital for environment (physical facilities) and paramedical services followed by administrative and medical services.

Table Number 5.28: Patients' Preferences About Availability of Medical Facilities (Q. No. 14)

Sr. No.	Selected Criteria	Type of Hospitals (Number and Percentages of Patients)			
		GHs	THs	PHs	Total
01	Strongly Agree	59 (38.8)	42 (27.6)	51 (33.6)	152 (100)
02	Agree	131 (41.2)	145 (45.6)	42 (13.2)	318 (100)
03	Somewhat Agree	9 (36.0)	11 (44.0)	5 (20.0)	25 (100)
04	Disagree	1 (20.0)	2 (40.0)	2 (40.0)	5 (100)
	Total	200 (40.0)	200 (40.0)	100 (20.0)	500 (100)

In case of patients' preference about whether, all kinds of medical facilities should be made available in the same hospital or not, it was found that most of the patients (94 per cent) agreed and showed positive preference for all kinds of medical facilities that should be made available in the same hospital.

5.3 DATA ANALYSIS (Overall – All Hospitals Together)

Table Number 5.29: Patients' Views About Charges of the Hospitals (Q. No. 04)

Sr. No.	Selected Criteria	No of Patients (Percentages)	Mean	SD
01	Very High	10 (2.0)	3.82	1.092
02	High	35 (7.0)		
03	Reasonable	184 (36.8)		
04	Low	75 (15.0)		
05	Very Low	196 (39.2)		
	Total	500 (100)		

The overall responses of all the patients about charges of hospitals revealed that above half of the (54 per cent) patients reported charges as low, 37 per cent reported charges as reasonable and 9 per cent reported charges as high.

Table Number 5.30: Patients' Reasons for the Selection of the Hospitals (Q. No. 07)

Sr. No.	Selected Criteria	MI	IM	SWA	UI	LI	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Own Decision	287 (57.4)	72 (14.4)	49 (9.8)	61 (12.2)	31 (6.2)	500	4.05	1.311
02	Relatives Suggested	113 (22.6)	144 (28.8)	82 (16.4)	104 (20.8)	57 (11.4)	500	3.30	1.329
03	Friends Suggested	101 (20.2)	128 (25.6)	92 (18.4)	114 (22.8)	65 (13.0)	500	3.17	1.336
04	Suggested by Family Doctor	77 (15.4)	79 (15.8)	85 (17.0)	155 (31.0)	104 (20.8)	500	2.74	1.361
05	Past performance of Hospitals / Doctor	185 (37.0)	252 (50.4)	38 (7.6)	13 (2.6)	12 (2.4)	500	4.17	0.859
06	Only in this Hospitals such kind of facility is available	65 (13.0)	212 (42.4)	135 (27.0)	59 (11.8)	29 (5.8)	500	3.45	1.046
07	Overall Reputation of Hospitals	187 (37.4)	274 (54.8)	26 (5.2)	05 (1.0)	08 (1.6)	500	4.25	0.739
08	Hospitals Located Nearby	123 (24.6)	183 (36.6)	65 (13.0)	33 (6.6)	96 (19.2)	500	3.41	1.422
09	Hospitals is economical	195 (39.0)	122 (24.4)	150 (30.0)	19 (3.8)	14 (2.8)	500	3.93	1.045
10	Accessibility of Medicine & Test Facilities	154 (30.8)	294 (58.8)	42 (8.4)	07 (1.4)	03 (0.6)	500	4.18	0.686
11	Sanitation in the Hospitals	225 (45.0)	250 (50.0)	12 (2.4)	08 (1.6)	05 (1.0)	500	4.36	0.705
	Average	155 (31.0)	183 (36.6)	70 (14.0)	53 (10.6)	39 (7.8)	500	3.73	1.22

The overall responses of all the patients about reasons for selection of hospital revealed that 67 per cent of patients agreed with above given reasons for selection of hospitals whereas, 33 per cent of patients showed their disagreement which mainly comprises of reasons such as suggestions of family doctors followed by suggestion of friends; suggestion of relatives; location of hospital, and availability of specific facility in hospital.

Thus, on the basis of an average score which felt in the range from highest mean score of 4.36 to lowest mean score 2.74, first preference of patients as a reason for selection of hospital was sanitation of the hospitals followed by overall reputation of hospitals; accessibility of medical and test facilities; past performance of hospital/doctor, and patient patients' own decision.

5.3.1 Medical Services, Paramedical Services, Administrative Services, and Environment (Physical facilities) of Hospitals.

