



A COMPARATIVE STUDY ON PUBLIC AND PRIVATE HEALTH CARE IN VELLORE DISTRICT OF TAMILNADU

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Abstract

This study aims to determine the level of patient satisfaction and Public and Private Hospitals provided available services, Patients' Level of Satisfaction, and Public and Private Hospitals Available services, a Convenient sampling method is used from 100 Public and Private Hospitals Patients and 10 Public and Private Hospitals' available services. The static tools used an SPSS tool from version 22.0 and Framework analyzed to Simple percentage analysis and Chi-squared test.*

Key Words: Patients, Satisfaction, Public and Private Hospitals, Health care Services

Introduction

The public healthcare system in India evolved due to a number of influences since 1947, including British influence from the colonial period. The need for an efficient and effective public health system in India is large. Public health system across nations is a conglomeration of all organized activities that prevent disease, prolong life and promote health and efficiency of its people. Indian healthcare system has been historically dominated by provisioning of medical care and neglected public health. 11.9% of all maternal deaths and 18% of all infant mortality in the world occurs in India, ranking it the highest in the world. 36.6 out of 1000 children are dead by the time they reach the age of 5. 62% of children are immunized. Communicable disease is the cause of death for 53% of all deaths in India. (https://en.wikipedia.org/wiki/Public_health_system_in_India)

A private hospital is a hospital not owned by the government, including for-profits and non-profits. Funding is by patients themselves ("self-pay"), by insurers, or by foreign embassies. Private hospitals are commonly part, albeit in varying degrees, of the majority of healthcare systems around the world. (https://en.wikipedia.org/wiki/Private_hospital)

Review of Literature

bdullah SOYSAL and edayi YAĞAR (2017) the study from “Evaluation of Quality and Cost in Public and Private Health Care Institutions: A Case Study in Turkey” aim to level of quality health care and cost of public and private provided services, the study conducted for 995 participants. The factors influenced social-economic factors, Staff Competencies, Reliability and the like. **Velmurugan and Amarjothi (2022)** in their study “Overview of the patients’ satisfaction for Health Care System in the Public and Private hospitals in Theni District” the study was patents satisfaction of the hospitals provided the services and hospitals good level of treatments of the services. **Figen Yesilada and Ebru Direktor (2010)** have a reported this study was conducted for 990 respondents, and it has been this study was comparison study for Public and Private Hospitals offer provided for health care service quality, and it has a dimension of the SERVQUAL instrument in the Northern Cyprus health care industry for the quality of services provided in public and private hospitals. **Dheepa and Gayathri et al. (2015)** investigated the quality of services for patient satisfaction by government hospitals in western districts of Tamilnadu among 286 respondent’s dimensions, healthcare industry, service quality, patient satisfaction, government hospitals, tangibility, assurance, empathy responsiveness, and reliability. The results indicated that the quality of services offered provided for government hospitals, and it has been patient’s satisfaction more critical of the quality of service for the experience. **Subashini and Poongodi (2015)** this study attempts to be conducted for 500 participations has been health care sector provided by service quality of patient’s satisfaction in erode district and also measured the service quality gab performance and health care activities for patients’ satisfactions.

Objective of the study

1. To study the Public and Private Hospitals Available health care services in Vellore District of Tamilnadu.
2. To the Socio-economic conditions status from Public and Private Hospitals patients.
3. To know the study for a Public and Private Hospitals providing services in Vellore District of Tamilnadu.

Hypotheses of the Study

H_0 : There is a no association difference between the Gender, Age, Marital Status, Travel duration groups and Level of Patients Satisfaction with Public and Private Hospitals from Vellore District in Tamilnadu.

Research Methodology

The research has method used from present study was survey method using Interview schedule questionnaires. In this method, the information is gathered mainly through personal interviews methods. The survey consists of gathering data by interviewing a 100 Public and Private Hospitals Patients and 10 Public and Private Hospitals respondents. The sample is selected on convenience basis.

Research Design

A research design is the specification of methods and procedures for acquiring the information needed. It is the overall operational pattern or framework to the project that stipulates what information is to be collected from which source and by what procedures. Research design was aimed at relevant information. It was conceptual structured with in which research was conducted.

Sources of Data

- ✓ Secondary Data
- ✓ Primary Data

Sampling Method

The sampling technique applied to the research is convenient sampling Method.

