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To study the satisfaction level amongst the respondents with the ICU services of the hospitals

¹Sangeeta Sharma and ²Dr. Vikas Kumar

¹Research Scholar, Department of Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand, India

²Professor, Department of Management, Maharaja Agrasen Himalayan Garhwal University, Uttarakhand, India

Corresponding Author: Sangeeta Sharma

Abstract

Every person's health is a fundamental need and right, and people's rights would be violated if healthcare services-which are essential hospital services-are compromised in terms of affordability or service quality. Since a person's productivity depends on their health and since it affects their finances, no one will cut corners on service quality, and hospitals that prioritize their patients will be given preference. Because their services necessitate a high level of visibility and patient interaction, hospitals face a difficulty in designing service delivery that meets both quality requirements and patient happiness. Long lead and waiting times, a lack of infrastructure, poor communication, and a lack of resources for service delivery can all contribute to poor service quality. Providing high-quality services and guaranteeing hospitals' long-term survival in a cutthroat market require an understanding of patients' requirements and expectations. Changes in socioeconomic situations, more awareness of health care, and technical developments have all contributed to an increase in the number of individuals utilizing hospital services. Since most patients who visit trust hospitals have nowhere else to go, they are government-funded initiatives and do not run the risk of losing money due to patient dissatisfaction. However, this does not mean that trust hospitals should run at a loss. Trust hospitals are equally liable for medical services and are also in charge of providing healthcare.

Keywords: Health, patients, happiness, infrastructure, quality

1. Introduction

Originally established as charitable institutions to care for the sick and impoverished, hospitals were regarded as almshouses. Today, it serves as a facility for the diagnosis and treatment of human diseases, as well as for training, education, and research. It also promotes health care activities and, to a certain extent, serves as a center for bio-social research. The World Health Organization's (WHO) document provides a concise explanation of the conceptual element. According to the document, the hospital is an essential component of a medical and social organization whose mission is to offer the general public comprehensive medical care, both preventative and curative, and whose outpatient services target the family in their home setting. The hospital also serves as a training ground for health professionals and a hub for bio-social research. Taking care of the sick and injured and giving them a chance at life has nothing to do with making money. The idea that someone could profit monetarily from another person's illness does

sound extremely callous. However, do emotions play a significant role in the economic world? Absolutely not. In actuality, the largest industry in the world right now is healthcare. And because of the growing middle class and changing illness trends, the industry-which includes medicines, hospitals, nursing homes, labs, daycare centers, and so forth-is expected to rank among India's most prosperous. That a shift in perception becomes apparent with time is normal.

These days, maintaining one's health is a top priority for everyone. Everyone wants to live a healthy life free from illness, but in India, the number of people suffering from various conditions like diabetes, heart disease, Orthopaedic issues, and stress-related illnesses is still rising. For the treatment of such illnesses, people must go to hospitals. This is also the stage at which patients contact hospitals. In a hospital, patients receive diagnosis, care, and counseling. Patients closely examine the quality of the medical care that hospitals offer. The health sector faces unprecedented

challenges in a setting that is becoming more and more customer-oriented. For many wellness disorders, intensive therapy and personal care are required. In a patient's or clinic's home, no treatment is feasible. Only technically skilled individuals who apply their knowledge and abilities using cutting-edge, complex technology can make this happen.

The hospital administration staff operates within the structured setting of the hospital. It makes use of people and technology as resources to achieve corporate goals. One of the most important facets of the healthcare industry is patient care.

Hospital management practices and staff are given the weight they deserve because of the multifaceted developments in the medical sciences as well as the shifts in patient behavior profiles. To provide quality patient care, hospitals require highly qualified staff and advanced technology. Because hospitals lack technically competent, emotionally invested, and professionally sound staff, it is challenging to provide patients with high-quality healthcare services. Hospitals gain from robust educational initiatives, staff training, and development strategies in a number of ways.

2. Significance of the study

The state of Madhya Pradesh is characterized by a high rate of death & morbidity, and low health costs prevent quality health care. Furthermore, it is worth mentioning that the health facilities and the employees need to be improved according to standards.

- Research is essential to resolve various government and private MP hospitals functional and planning problems.
- It helps to shape economic policies and it is vital both for government and society.
- The science of inductivity encourages and develops rational thinking and structured behaviour.
- The right distribution of Medical Services is considered necessary.
- Tertiary The importance of this research is that it offers the development and enhanced practical characteristics of health in the field of medical therapies.
- For social services institutions, research is equally crucial to improve their social services for improving medical treatment.
- The public & regular individuals will benefit from this research.
- To better medical service offered by hospitals, this research will also be of importance.
- In this context, the present study examines and contrasts the standards of public and private health services in Madhya Pradesh.