Table Number 5.31: Patients' Responses for Medical Services of the Selected Hospitals (Q. No. 08 - 1 to 17)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' Knowledge & Efficiency	306 (61.2)	169 (33.8)	23 (4.6)	1 (0.2)	1 (0.2)	500	4.56	0.613
02	Doctors' Cooperation to patients	305 (61.0)	163 (32.6)	28 (5.6)	3 (0.6)	1 (0.2)	500	4.54	0.649
03	Doctors' were polite with patients	324 (64.8)	146 (29.2)	26 (5.2)	3 (0.6)	1 (0.2)	500	4.58	0.639
04	Impartial Attitude of Doctors	301 (60.2)	164 (32.8)	22 (4.4)	8 (1.6)	5 (1.0)	500	4.50	0.745
05	Patients' Felt Comfortable During Doctors' Examination	219 (43.8)	238 (47.6)	40 (8.0)	3 (0.6)	0 (0.0)	500	4.35	0.65
06	Doctors' Experience in Curing Patients	268 (53.6)	200 (40.0)	27 (5.4)	5 (1.0)	0 (0.0)	500	4.46	0.646
07	Thorough Checkup by Doctors	252 (50.4)	214 (42.8)	29 (5.8)	4 (0.8)	1 (0.2)	500	4.42	0.658
08	Doctors' Work according to Patients Expectations	101 (20.2)	136 (27.2)	190 (38.0)	54 (10.8)	19 (3.8)	500	3.49	1.049
09	Doctors' Gave Individual Consideration & Confidentiality	164 (32.8)	216 (43.2)	90 (18.0)	25 (5.0)	5 (1.0)	500	4.02	0.894
10	Doctors' Showed Respect & Support patients	211 (42.2)	242 (48.4)	38 (7.6)	07 (1.4)	02 (0.4)	500	4.31	0.705
11	Doctors' Makes Good Diagnosis	296 (59.2)	179 (35.8)	20 (4.0)	4 (0.8)	1 (0.2)	500	4.53	0.634
12	Doctors' Prescribed Good Drugs	305 (61.0)	163 (32.6)	26 (5.2)	3 (0.6)	3 (0.6)	500	4.53	0.68
13	Doctor' ask for patients Permission for performing Test	138 (27.6)	131 (26.2)	145 (29.0)	63 (12.6)	23 (4.6)	500	3.60	1.15
14	Patients' Felt Comfortable asking Questions to Doctors	177 (35.4)	284 (56.8)	36 (7.2)	3 (0.6)	0 (0.0)	500	4.26	0.641
15	Doctors' Honesty in Dealing with patients	320 (64.0)	154 (30.8)	20 (4.0)	6 (1.2)	0 (0.0)	500	4.58	0.63
16	Sufficient number of Doctors Remained Present	198 (39.6)	249 (49.8)	46 (9.2)	4 (0.8)	3 (0.6)	500	4.27	0.709
17	Doctors' Availability in Emergency	191 (38.2)	252 (50.4)	49 (9.8)	7 (1.4)	1 (0.2)	500	4.25	0.702
	Average	240 (48.0)	194 (38.8)	50 (10.0)	12 (2.4)	4 (0.8)	500	4.31	0.81

The overall response of all the patients, about medical services in the hospitals revealed that most of the (86 per cent) patients showed agreement with all selected criteria, whereas 14 per cent of patients showed disagreement with some criteria namely, doctors' work according to patients expectations; doctors' ask for patients permission for performing test; and doctors' gave individual consideration & confidentiality. On the basis of an average score, which felt in the range from highest mean score 4.58 to lowest mean score 3.49, first preference of patients for medical services was for some criteria namely, doctors' were polite with patients, followed by doctors' honesty in dealing with patients; doctors' knowledge & efficiency; doctors' cooperation to patients; doctors' made good diagnosis; doctors' prescribed good drugs; impartial attitude of doctors; doctors' experience in curing patients; thorough checkup by doctors; patients' felt comfortable during doctors' examination; doctors' showed respect and support to patients; sufficient number of doctors remained present, patients' felt comfortable asking questions to doctors, and doctors' availability in emergency.

Table Number 5.32: Patients' Responses for Paramedical Services of the Selected Hospitals (Q. No. 08 - 18 to 33)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Nurses' Knowledge & Efficiency	137 (27.4)	305 (61.0)	48 (9.6)	06 (1.2)	04 (0.8)	500	4.13	0.689
02	Nurses' Cooperation to Patients	171 (34.2)	253 (50.6)	67 (13.4)	07 (1.4)	02 (0.4)	500	4.17	0.735
03	Nurses' Showed Politeness with Patients	248 (49.6)	182 (36.4)	61 (12.2)	07 (1.4)	02 (0.4)	500	4.33	0.774
04	Impartial Attitude of Nurses	235 (47.0)	206 (41.2)	48 (9.6)	07 (1.4)	04 (0.8)	500	4.32	0.769
05	Nurses' Maintain Proper records of Patients	173 (34.6)	273 (54.6)	50 (10.0)	03 (0.6)	01 (0.2)	500	4.23	0.661
06	Nurses' Handled Patients Quarry Properly	136 (27.2)	237 (47.4)	117 (23.4)	08 (1.6)	02 (0.4)	500	3.99	0.779
07	Nurses' Experience in Curing Patients	133 (26.6)	266 (53.2)	91 (18.2)	07 (1.4)	03 (0.6)	500	4.04	0.747
08	Good Experience of Those who Perform Test on Patients	159 (31.8)	283 (56.6)	54 (10.8)	04 (0.8)	00 (0.0)	500	4.19	0.649
09	Nurses' Gave Personal Attention to Patients	108 (21.6)	219 (43.8)	137 (27.4)	33 (6.6)	03 (0.6)	500	3.79	0.875
10	Nurses' Provide Prompt Service	62 (12.4)	178 (35.6)	229 (45.8)	21 (4.2)	10 (2.0)	500	3.52	0.838
11	Nurses' & Staff Remains Present in Emergency	58 (11.6)	314 (62.8)	121 (24.2)	07 (1.4)	00 (0.0)	500	3.85	0.625
12	Nurses' Explain Procedures and take Patient Permission before Test	98 (19.6)	263 (52.6)	102 (20.4)	28 (5.6)	09 (1.8)	500	3.83	0.870
13	Nurses' Explain Rules Regulation in ward	132 (26.4)	309 (61.8)	45 (9.0)	10 (2.0)	04 (0.8)	500	4.11	0.703
14	Nurses' were Kind, Gentle & Sympathetic	256 (51.2)	196 (39.2)	39 (7.8)	07 (1.4)	02 (0.4)	500	4.39	0.727
15	Information Provided to patients for Managing Side Effects	103 (20.6)	172 (34.4)	128 (25.6)	66 (13.2)	31 (6.2)	500	3.50	1.140
16	Prompt Service Provided by Sanitation Staff	131 (26.2)	299 (59.8)	60 (12.0)	07 (1.4)	03 (0.6)	500	4.10	0.696
	Average	146 (29.2)	248 (49.6)	87 (17.4)	14 (2.8)	05 (1.0)	500	4.03	0.82