Sampling Size

- ✓ 100 Public and Private Hospitals Patients
- ✓ 10 Public and Private Hospitals

Limitations of Study

- The researcher has only confined to a Vellore District of Tamilnadu.
- There is a chance for bias in the information given by Public and Private Hospitals Patients.
- The duration of the study has also time limited.
- The is comparative study has made for Public and Private Hospitals

a) Patients Satisfaction Public and Private Hospitals compare with Unit

Table-1

S.No	Demographic Profile	No. of Respondents				Total	(%)
		Public	(%)	Private	(%)		
Preference							
1	Hospitals	25	100.0	25	100.0	50	100.0
Gender							
1	Male	11	44.0	12	48.0	23	46.0
2	Female	14	56.0	13	52.0	27	54.0
Age							
1	Below -18	4	16.0	-	-	4	8.0
2	19-35 Years	17	68.0	12	48.0	29	58.0
3	36-50 Years	3	12.0	11	44.0	14	28.0
4	Above -57	1	4.0	2	8.0	3	6.0
Marital status							
1	Married	16	64.0	19	76.0	35	70.0
2	Single	7	28.0	2	8.0	9	18.0
3	Widow	1	4.0	2	8.0	3	6.0
4	Separated	1	4.0	2	8.0	3	6.0
Nature of Family							
1	Nuclear family	12	48.0	8	32.0	10	20.0
2	Join family	13	52.0	17	68.0	40	80.0
Residential area							
1	Rural	9	36.0	5	20.0	14	28.0
2	Urban	9	36.0	14	56.0	23	46.0
3	Semi-urban	7	28.0	6	24.0	13	26.0

Travel duration							
1	Below- 30 minutes	3	12.0	7	28.0	10	20.0
2	31-60 minutes	14	56.0	6	24.0	20	40.0
3	More than 1 hour	8	32.0	12	48.0	20	40.0
Nature of Vehicle							
1	Private car	4	16.0	7	28.0	11	22.0
2	Own Vehicle	14	56.0	8	32.0	22	44.0
3	Mass transportation	5	20.0	10	40.0	15	30.0
4	On foot	2	8.0	-	-	2	4.00
Hospital Inflatons							
1	Referred by the General Practitioner	9	36.0	6	24.0	15	30.0
2	By friends & relatives	10	40.0	7	28.0	17	34.0
3	By mass media	2	8.0	1	4.0	3	6.0
4	Online sources	-	-	3	12.0	3	6.0
5	Other methods	4	16.0	8	32.0	12	24.0
Total		25	100.0	25	100.0	50	100.0

Sources: Primary data SPSS tools version 22*

From the above table that-1 out of 50 respondents were collected from both Public and Private hospitals on Vellore district from Tamilnadu, the table reveals 100.0 percent of the public patients and private hospitals, **Gender** from 46.0 per cent of the respondents are Gender group of Public and Private hospitals patients Male ones and 54.0 per cent of the respondents are Females. **Age** from 8.0 per cent of the respondents is Below 18 years old, 58.0 per cent of the respondents are 19-35 Years old, 28.0 per cent of the respondents are 36-50 Years old and 6.0 per cent of the respondents are above -57 years old. **Marital status** from 70.0 per cent of the respondent's belong to Married peoples, 18 per cent of the respondents belong to Single peoples and 6.0 per cent of the respondents belong to Widow and Separated peoples. **Nature of Family** from 20.0 per cent of the respondents was Nuclear family and 80.0 per cent of the respondents were Join family. **Residential area** from 28.0 per cent of the respondents while rural patients, 46.0 per cent of the respondents while urban patients and 26.0 per cent of the respondents while semi-urban patients. **Travel duration** from 20.0 per cent of the respondents are below- 30 minutes, 40.0 per cent of the respondents belong to 31-60 minutes and More than 1 hour. **Nature of Vehicle** from 22.0 per cent of the respondents is Private car, 44.0 per cent of the respondents are Own Vehicle used patients, 30.0 per cent of the respondents are hospitals coming on Mass transportation and 4.0 per cent of the respondents belong to on foot used for patients. Hospital Inflatons from 30.0 per cent of the respondents while find a hospitals Referred by the General Practitioner, 34.0 per cent of the respondents are By friends & relatives, 6.0 per cent of the respondents belong to By mass media and Online sources and 24.0 percent of the respondents among the other methods.

b) Public and Private Hospitals available service unit

Table-2

S.No	Demographic Profile	No. of Respondents				Total	(%)
		Public	(%)	Private	(%)		
Types of hospital							
1	Hospitals	5	100.00	5	100.0	10	100.0
Speciality							
1	Multi Speciality	5	100.00	5	100.0	10	100.0
Patient Registration Process							
1	Digital	-	-	3	60.0	3	30.0
2	Manual	5	100.0	2	40.0	7	70.0
CSSD							
1	Yes	2	40.0	5	100.0	7	70.0
2	No	3	60.0	-	-	3	30.0
Average Length of Stay							
1	Below-6 days	3	60.0	2	40.0	5	50.0
2	7-10 days	2	40.0	-	-	2	20.0
3	Above-11 days	-	-	3	60.0	3	30.0
Source of water							
1	Bore well	1	20.0	3	60.0	4	40.0
2	Pipe Water	3	60.0	2	40.0	5	50.0
3	Others	1	20.0	-	-	1	10.0
Dispose biomedical							
1	Buried in pit	3	60.0	2	40.0	5	50.0
2	Burnt	1	20.0	2	40.0	3	30.0
3	Outsourced	1	20	1	20.0	2	20.0
Separate marketing							
1	Yes	2	40.0	5	100.0	7	70.0
2	No	3	60.0	-	-	3	30.0
COVID-19 Centre							
1	Yes	5	100.0	5	100.0	10	100.0
Total		5	100.0	5	100.0	10	100.00

