Functioning of Private Hospitals With Reference to Mayiladuthurai Town

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Abstract - The hospitals are the pillars of our nation. They are physically strengthening the people to lead a motivational life. Especially the performance of private hospitals or notable by is valuable services to our society. In this study, the researcher is going to analyze the various opinions of employees who are all working in the hospital like doctors, nurses and pharmacists. This paper provides overview of performance of hospitals, facilities available in the hospital and Healthcare services provided by the hospitals. These opinions are collected and manipulated in this article male female can change from person to person but the overall opinion is generalized in the result of this study. The opinion of the respondents are varying on the basis of area of the hospital is located or not. The various opinion of the employees where collected by using Likert scaling technique. Hypotheses were framed on the basis of objectives and it was tested by using Chi square test. The overall opinion of the employees of hospital does not differ on the basis of the hospital which is located.

Keywords – Private Hospital, performance, employee.

I. INTRODUCTION

The total Healthcare system of our society is fully depends upon the performance of hospital which are all located nook and corner of each and every cities and villages in our nation. The government hospital surrendering Healthcare services for nonprofit basis. All private multispecialty hospitals are motivated to give better health care services than government hospitals only because of attracting more patients. The private hospitals are offering variety of Healthcare services in a single group which may not be available in Govt. hospitals to offer multi services, private hospitals employees.

Statement of the problem

In Private Hospitals it provides lots and lots of services to the people who are all affected by diseases. When compared to Government hospitals they provide best and full-fledged services to the patients. In the intervening period of time the private hospital fails to satisfy their employees and extract work from them. In this research article whether the private or Government hospitals is better than each other, the researcher wants to know for which different categories of employees such as Doctors, Nurses and Pharmacists working in the private hospitals In this study, the performance of private hospitals in Nagapattinam District is assessed with the help of the opinion given by the Doctors, Nurses and Pharmacists on factors influencing their services in hospitals is obtained and analysed.

Objectives of the study

1. To analyse the performance of employees in hospitals.
2. To identify the opinion regarding Healthcare services provided by the hospitals.
3. To examine the opinion about the facilities given by the hospitals.

II. RESEARCH METHODOLOGY

Sources of data

The present study was fully based on primary and secondary data. The primary data has been collected by the researcher through a very structured interview schedule. The secondary data was collected from various journals, magazines and websites.

Sampling technique

The researchers have taken 150 samples through the opportunistic random sampling method. The researcher collect data from the respondents who are all available in the time of study is carried out.

Sample size

Performance of private hospitals in Nagapattinam District is assessed on the basis of opinion of three categories of respondents viz Doctors, Nurses and Pharmacists. 50 respondents from each category was chosen for the study.

Data Collection tool

Interview schedule has been used to elicit the from each category of respondents. The schedule is framed with the

help of Likert five point scaling techniques given by Rensis Likert in the year of 1932.

Statistical Techniques

The data collected from the serving analysed using various Statistical Techniques they are

1. Percentage
2. Cronbach's Alpha reliability test
3. Chi-square test

Hypotheses of the study

1. H_o : There is no relationship between opinion about the performance of hospitals and area of situation of the hospital (for doctors, nurses and pharmacists).

2. H_o : There is no relationship between opinion about the facilities available in the hospitals vision of the hospital (for doctors, nurses and pharmacists).

3. H_o : There is no relationship between opinion about health care services provided by the hospitals which region of the hospital (for doctors, nurses and pharmacists).

III.   DATA ANALYSIS AND INTERPRETATION

TABLE NO . 1 Reliability of Scale item measuring Doctor's opinion on factors influencing the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	High professionalism in service	.840	.804
2	Standard quality of care	.874	.783
3	Cardial relationships with patients	.000	.811
4	Proper visiting to ward	.871	.762
5	Prompt service in post period	.911	.792
Cronbach's Alpha Reliability Coefficient		**.854**	

Source: Primary data

It can be observed from the above table that the item to total correlation is much higher than the minimum required norm of 0.30, and alpha if deleted value is less than overall Cronbach's alpha of 0.854 for all 5 items. Further, the overall cronbach's alpha value is in "Good" range. So, it is confirmed that these set of variables pertaining 5 items regarding opinion about the performance of the hospital in the view o doctor is valid and it can be used for further analysis.