The overall response of all the patients about paramedical services in the hospital revealed that 79 per cent of the patients showed agreement with selected criteria, whereas 21 per cent of patients showed disagreement with some criteria viz., information provided to patients for managing side effects; nurses' provided prompt service; nurses' gave personal attention to patients; nurses' explain procedures and take patient permission before test, and nurses' and staff remained present in emergency.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.39 to lowest mean score 3.5, the order of the preference, for the paramedical services, showed by the patients was nurses' were kind, gentle & sympathetic; nurses' showed politeness with patients; impartial attitude of nurses; nurses' maintain proper records of patients; good experience of those who perform test on patients; nurses' cooperation to patients;, nurses' knowledge & efficiency; nurses' explain rules regulation in ward; prompt service provided by sanitation staff;, nurses' experience in curing patients, and nurses' handled patients quarry properly.

Table Number 5.33: Patients' Responses for Administrative Services of the Selected Hospitals (Q. No. 0 8 - 34 to 46)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Less Waiting Time For Consultation & Treatment	75 (15.0)	295 (59.0)	114 (22.8)	10 (2.0)	06 (1.2)	500	3.85	0.737
02	Less Waiting Time for Test	71 (14.2)	320 (64.0)	96 (19.2)	12 (2.4)	01 (0.2)	500	3.90	0.662
03	Simple Checking Procedure	145 (29.0)	274 (54.8)	69 (13.8)	08 (1.6)	04 (0.8)	500	4.10	0.746
04	Speed, Ease of Admission & Discharge form Hospitals	128 (25.6)	293 (58.6)	65 (13.0)	11 (2.2)	03 (0.6)	500	4.06	0.725
05	Convenient Office Hours	142 (28.4)	305 (61.0)	38 (7.6)	09 (1.8)	06 (1.2)	500	4.14	0.723
06	Adm. Staff Gives Prompt Services	90 (18.0)	193 (38.6)	169 (33.6)	38 (7.6)	11 (2.2)	500	3.63	0.938
07	No Overcrowding in Hospitals	151 (30.2)	225 (45.0)	91 (18.2)	20 (4.0)	13 (2.6)	500	3.96	0.937
08	Good Grievance handling System	88 (17.6)	165 (33.0)	148 (29.6)	63 (12.6)	36 (7.2)	500	3.41	1.132
09	Adm. Staff Welcome & Implement Suggestion	95 (19.0)	135 (27.0)	125 (25.0)	108 (21.6)	37 (7.4)	500	3.29	1.210
10	Adm. Gives Personal Attention To Patient	77 (15.4)	183 (36.6)	121 (24.2)	95 (19.0)	24 (4.8)	500	3.39	1.103
11	Patients' were Treated With Dignity & Privacy	166 (33.2)	258 (51.6)	63 (12.6)	12 (2.4)	01 (0.2)	500	4.15	0.742
12	Good Concern for Patients' Family & Visitor	130 (26.0)	304 (60.8)	55 (11.0)	09 (1.8)	02 (0.4)	500	4.10	0.684
13	Simple Billing Procedures	149 (29.8)	301 (60.2)	35 (7.0)	09 (1.8)	06 (1.2)	500	4.16	0.724
	Average	116 (23.2)	250 (50.0)	91 (18.2)	31 (6.2)	12 (2.4)	500	3.86	0.92

The overall response of all the patients about administrative services in the hospital revealed that 73 per cent of the patients showed agreement with selected criteria, whereas 27 per cent of patients showed disagreement with some criteria viz., administrative staff welcome & implement suggestion; administrative staff gave personal attention to patient; good grievance handling system; administrative staff gave prompt services; less waiting time for consultation & treatment, and less waiting time for test. Thus, on the basis of an average score, which felt in the range from highest mean score 4.16 to lowest mean score 3.29, first preference of patients for administrative services was for simple billing procedures; followed by patients' were treated with dignity & privacy; convenient office hours; simple checking procedure; good concern for patient family & visitor; speed, ease of admission & discharge form hospitals, and no overcrowding in hospitals.