3. Review of Literature

By establishing a connection between job happiness and performance, Gayathiri R. and Dr. Lalitha Ramakrishnan (2013) [2] attempted to assess the quality of working life. They point out that during the next ten years, hospital administration will face a number of challenges due to the existing culture's growing complexity. There is a place for trends including evolving institutional structures, better knowledge and specialization, multidisciplinary cooperation, technological advancements, current health

concerns, health care policy, and advanced medical education. They come to the conclusion that each of these elements may have an effect on the nursing profession, the skills needed, and their dedication to hospital performance. According to this viewpoint, hospital administration needs to ensure that nurses have a fulfilling life that will enhance their ability to perform their jobs. In order to identify the idea and measure factors, as well as its relationship to performance and contentment, the research endeavors to review the literature on quality of life. The researchers concluded that in order for institutions to achieve high performance and higher profitability, improved work-life balance was essential.

The degree of job satisfaction among instructors at Delhi's government and self-financing institutions was investigated by Saraswati (2013) [5]. To examine employment satisfaction among professors at Delhi's government and self-financing colleges, the researcher created a comparison study. To compile the opinions of lecturers from various colleges, a form was created. Five hundred lecturers were given the questionnaires, along with 250 lecturers from 25 state colleges (125 lecturers and 125 lecturers were male) and 250 lecturers from 25 self-financing colleges (125 lecturers and 125 lecturers were female). Respondents' and colleges' names were kept private. According to the researcher, a form was used in the study's execution. Only instructors who have been teaching for at least five years answered the questionnaire. In order to learn more about the work satisfaction of lecturers at Delhi's public and private schools, participants filled out questionnaires about working circumstances, compensation and advancement opportunities, working relationships, skill and ability utilization, work activities, and variables specific to this study. Following the analysis of the information obtained, the study's findings were extrapolated. Implications and conclusions were also presented at the beginning of the paper.

According to research, lecturers are conscious of their behavior and dedication to human values. The current situation has been altered by the teaching concept. Teaching used to be viewed more as a mission than a career. The best and most honorable person in human history is a member of the noble profession of teaching. Lecturers are revered as "nation builders" and have long been respected. Students' behavior is greatly influenced by their lecturers. When a lecturer is happy with their work, they can do their job extremely well and have a positive attitude about teaching. However, when they are under stress, they are unable to do their jobs well and have a negative attitude toward their work. The study concludes that addressing issues including shifting work conditions, job insecurity, pay, promotions, social standing, role conflict, overload, powerlessness, lack of motivation, harassment, etc., could increase lecturer satisfaction.

Singh Rajkumar G (2013) [3] examined the elements that affect job satisfaction by speaking with hospital employees. According to the author's statement, a worker's positive performance inside the organization can be attributed to his satisfactory work. at one such study, the factors influencing the work satisfaction of employees at Manipur, India's camera hospitals were investigated. Employee job satisfaction was closely correlated with activity elements,

income variables, and factors related to coaching and skilled advancement. The most significant characteristics that were positively correlated with workers' job satisfaction were payment and remuneration.

4. Objectives of the study

To analyze the satisfaction level amongst the respondents regarding their type with the ICU services of the hospitals.

5. Research Methodology

According to research methodology, the research process is carried out as a sequence of actions or processes that are basically carried out in a particular order. Rather than following a particular order, these acts or activities typically overlap one another. The following are the different elements of the research technique used in this study:

5.1 Universe

The universe for this study consists of all public, private, and caring hospitals in the town of Madhya Pradesh and the total population of Madhya Pradesh. There are 51 district hospitals, 64 civil hospitals, 313 block-level hospitals in Madhya Pradesh, which belong to different government bodies, such as the government, railways, etc... There are 1157 PHC, the primary health centre, 8764 SHC, 313 sub-health centres.

Madhya Pradesh is India's centre region and helps huge populations with various health challenges. Since years, the healthcare facilities in the town with a growing population have expanded. In the cities of M.P. there are a number of slum residents in India, both owing to pollution and fast-moving lifestyle who have several health problems. Madhya Pradesh is a place where more than half its residents (54.5%) are living in slum areas.

The present study includes two governmental and two

private hospitals in Madhya Pradesh.

5.2 Sample Size

A random sample of 200 participants from both hospital types has been selected. One hundred people from two public and two private sector hospitals were interviewed in one sample, respectively.

The sample of 200 patients and their family members generally was stratified according to the sort of hospital they were in.

6. Results and Data Analysis

6.1 Sample Distribution as per Income

The sample respondents' income category is shown in the table below; the patients' ability to pay is a key factor in hospital selection.

Table 1: Distribution of the Sample as per Income group

Sr. No	Annual income	Respondents number	Percentage
1	Upto 150,000	74	37%
2	150,001-200,000	45	22.5%
3	200001, -350,000	25	12.5%
4	350,001-500,000	40	20%
5	Above500,001	16	8%
Total		200	100%

The sample distribution by income group is displayed in the above table. The largest percentage of patients-37 percent-come from the income bracket up to \$150,000. The second-largest percentage, 22.5 percent, is made up of people in the 150001–200,000 income range. Patients in the third-highest income bracket (20%) are in the 350,001–500,000 range, while 12.5% are in the 200,001–350,000 range. Just 8% of patients earn more than \$500,000.