TABLE NO . 2 (D2) Reliability of Scale item measuring Doctor's opinion about the functioning of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Proper laboratory and	.993	.969

	equipment		
2	Adequate maintenance in hygiene and sanitation	.942	.986
3	Keep high the ethics in service	.993	.969
4	Good public image	.957	.972
5	24 x 7 medical care service	.856	.982
6	Adequate quantities of drugs	.993	.969
Cronbach's Alpha Reliability Coefficient		**.978**	

Source: Primary data

From the above table it is concluded that the overall Cronbach's Alpha is0 .978 for all 6 items. So, the overall cronbach's alpha value is in "Excellent" range and finally these set of scaled variable are valid for the further analysis.

TABLE NO . 3 (D3) Reliability of Scale item measuring Doctor's opinion about the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Free ambulance services	.402	.846
2	Health insurance services	.850	.802
3	Emergency ward	.653	.824
4	Providing awareness on communicable diseases	.898	.830
5	Free medical camp	.871	.766
6	Well equipped intensive care unit	.830	.795
Cronbach's Alpha Reliability Coefficient		**.836**	

Source: Primary data

The above table clearly shows the reliability o scale items measuring opinion about the performance of hospital by pharmacists. The overall cronbach's Alpha is 0.836 is in "Good" range. Finally it is concluded that these 6 set of scaled statement are suitable the statistical analysis.

TABLE NO . 4 (N1) Reliability of Scale item measuring Nurse's opinion on factors influencing the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	High professionalism in service	.673	.740
2	Standard quality of care	.669	.738
3	Cardial relationships with patients	.685	.782
4	Proper visiting to ward	.550	.780
5	Prompt service in post period	.706	.780
Cronbach's Alpha Reliability Coefficient		**.802**	

Source: Primary data

In the above table, the opinion about various facilities available in the hospital which is opined by doctors.   The

overall Cronbach's Alpha is in "Good" range and finally these set of variables are highly relevant with each other.

TABLE NO . 5 (N2) Reliability of Scale item measuring Nurse's opinion about the functioning of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Proper laboratory and equipment	.950	.980
2	Adequate maintenance in hygiene and sanitation	.969	.977
3	Keep high the ethics in service	.988	.981
4	Good public image	.978	.977
5	24 x 7 medical care service	.897	.984
6	Adequate quantities of drugs	.966	.978
Cronbach's Alpha Reliability Coefficient		*.983*	

Source: Primary data

Table no. 5 is reported with result of reliability / item analysis for items representing opinion about facilities available in the hospitals by nurses by using Likert scale technique. The overall cronbach's Alpha is in "Excellent" range and it is concluded that these set of statements are highly reliable.

TABLE NO . 6 (N3) Reliability of Scale item measuring Nurse's opinion about the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Free ambulance services	.383	.874
2	Health insurance services	.878	.811
3	Emergency ward	.676	.848
4	Providing awareness on communicable diseases	.883	.852
5	Free medical camp	.883	.794
6	Well equipped intensive care unit	.869	.815
Cronbach's Alpha Reliability Coefficient		*.856*	

Source: Primary data

It can be seen in the above table shows that the reliability of scaled variables under opinion about facilities available in the hospitals by doctors. Overall Cronbach's Alpha Reliability Coefficient is 0.856 and it is in "Good" range. So, these set are valid for further analysis.

TABLE NO . 7 (P1) Reliability of Scale item measuring Pharmacists' opinion on factors influencing the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	High professionalism in service	.694	.949
2	Standard quality of care	.946	.896
3	Cardial relationships with patients	.902	.903
4	Proper visiting to ward	.909	.908
5	Prompt service in post period	.915	.930
Cronbach's Alpha Reliability Coefficient		**.934**	

Source: Primary data

Table no. 7 provided with the result of the reliability test with doctors opinion about health care services provided by the hospitals. The overall Cronbach's Alpha is 0.934 is in "Excellent" range. Finally these set of variables are highly reliable for further analysis.

TABLE NO . 8 (P2) Reliability of Scale item measuring Pharmacist's opinion about the functioning of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Proper laboratory and equipment	.404	.925
2	Adequate maintenance in hygiene and sanitation	.906	.851
3	Keep high the ethics in service	.906	.851
4	Good public image	.900	.866
5	24 x 7 medical care service	.894	.857
6	Adequate quantities of drugs	.808	.870
Cronbach's Alpha Reliability Coefficient		**.890**	

Source: Primary data

According to the above table, it is concluded that these set of variables are highly reliable and fit for further analysis. The overall cronbach's Alpha is 0.890 is in "Good" range.