Table Number 5.34: Patients' Responses for Environment (Physical Facilities) of the Selected Hospitals (Q. No. 08 - 47 to 64)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Not Applicable	Total	Mean	SD
		(Number and Percentages of Patients)								
01	Well Equipped Units	232 (46.4)	224 (44.8)	38 (7.6)	05 (1.0)	01 (0.2)	-	500	4.36	0.684
02	Proper Sitting & Bedding Arrangements	253 (50.6)	209 (41.8)	35 (7.0)	02 (0.4)	01 (0.2)	-	500	4.42	0.658
03	Comfort in Examination & waiting Room	226 (45.2)	231 (46.2)	39 (7.8)	03 (0.6)	01 (0.2)	-	500	4.36	0.668
04	Natural Light or Illumination in Hospitals	230 (46.0)	248 (49.6)	16 (3.2)	05 (1.0)	01 (0.2)	-	500	4.40	0.624
05	Sufficient Number of Dust Bins & Spittoons	228 (45.6)	237 (47.4)	25 (5.0)	08 (1.6)	02 (0.4)	-	500	4.36	0.690
06	No Flies & Mosquitoes in Hospitals	155 (31.0)	264 (52.8)	64 (12.8)	16 (3.2)	01 (0.2)	-	500	4.11	0.757
07	Adequate parking Arrangements	319 (63.8)	125 (25.0)	30 (6.0)	22 (4.4)	04 (0.8)	-	500	4.47	0.855
08	Clean Surroundings of Hospitals	206 (41.2)	261 (52.2)	21 (4.2)	09 (1.8)	03 (0.6)	-	500	4.32	0.694
09	Pleasing & Appealing Room of Hospitals	212 (42.4)	246 (49.2)	36 (7.2)	06 (1.2)	00 (0.0)	-	500	4.33	0.661
10	Good Food Served by Hospital *	149 (29.8)	150 (30.0)	40 (8.0)	25 (5.0)	09 (1.8)	127 (25.4) *	500	3.05	0.994
11	Staff Neat in Appearance	184 (36.8)	288 (57.6)	26 (5.2)	02 (0.4)	00 (0.0)	-	500	4.31	0.585
12	Inside & Out side Noise kept Minimum	157 (31.4)	284 (56.8)	36 (7.2)	18 (3.6)	05 (1.0)	-	500	4.14	0.776
13	Wards Well Decorated & Ventilated	182 (36.4)	283 (56.6)	28 (5.6)	05 (1.0)	02 (0.4)	-	500	4.28	0.649
14	Music Facilities should be provided	203 (40.6)	239 (47.8)	29 (5.8)	19 (3.8)	10 (2.0)	-	500	4.21	0.868
15	Quick Payment Arrangements	265 (53.0)	196 (39.2)	32 (6.4)	06 (1.2)	01 (0.2)	-	500	4.44	0.686
16	Costs were Adequate or Affordable	282 (56.4)	42 (8.4)	141 (28.2)	25 (5.0)	10 (2.0)	-	500	4.12	1.102
17	Drugs Easily Obtained in Hospitals	246 (49.2)	212 (42.4)	35 (7.0)	04 (0.8)	03 (0.6)	-	500	4.39	0.706
18	Distance to Healthcare is Adequate	197 (39.4)	135 (27.0)	55 (11.0)	25 (5.0)	88 (17.6)	-	500	3.66	1.474
	Average	218 (43.6)	215 (43.0)	40 (8.0)	12 (2.4)	08 (1.6)	07 (1.4)	500	4.21	0.83

* Total Patients were 373 as 127 Patients have not replied for question "Good Food Served by Hospitals" as food services were not provided by hospital.

The overall response of all the patients about environment (physical facilities) in the hospitals revealed that 87 per cent of the patients showed agreement with selected criteria, whereas 13 per cent of them showed disagreement with two criteria namely, good food served by hospitals and distance to healthcare was adequate.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.47 to lowest mean score 3.05, first preference of patients for environment (physical facilities) was for adequate parking arrangements; quick payment arrangements; proper sitting & bedding arrangements; natural light or illumination in hospitals; drugs easily obtained in hospitals; well equipped units; comfort in examination & waiting room; sufficient number of dust bins & spittoons; pleasing & appealing room of hospitals; clean surroundings of hospitals; staff neat in appearance;, wards well decorated & ventilated; music facilities should be provided; inside & out side noise kept minimum; costs were adequate or affordable, and no flies & mosquitoes in hospitals.

5.3.2 Data Analysis of Variables: Intangible Services Characteristics.

Table Number 5.35: Patients' Responses on Tangible Criteria of the Selected Hospitals (Q. No. 08 - 16, 47 to 58)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Not Applicable	Total	Mean	SD
		(Number and Percentages of Patients)								
01	Sufficient Doctors Remain Present	198 (39.6)	249 (49.8)	46 (9.2)	04 (0.8)	03 (0.6)	-	500	4.27	0.709
02	Well Equipped Units	232 (36.4)	224 (44.8)	38 (7.6)	5 (1.0)	01 (0.2)	-	500	4.36	0.684
03	Proper Sitting & Bedding Arrangements	253 (50.6)	209 (41.8)	35 (7.0)	02 (0.4)	01 (0.2)	-	500	4.42	0.658
04	Comfort in Examination & waiting Room	226 (45.2)	231 (46.2)	39 (7.8)	3 (0.6)	01 (0.2)	-	500	4.36	0.668
05	Natural Light or Illumination in Hospitals	230 (46.0)	248 (49.6)	16 (3.2)	05 (1.0)	01 (0.2)	-	500	4.40	0.624
06	Sufficient Number of Dust Bins & Spittoons	228 (45.6)	237 (47.4)	25 (5.0)	08 (1.6)	02 (0.4)	-	500	4.36	0.690
07	No Flies & Mosquitoes in Hospitals	155 (31.0)	264 (52.8)	64 (12.8)	16 (3.2)	01 (0.2)	-	500	4.11	0.757
08	Adequate parking Arrangements	319 (63.8)	125 (25.0)	30 (6.0)	22 (4.4)	04 (0.8)	-	500	4.47	0.855
09	Clean Surroundings of Hospitals	206 (41.2)	261 (52.2)	21 (4.2)	09 (1.8)	03 (0.6)	-	500	4.32	0.694
10	Pleasing & Appealing Room of Hospitals	212 (42.4)	246 (49.2)	36 (7.2)	06 (1.2)	00 (0.0)	-	500	4.33	0.661
11	Good Food Served by Hospital *	149 (29.8)	150 (30.0)	40 (8.0)	25 (5.0)	09 (1.8)	127 *	500	3.05	0.994
12	Staff Neat in Appearance	184 (36.8)	288 (57.6)	26 (5.2)	02 (0.4)	00 (0.0)	-	500	4.31	0.585
13	Inside & Out side Noise kept Minimum	157 (31.4)	284 (56.8)	36 (7.2)	18 (3.6)	05 (1.0)	-	500	4.14	0.776
14	Wards Well Decorated & Ventilated	182 (39.4)	283 (56.6)	28 (5.6)	05 (1.0)	02 (0.4)	-	500	4.28	0.649
15	Music Facilities should be provided	203 (40.6)	239 (47.8)	29 (5.8)	19 (3.8)	10 (2.0)	-	500	4.21	0.868
	Average	209 (41.8)	236 (47.2)	34 (6.8)	10 (2.0)	03 (0.6)	08 (1.6)	500	4.23	0.73