Sources: Primary data SPSS tools version 22*

From the above table -2 out of 10 respondents were collected from both Public and Private Hospitals on Vellore district from Tamilnadu, the table reveals percent of the public patients and private hospitals, 100.0 per cent of the hospitals available from **Multi Specialty hospitals**, **Patient Registration Process** from 30.0 per cent of the hospitals available from Digital processing and 70.0 per cent of the hospitals manual Registration Process. **CSSD** from 70.0 per cent of the hospitals available for CSSD and 30.0 per cent of the hospitals not available for CSSD services. **Average Length of Stay** from 50.0 per cent of the hospitals belong to Below-6 days stay in patients treatments, 20.0 per cent of the hospitals 7 -10 days stay in patients and 30.0 per cent of the hospitals Above-11 days stay in patients. **Source of water** from 40.0 per cent of the hospitals Bore well sources, 50.0 per cent of the hospitals Pipe Water sources and 10 per cent of the hospitals other sources of water services available. **Dispose biomedical** from 50.0 per cent of the hospitals Buried in pit biomedical, 30

per cent of the hospitals burnt biomedical and 20 per cent of the hospitals are outsourced biomedical used for services. *Separate marketing department* from 70.0 per cent of the hospitals available and 30.0 per cent of the hospitals not available for Separate marketing department. *Hospital treats COVID-19 center* from available for both hospitals.

c) Analysis of Interpretation in Public and Private Hospitals treatment with a Patents Level of Satisfaction from unit:

Chi-Square test (X)

Table-3

S. No	Level of Patients Satisfaction	Hospitals	DF	Chi-Square test (X) Value	'p' value 0.05% @ Level	Remarks
1	Gender	Public	4	6.993	0.136	Rejected
		Private	2	3.239	0.194	Rejected
2	Age	Public	4	7.816	0.252	Rejected
		Private	6	2.297	0.015	Rejected
3	Marital Status	Public	6	26.141	0.000	Rejected
		Private	6	3.213	0.782	Rejected
4	Travel duration	Public	4	4.439	0.350	Rejected
		Private	4	1.504	0.826	Rejected

*Sources: SPSS tools in Version 22**

From the above table out of 25 each public Patients and private hospitals Patients Satisfaction level in compare with units,

1. Gender group of Public Hospitals patents (DF=4), Chi-square test (x) value is 6.993, 'p' value is 0.136 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values, and Private hospital patents (DF=2), Chi-square test (x) value is 3.239, 'p' value is 0.194 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values. The *Null hypotheses (H₀)* is Rejected, this means There is a association difference between the gender group and Level of Patients Satisfaction with Public and Private Hospitals in Vellore district in Tamilnadu.
2. Age group of Public Hospitals patents (DF=4), Chi-square test (x) value is 7.816, 'p' value is 0.252 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values, and Private hospital patents (DF=6), Chi-square test (x) value is 2.297, 'p' value is 0.015 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values. The *Null hypotheses (H₀)* is Rejected, this means There is a association difference between the Age group and Level of Patients Satisfaction with Public and Private Hospitals in Vellore district in Tamilnadu.
3. Marital Status group of Public Hospitals patents (DF=6), Chi-square test (x) value is 26.141, 'p' value is 0.000(i.e 0.001) level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values, and Private hospital patents (DF=6), Chi-square test (x) value is 3.213, 'p' value is 0.782 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values. *The Null hypotheses (H₀)* is Rejected, this means There is a association

difference between the Marital status group and Level of Patients Satisfaction with Public and Private Hospitals in Vellore district in Tamilnadu.

- Travel duration group of Public Hospitals patents (DF=4), Chi-square test (x) value is 4.439, 'p' value is 0.350 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values, and Private hospital patents (DF=4), Chi-square test (x) value is 1.504, 'p' value is 0.826 level of 0.05%, the Chi-square test (x) value is greater than value compare with 'p' values. The *Null hypotheses (H₀)* is Rejected, this means There is a association difference between the Travel duration group and Level of Patients Satisfaction with Public and Private Hospitals in Vellore district in Tamilnadu.

Conclusion

The Public hospitals staffs behaviour very bad attitudes and Infrastructure facilities is fail in patients not satisfied. Private hospitals patients cost of treatment in there hospitals so very perfect treatment, Staff behaviour, Infrastructure facilities etc., fully satisfied patients.

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