TABLE NO . 9 (P3) Reliability of Scale item measuring Pharmacist's opinion about the performance of hospitals

Item No.	Description of Measurement Items	Item to Total Correlation	Alpha If Deleted
1	Free ambulance services	.308	.942
2	Health insurance services	.906	.838
3	Emergency ward	.903	.840
4	Providing awareness on communicable diseases	.862	.867
5	Free medical camp	.852	.879
6	Well equipped intensive care unit	.878	.847
Cronbach's Alpha Reliability Coefficient		.891	

Source: Primary data

As per the table, item to total correlations and alpha if deleted values for all 6 items are more than sufficient norms. The overall Cronbach's Alpha coefficient, 0.891 is

in "Good" range. The data based on the scale is reliable and valid for further analysis.

Hypotheses Testing

1. **H$_o$** : There is no relationship between opinion about the performance of hospitals with region of the hospital (for Doctors, Nurses and Pharmacists).

TABLE NO 10 OPINION ABOUT THE PERFORMANCE OF HOSPITAL BY DOCTORS – COMPARISON BY REGION OF HOSPITAL

PERFORMANCE OF HOSPITAL	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	32	3	0	35	
	22.4	8.4	4.2	35.0	
Agree	0	9	0	9	
	5.8	2.2	1.1	9.0	
Neutral	0	0	5	5	
	3.2	1.2	.6	5.0	84.286 DF = 6
Disagree	0	0	1	1	
	.6	.2	.1	1.0	
Strongly Disagree	0	0	0	0	
	0	0	0	0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (**84.286**) is more than the table value (**12.592**) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinion about the performance of the hospital by doctors with the region of the hospital is located.

TABLE NO 11 OPINION ABOUT THE PERFORMANCE OF HOSPITAL BY NURSE – COMPARISON BY REGION OF HOSPITAL

PERFORMANCE OF HOSPITAL	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	29	0	0	29	
	18.6	7.0	3.5	29.0	
Agree	3	12	0	15	
	9.6	3.6	1.8	15.0	
Neutral	0	0	2	2	
	1.3	.5	.2	2.0	86.250 DF = 8
Disagree	0	0	2	2	
	1.3	.5	.2	2.0	
Strongly Disagree	0	0	2	2	
	1.3	.5	.2	2.0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (86.250) is more than the table value (15.507) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinions about the performance of the hospital by nurses with the region of the hospital is located.

TABLE NO 12 OPINION ABOUT THE PERFORMANCE OF HOSPITAL BY PHARMACIST – COMPARISON BY REGION OF HOSPITAL

PERFORMANCE OF HOSPITAL	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	25	0	0	25	
	16.0	6.0	3.0	25.0	
Agree	7	8	0	15	
	9.6	3.6	1.8	15.0	
Neutral	0	4	4	8	
	5.1	1.9	1.0	8.0	53.611 DF = 8
Disagree	0	0	1	1	
	.6	.2	.1	1.0	
Strongly Disagree	0	0	1	1	
	.6	.2	.1	1.0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (53.611) is more than the table value (15.507) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinions about the performance of the hospital by pharmacists with the region of the hospital is located.

2. **H$_o$** : There is no relationship between opinion about the facilities available in the hospitals vision of the hospital (for doctors, nurses and pharmacists).

TABLE NO 13 OPINION ABOUT FACILITIES AVAILABLE IN THE HOSITALS BY DOCTORS – COMPARISON BY REGION OF HOSPITAL

FACILITIES AVAILBLE	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	32	3	0	35	
	22.4	8.4	4.2	35.0	
Agree	0	5	0	5	
	3.2	1.2	.6	5.0	
Neutral	0	4	1	5	
	3.2	1.2	.6	5.0	74.286 DF = 6
Disagree	0	0	5	5	
	3.2	1.2	.6	5.0	
Strongly Disagree	0	0	0	0	
	0	0	0	0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (74.286) is more than the table value (12.592) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinions about the facilities available in the hospital by doctors with the region of the hospital is located.

TABLE NO 14 OPINION ABOUT FACILITIES AVAILABLE IN THE HOSITALS BY NURSE – COMPARISON BY REGION OF HOSPITAL

FACILITIES AVAILABLE	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	32	6	0	38	
	24.3	9.1	4.6	38.0	
Agree	0	6	1	7	
	4.5	1.7	.8	7.0	
Neutral	0	0	0	0	
	0	0	0	0	60.338
Disagree	0	0	5	5	DF = 4
	3.2	1.2	.6	5.0	
Strongly Disagree	0	0	0	0	
	0	0	0	0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (74.286) is more than the table value (9.488) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinions about the facilities available in the hospital by nurse with the region of the hospital is located.