* Total Patients were 373 as 127 Patients have not replied for question "Good Food Served by Hospitals" as food services were not provided by hospital.

The overall response of all the patients about tangible facilities of the hospital revealed that 89 per cent of the patients showed agreement with selected criteria, whereas 11 per cent of them showed disagreement on two criteria viz., good food served by hospitals, no flies & mosquitoes in hospitals and adequate parking arrangements.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.47 to lowest mean score 3.05, first preference of patients for tangible criteria was for adequate parking arrangements, followed by proper sitting & bedding arrangements; natural light or illumination in hospitals; well equipped units; comfort in examination & waiting room, sufficient number of dust bins & spittoons;, pleasing & appealing room of hospitals; clean surroundings of hospitals; staff neat in appearance; wards well decorated & ventilated; sufficient doctors remain present; music facilities should be provided, and inside & out side noise kept minimum.

Table Number 5.36: Patients' Responses on Reliability Criteria of the Selected Hospitals (Q. No. 08 - 04, 11, 12, 21, 22)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Impartial Attitude of Doctors	301 (60.2)	164 (32.8)	22 (4.4)	08 (1.6)	05 (1.0)	500	4.50	0.745
02	Doctors' Made Good Diagnosis	296 (59.2)	179 (35.8)	20 (4.0)	04 (0.8)	01 (0.2)	500	4.53	0.634
03	Doctors' Prescribed Good Drugs	305 (61.0)	163 (32.6)	26 (5.2)	03 (0.6)	03 (0.6)	500	4.53	0.680
04	Impartial Attitude of Nurses	235 (47.0)	206 (41.2)	48 (9.6)	07 (1.4)	04 (0.8)	500	4.32	0.769
05	Nurses' Maintain Proper records of Patients	173 (34.6)	273 (54.6)	50 (10.0)	03 (0.6)	01 (0.2)	500	4.23	0.661
	Average	262 (52.4)	197 (39.4)	33 6.6)	05 (1.0)	03 (0.6)	500	4.42	0.71

The overall response of all the patients about reliability of the hospital services revealed that 92 per cent patients showed agreement with selected criteria, whereas only 8 per cent of them showed disagreement with this criteria which spread among all the criteria.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.53 to lowest mean score 4.23, first preference of patients against reliability criteria was for doctors' makes good diagnosis; doctors' prescribed good drugs; impartial attitude of doctors; impartial attitude of nurses, and nurses' maintain proper records of patients.

Table Number 5.37: Patients' Responses on Responsiveness Criteria of the Selected Hospitals (Q. No. 08 - 02, 14, 19, 27, 28, 32, 33, 34, 35, 37 to 41)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' Cooperation to patients	305 (61.0)	163 (32.6)	28 (5.6)	03 (0.6)	01 (0.2)	500	4.54	0.649
02	Patients' Felt Comfortable asking Questions to Doctors	177 (35.4)	284 (56.8)	36 (7.2)	03 (0.6)	00 (0.0)	500	4.26	0.641
03	Nurses' Cooperation to Patients	171 (34.2)	253 (50.6)	67 (13.4)	07 (1.4)	02 (0.4)	500	4.17	0.735
04	Nurses' Provided Prompt Service	62 (12.4)	178 (35.6)	229 (45.8)	21 (4.2)	10 (2.0)	500	3.52	0.838
05	Nurses' & Staff Remains Present in Emergency	58 (11.6)	314 (62.8)	121 (24.2)	07 (1.4)	00 (0.0)	500	3.85	0.625
06	Information Provided to patients for Managing Side Effects	103 (20.6)	172 (34.4)	128 (25.6)	66 (13.2)	31 (6.2)	500	3.50	1.140
07	Prompt Service Provided by Sanitation Staff	131 (26.2)	299 (59.8)	60 (12.0)	07 (1.4)	03 (0.6)	500	4.10	0.696
08	Less Waiting Time For Consultation & Treatment	75 (15.0)	295 (59.0)	114 (22.8)	10 (2.0)	06 (1.2)	500	3.85	0.737
09	Less Waiting Time for Test	71 (14.2)	320 (64.0)	96 (19.2)	12 (2.4)	01 (0.2)	500	3.90	0.662
10	Speed, Ease of Admission & Discharge form Hospitals	128 (25.6)	293 (58.6)	65 (13.0)	11 (2.2)	03 (0.6)	500	4.06	0.725
11	Convenient Office Hours	142 (28.4)	305 (61.0)	38 (7.6)	09 (1.8)	06 (1.2)	500	4.14	0.723
12	Adm. Staff Gives Prompt Services	90 (18.0)	193 (38.6)	168 (33.6)	38 (7.6)	11 (2.2)	500	3.63	0.938
13	No Overcrowding in Hospitals	151 (30.2)	225 (45.0)	91 (18.2)	20 (4.0)	13 (2.6)	500	3.96	0.937
14	Good Grievance handling System	88 (17.6)	165 (33.0)	148 (29.6)	63 (12.6)	36 (7.2)	500	3.41	1.132
	Average	125 (25.0)	247 (49.4)	99 (19.8)	20 (4.0)	9 (1.8)	500	3.92	0.87