Table 2: Impression of the Information, Preparation and care during diagnostic procedures.

			Your impression of the information, preparation and care during diagnostic procedures.					Total
			Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied	
Type of hospital	Government Hospital	Count	26	18.5	1	4.5	0	50
		% within Type of hospital	52.0%	37.0%	2.0%	9.0%	0.0%	100.0%
	Private Hospital	Count	1.5	0	1.5	27	20	50
		% within Type of hospital	3.0%	0.0%	3.0%	54.0%	40.0%	100.0%
Total	Count	27.5	18.5	2.5	31.5	20	100	
		% within Type of hospital	27.5%	18.5%	2.5%	31.5%	20.0%	100.0%

6.2 Opinion for the doctor's attention: According to the provided table, of the 50 respondents from the government hospital, 28.5 (57.0%) were highly dissatisfied, 15 (30.0%) were dissatisfied, 1.5 (3.0%) were neutral, 2.5 (5.0%) were satisfied, and 2.5 (5.0%) were highly satisfied with the

doctor's attentive behavior. In contrast, of the 50 respondents from the private hospital, 2 (4.0%) were highly dissatisfied, 2.5 (5.0%) were dissatisfied, 1 (2.0%) were neutral, 25.5 (51.0%) were satisfied, and 19 (38.0%) were highly satisfied with the doctor's attention.

Table 3: Opinion for the doctor's attention.

			Opinion of the doctor's attention.					Total
			Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied	
Type of hospital	Government Hospital	Count	28.5	15	1.5	2.5	2.5	50
		% within Type of hospital	57.0%	30.0%	3.0%	5.0%	5.0%	100.0%
	Private Hospital	Count	2	2.5	1	25.5	19	50
		% within Type of hospital	4.0%	5.0%	2.0%	51.0%	38.0%	100.0%
Total	Count	30.5	17.5	2.5	28	21.5	100	
		% within Type of hospital	30.5%	17.5%	2.5%	28.0%	21.5%	100.0%

6.3 Quality of nursing services: According to the provided table, of the 50 respondents from the government hospital, 25.5 (51.0%) were highly dissatisfied, 17.5 (35.0%) were dissatisfied, 1 (1.0%) was neutral, 3 (6.0%) was satisfied, and 3 (6.0%) were highly satisfied with the quality of

nursing services. In contrast, of the 50 respondents from the private hospital, 2.5 (5.0%) were highly dissatisfied, 0 (0.0%) was dissatisfied, 3.5 (7.0%) was neutral, 28 (56.0%) was satisfied, and 16 (32.0%) was highly satisfied with the quality of nursing services.

Table 4: Quality of nursing services

		Quality of nursing services.					Total	
		Highly dissatisfied	Dissatisfied	Neutral	Satisfied	Highly satisfied		
Type of hospital	Government Hospital	Count	25.5	17.5	1	3	3	50
		% within Type of hospital	51.0%	35.0%	1.0%	6.0%	6.0%	100.0%
	Private Hospital	Count	2.5	0	3.5	28	16	50
		% within Type of hospital	5.0%	0.0%	7.0%	56.0%	32.0%	100.0%
Total		Count	28	17.5	4.5	31	19	100
		% within Type of hospital	28.0%	17.5%	4.5%	31.0%	19.0%	100.0%

6.4 Explanation of procedures in ICU

According to the provided table, of the 50 respondents from the government hospital, 33 (66.0%) were highly dissatisfied, 10 (20.0%) were dissatisfied, 1 (2.0%) were neutral, 2 (4.0%) were satisfied, and 4 (8.0%) were highly satisfied with the ICU explanation procedures. In contrast, among the 50 respondents from the private hospital, 2.5 (5.0%) were highly dissatisfied, 0 (0.0%) were dissatisfied, 3 (6.0%) were neutral, 25.5 (51.0%) were satisfied, and 19 (38.0%) were highly satisfied with the ICU explanation procedures.

7. Conclusion

It is undeniable that private hospitals have more amenities and provide a higher standard of personal care and consideration for their patients. A private hospital is the first choice for any patient who can afford the cost because of these low-cost yet high-paying services offered there. Private hospitals continue to be popular because no one wants to risk their lives and get into more problems as a result of even the smallest treatment carelessness. In contrast, the government provides all of the financing and resources needed to operate a public hospital. The government budget determines everything, including building, doctor fees, medication, and equipment. For those who are not wealthy and, even in cases of severe illness, cannot pay the high costs of a private hospital, a public hospital is thought to be a better choice. It is really ironic to observe that a government-run hospital, which ostensibly has more funding than a group of people or a single individual, is unwilling to provide that kind of care that is commendable. The government's limited funding for health care, however, may be the result of its many other priorities, including military, education, and the economy. Hospital services are very important for community health since they deal with and treat people. Better and more effective hospital services now help to revive illnesses more quickly. Private hospitals and healthcare providers can step in and help recover health management and services because government attempts to address the growing population are insufficient.

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