The overall response of all the patients about responsiveness of the hospital staff services revealed that 75 per cent of the patients showed agreement with selected criteria, whereas 25 per cent of them showed disagreement with these criteria viz., good grievance handling system; followed by information provided to patients for managing side effects; nurses provide prompt service; administrative staff gives prompt services; nurses & staff remains present in emergency; less waiting time for consultation & treatment, and less waiting time for test.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.54 to lowest mean score 3.41, first preference of patients against responsiveness criteria was for doctors' cooperation to patients; patients' felt comfortable asking questions to doctors; nurses' cooperation to patients; convenient office hours; prompt service provided by sanitation staff; speed, ease of admission & discharge form hospitals, and no overcrowding in hospitals.

Table Number 5.38: Patients' Responses on Assurance Criteria of the Selected Hospitals (Q. No. 08 - 01, 06, 07, 18, 23, 24, 25)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' Knowledge & Efficiency	306 (61.2)	169 (33.8)	23 (4.6)	01 (0.2)	01 (0.2)	500	4.56	0.613
02	Doctors' Experience in Curing Patients	268 (53.6)	200 (40.0)	27 (5.4)	05 (1.0)	00 (0.0)	500	4.46	0.646
03	Thorough Checkup by Doctors	252 (50.4)	214 (42.8)	29 (5.8)	04 (0.8)	01 (0.2)	500	4.42	0.658
04	Nurses' Knowledge & Efficiency	137 (27.4)	305 (61.0)	48 (9.6)	06 (1.2)	04 (0.8)	500	4.13	0.689
05	Nurses' Handled Patients Quarry Properly	136 (27.2)	237 (47.4)	117 (23.4)	08 (1.6)	02 (0.4)	500	3.99	0.779
06	Nurses' Experience in Curing Patients	133 (26.6)	266 (53.2)	91 (18.2)	07 (1.4)	03 (0.6)	500	4.04	0.747
07	Good Experience of Those who Perform Test on Patients	159 (31.8)	283 (56.6)	54 (10.8)	04 (0.8)	00 (0.0)	500	4.19	0.649
	Average	199 (39.7)	238 (47.8)	56 (11.1)	05 (1.0)	02 (0.4)	500	4.26	0.72

The overall response of all the patients about assurance from hospital services revealed that 75 per cent of the patients showed agreement with selected criteria, whereas, 25 per cent of them showed disagreement with two criteria namely, nurses' handled patients quarry properly and nurses' experience in curing patients.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.56 to lowest mean score 3.99, first preference of patients against assurance criteria was for doctors' knowledge & efficiency; followed by doctors' experience in curing patients; thorough checkup by doctors; good experience of those who perform test on patients, and nurses' knowledge & efficiency.

Table Number 5.39: Patients' Responses on Empathy Criteria of the Selected Hospitals (Q. No. 08 - 03, 05, 08, 09, 10, 15, 20, 36, 45, 46)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' were polite with patients	324 (64.8)	146 (29.2)	26 (5.2)	03 (0.4)	01 (0.2)	500	4.58	0.639
02	Patients' Felt Comfortable During Doctors Examination	219 (43.8)	238 (47.6)	40 (8.0)	03 (0.6)	00 (0.0)	500	4.35	0.650
03	Doctors' Work According to Patients Expectations	101 (20.2)	136 (27.2)	190 (38.0)	54 (10.8)	19 (3.8)	500	3.49	1.049
04	Doctor's Gave Individual Consideration & Confidentiality	164 (32.8)	216 (43.2)	90 (18.0)	25 (5.0)	05 (1.0)	500	4.02	0.894
05	Doctors' Showed Respect & Support patients	211 (42.2)	242 (48.4)	38 (7.6)	07 (1.4)	02 (0.4)	500	4.31	0.705
06	Doctors' Honesty in Dealing with patients	320 (64.0)	154 (30.8)	20 (4.0)	06 (1.2)	00 (0.0)	500	4.58	0.630
07	Nurses' Showed Politeness with Patients	248 (49.6)	182 (36.4)	61 (12.2)	07 (1.4)	02 (0.4)	500	4.33	0.774
08	Simple Checking Procedure	145 (29.0)	274 (54.8)	69 (13.8)	08 (1.6)	04 (0.8)	500	4.10	0.746
09	Good Concern for Patients' Family & Visitor	130 (26.0)	304 (60.8)	55 (11.0)	09 (1.8)	02 (0.4)	500	4.10	0.684
10	Simple Billing Procedures	149 (29.4)	301 (60.2)	35 (7.0)	09 (1.8)	06 (1.2)	500	4.16	0.724
	Average	201 (40.2)	219 (43.8)	63 (12.6)	13 (2.6)	04 (0.8)	500	4.20	0.82

The overall response of all the patients about empathy experienced by patients from hospital services revealed that 84 per cent of the patients showed agreement with selected criteria, whereas 16 per cent of them showed disagreement with two criteria namely, doctors' work according to patients' expectations and doctors' gave individual consideration & confidentiality.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.58 to lowest mean score 3.49, first preference of patients against empathy criteria was for doctors' were polite with patients followed by doctors' honesty in dealing with patients; patients' felt comfortable during doctors' examination; nurses' showed politeness with patients; doctors' showed respect & support patients; simple billing procedures; simple checking procedure, and good concern for patient family & visitor.

Table Number 5.40: Patients' Responses on Dignity Criteria of the Selected Hospitals (Q. No. 08 - 13, 26, 29, 30, 31, 42, 43, 44)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' ask for patients Permission for performing Test	138 (27.6)	131 (26.2)	145 (29.0)	63 (12.6)	23 (4.6)	500	3.60	1.150
02	Nurses' Gave Personal Attention to Patients	108 (21.6)	219 (43.8)	137 (27.4)	33 (6.6)	03 (0.6)	500	3.79	0.875
03	Nurses' Explain Procedures and take Patient Permission before Test	98 (19.6)	263 (52.6)	102 (20.4)	28 (5.6)	09 (1.8)	500	3.83	0.870
04	Nurses' Explain Rules Regulation in ward	132 (26.4)	309 (61.8)	45 (9.0)	10 (2.0)	04 (0.8)	500	4.11	0.703
05	Nurses' are Kind, Gentle & Sympathetic	256 (51.2)	196 (39.2)	39 (7.8)	07 (1.4)	02 (0.4)	500	4.39	0.727
06	Adm. Staff Welcome & Implement Suggestion	95 (19.0)	135 (27.0)	125 (25.0)	108 (21.6)	37 (7.4)	500	3.29	1.210
07	Adm. Gives Personal Attention To Patient	77 (15.4)	183 (36.6)	121 (24.2)	95 (19.0)	24 (4.8)	500	3.39	1.103
08	Patients' were Treated With Dignity & Privacy	166 (33.2)	258 (51.6)	63 (12.6)	12 (2.4)	01 (0.2)	500	4.15	0.742
	Average	134 (26.8)	212 (42.4)	97 (19.4)	44 (8.8)	13 (2.6)	500	3.82	1.01

The overall response of all the patients about dignity as maintained with patients by hospital staff revealed that majority of the patients (69 per cent) showed agreement with selected criteria, whereas 31 per cent of them showed disagreement with some criteria viz., administration staff welcome & implement suggestion followed by administration gives personal attention to patient; doctors' ask for patients permission for performing test; nurses' gave personal attention to patients, and nurses' explain procedures, and take patient permission before test.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.39 to lowest mean score 3.29, first preference of patients against dignity criteria was for nurses' were kind, gentle & sympathetic; patients' were treated with dignity & privacy, and nurses' explain rules regulation in ward.

Table Number 5.41: Patients' Responses on Accessibility/Affordability Criteria of the Selected Hospitals (Q. No. 08 - 17, 61 to 64)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Doctors' Availability in Emergency	191 (38.2)	252 (50.4)	49 (9.8)	07 (1.4)	01 (0.2)	500	4.25	0.702
02	Quick Payment Arrangements	265 (53.0)	196 (39.2)	32 (6.4)	06 (1.2)	01 (0.2)	500	4.44	0.686
03	Costs were Adequate or Affordable	282 (56.4)	42 (8.4)	141 (28.2)	25 (5.0)	10 (2.0)	500	4.12	1.102
04	Drugs Easily Obtained in Hospitals	246 (49.2)	212 (42.4)	35 (7.0)	04 (0.8)	03 (0.6)	500	4.39	0.706
05	Distance to Healthcare is Adequate	197 (39.4)	135 (27.0)	55 (11.0)	25 (5.0)	88 (17.6)	500	3.66	1.474
	Average	236 (47.2)	167 (33.4)	63 (12.6)	13 (2.6)	21 (4.2)	500	4.17	1.02

The overall response of all the patients about accessibility and affordability of hospital services revealed that 81 per cent of the patients showed agreement with selected criteria, whereas 19 per cent of them showed disagreement with one criterion namely, distance to healthcare was adequate.

Thus, on the basis of an average score, which felt in the range from highest mean score 4.44 to lowest mean score 3.66, first preference of patients against accessibility/affordability criteria was for quick payment arrangements; followed by drugs easily obtained in hospitals; doctors' availability in emergency, and costs were adequate or affordable.

Table Number 5.42: Patients' Overall Satisfaction on Selected Criteria of the Selected Hospitals (Q. No. 09)

Sr. No.	Selected Criteria	HS	ST	SWS	DS	HDS	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Overall Satisfaction with Medical Services	338 (67.6)	140 (28.0)	19 (3.8)	03 (0.6)	00 (0.0)	500	4.63	0.589
02	Overall Satisfaction with Paramedical Services	163 (32.6)	290 (58.0)	45 (9.0)	01 (0.2)	01 (0.2)	500	4.23	0.626
03	Overall Satisfaction with Administrative Services	108 (21.6)	303 (60.6)	82 (16.4)	05 (1.0)	02 (0.4)	500	4.02	0.676
04	Overall Satisfaction with Environment (Physical Facilities)	219 (43.8)	253 (50.6)	22 (4.4)	06 (1.2)	00 (0.0)	500	4.37	0.628
	Average	207 (41.4)	246 (49.2)	42 (8.4)	04 (0.8)	01 (0.2)	500	4.31	0.67

The overall response of all the patients about their overall satisfaction against selected criteria revealed that 91 per cent of the patients showed agreement with selected criteria, whereas 9 per cent of them showed disagreement with this criteria and it mainly comprises one criterion namely, overall satisfaction with administrative services.

Thus, on the basis of an average score which felt in the range from highest mean score 4.63 to lowest mean score 4.02, first overall preference of patients against selected criteria was overall satisfaction with medical treatment, followed by overall satisfaction with environment, and overall satisfaction with paramedical staff.

Table Number 5.43: Patients' Overall Satisfaction As Experienced on Hospital Services (Q. No. 10)

Sr. No.	Selected Criteria	Number and Percentages of Patients' Responses	Mean	SD
01	Highly Satisfied	78 (15.6)	4.00	0.597
02	Satisfied	354 (70.8)		
03	Somewhat satisfied	59 (11.8)		
04	Dissatisfied	08 (1.6)		
05	Highly dissatisfied	01 (0.2)		
	Total	500 (100)		

Overall satisfaction as experienced by patients from overall services against all selected criteria revealed that, 86 per cent of them expressed satisfaction with hospital services and 14 per cent of patients' were dissatisfied.

Table Number 5.44: Patients' Post-Purchase Behaviour (Q. No. 11)

Sr. No.	Selected Criteria	Number and Percentages of Patients' Responses	Mean	SD
01	Definitely yes	404 (80.8)	4.77	0.524
02	Probably Yes	79 (15.8)		
03	Undecided	15 (3.0)		
04	Probably No	01 (0.2)		
05	Definitely No	01 (0.2)		
	Total	500 (100)		

Patients' responses towards their intention to recommend the selected hospitals to others in near future revealed that 97 per cent of the patients agreed to it, whereas 3 per cent of patients showed their disagreement to it.

Table Number 5.45: Patient's Views About Best Service of the Selected Hospitals (Q. No. 12)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Best Service is Medical Treatment in Hospitals	345 (69.0)	131 (26.2)	18 (3.6)	01 (0.2)	05 (1.0)	500	4.62	0.664
02	Best Service is Nursing Staff Services in Hospitals	163 (32.6)	283 (56.6)	45 (9.0)	07 (1.4)	02 (0.4)	500	4.19	0.693
03	Best Service is Administrative Staff Services in Hospitals	108 (21.6)	299 (59.8)	82 (16.4)	07 (1.4)	04 (0.8)	500	4.00	0.715
04	Best Service is Environment in Hospitals	212 (42.4)	252 (50.4)	27 (5.4)	04 (0.8)	05 (1.0)	500	4.33	0.702
	Average	207 (41.4)	241 (48.2)	43 (8.6)	5 (1.0)	4 (0.8)	500	4.29	0.727

The overall response of all the patients about best service of hospital services revealed that 90 per cent of the patients showed agreement with all selected criteria, whereas 10 per cent of patients showed disagreement with this criteria and it mainly comprises one criteria viz., services provided by administrative staff.

Thus, on the basis of an average score which felt in the range from highest mean score 4.62 to lowest mean score 4.00, first overall preference of patients about best services of the hospital was medical treatment in hospitals, followed by environment in hospitals, and nursing staff services in hospitals.

Table Number 5.46: Patient's Views About Worst Service of the Selected Hospitals (Q. No. 13)

Sr. No.	Selected Criteria	SA	AG	SWA	DA	SDA	Total	Mean	SD
		(Number and Percentages of Patients)							
01	Worst Service is Medical Services in Hospitals	04 (0.8)	03 (0.6)	21 (4.2)	122 (24.4)	350 (70.0)	500	1.38	0.672
02	Worst Service is Paramedical Services in Hospitals	01 (0.2)	07 (1.4)	40 (8.0)	286 (57.2)	166 (33.2)	500	1.78	0.663
03	Worst Service is Administrative Services in Hospitals	01 (0.2)	10 (2.0)	70 (14.0)	296 (59.2)	123 (24.6)	500	1.94	0.694
04	Worst Service is related with Environment (Physical Facilities) in Hospitals	01 (0.2)	12 (2.4)	28 (5.6)	250 (50.0)	209 (41.8)	500	1.69	0.703
	Average	2 (0.4)	7 (1.4)	40 (8.0)	239 (47.8)	212 (42.4)	500	1.70	0.71

The overall response of all the patients about worst service of hospitals revealed that 98 per cent of the patients showed disagreement with all selected criteria, whereas 2 per cent of them showed agreement with one criteria namely, services provided by administrative staff.

Thus, on the basis of an average score, which felt in the range from highest mean score 1.94 to lowest mean score 1.38, overall preference of patients about worst services of the hospital was administrative services in hospitals; followed by paramedical services in hospitals; environment (physical facilities) in hospitals, and last preference was medical services in hospitals.

Table Number 5.47: Patients' Preferences About Availability of Medical Facilities (Q. No. 14)

Sr. No.	Selected Criteria	Number and Percentages of Patients	Mean	SD
01	Strongly Agree	152 (30.4)	4.23	0.583
02	Agree	318 (63.6)		
03	Somewhat Agree	25 (5.0)		
04	Disagree	05 (1.0)		
05	Strongly Disagree	00 (0.0)		
	Total	500 (100)		

The patients views were also collected on their preferences for different kinds of medical facilities that should be made available in the same hospitals or not, and findings showed that 94 per cent of the patients agreed to it and only 6 per cent of patients disagreed to it.