TABLE NO 15 OPINION ABOUT FACILITIES AVAILABLE IN THE HOSITALS BY PHARMACIST – COMPARISON BY REGION OF HOSPITAL

FACILITIES AVAILBLE	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	25	0	0	25	
	16.0	6.0	3.0	25.0	
Agree	7	12	1	20	
	12.8	4.8	2.4	20.0	
Neutral	0	0	4	4	
	2.6	1.0	.5	4.0	64.974
Disagree	0	0	1	1	DF = 6
	.6	.2	.1	1.0	
Strongly Disagree	0	0	0	0	
	0	0	0	0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (64.974) is more than the table value (12.592) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between opinions about the facilities available in the hospital by pharmacist with the region of the hospital is located.

3. **H₀** : There is no relationship between opinion about health care services provided by the

hospitals which region of the hospital (for doctors, nurses and pharmacists).

TABLE NO 16 DOCTOR'S OPINION ABOUT HEALTH CARE SERVICES PROVIDED BY THE HOSPITALS – COMPARISON BY REGION OF HOSPITAL

HEALTHCARE SERVICES	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	0	0	0	0	
	0	0	0	0	
Agree	0	0	0	0	
	0	0	0	0	
Neutral	5	0	0	5	
	3.2	1.2	.6	5.0	12.054
Disagree	10	0	0	10	DF = 4
	6.4	2.4	1.2	10.0	
Strongly Disagree	17	12	6	35	
	22.4	8.4	4.2	35.0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (12.054) is more than the table value (9.488) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between Doctors opinion about healthcare services provided in the hospital with the region of the hospital is located.

TABLE NO 17 NURSE'S OPINION ABOUT HEALTH CARE SERVICES PROVIDED BY THE HOSPITALS – COMPARISON BY REGION OF HOSPITAL

HEALTHCARE SERVICES	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	0	0	0	0	
	0	0	0	0	
Agree	0	0	0	0	
	0	0	0	0	
Neutral	6	0	0	6	
	3.8	1.4	.7	6.0	10.938
Disagree	8	0	0	8	DF = 4
	5.1	1.9	1.0	8.0	
Strongly Disagree	18	12	6	36	
	23.0	8.6	4.3	36.0	
TOTAL	32	12	6	50	
	32.0	12.0	6.0	50.0	

Source: Primary data

As the calculated X^2 value (10.938) is more than the table value (9.488) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between Nurses opinion about

healthcare services provided in the hospital with the region of the hospital is located.

TABLE NO 18 PHARMACIST'S OPINION ABOUT HEALTH CARE SERVICES PROVIDED BY THE HOSPITALS – COMPARISON BY REGION OF HOSPITAL

HEALTHCARE SERVICES	LOCATION OF THE HOSPITAL				CHI-SQUARE TEST
	URBAN	SEMIURBAN	RURAL	TOTAL	
Strongly Agree	0	0	0	0	
	0	0	0	0	
Agree	0	0	0	0	
	0	0	0	0	
Neutral	6	0	0	6	
	3.8	1.4	.7	6.0	**15.820**
Disagree	12	0	0	12	**DF = 4**
	7.7	2.9	1.4	12.0	
Strongly Disagree	14	12	6	32	
	20.5	7.7	3.8	32.0	
TOTAL	**32**	**12**	**6**	**50**	
	32.0	**12.0**	**6.0**	**50.0**	

Source: Primary data

As the calculated X^2 value (15.820) is more than the table value (9.488) at 5% level of significant, so the null hypothesis is **rejected**. Hence, it can be concluded that there is an association between Pharmacist's opinion about healthcare services provided in the hospital with the region of the hospital is located.

IV.   FINDINGS

1. It can be concluded that there is an association between opinion about the performance of the hospital by doctors with the region of the hospital is located.

2. It can be concluded that there is an association between opinions about the performance of the hospital by nurses with the region of the hospital is located.

3. It can be concluded that there is an association between opinions about the performance of the hospital by pharmacists with the region of the hospital is located.

4. It can be concluded that there is an association between opinions about the facilities available in the hospital by doctors with the region of the hospital is located.

5. It can be concluded that there is an association between opinions about the facilities available in the hospital by nurse with the region of the hospital is located.

6. It can be concluded that there is an association between opinions about the facilities available in the hospital by pharmacist with the region of the hospital is located.

7. It can be concluded that there is an association between Doctors opinion about healthcare services provided in the hospital with the region of the hospital is located.

8. It can be concluded that there is an association between Nurses opinion about healthcare services provided in the hospital with the region of the hospital is located.

9. It can be concluded that there is an association between Pharmacist's opinion about healthcare services provided in the hospital with the region of the hospital is located.

V.   CONCLUSION

Now a day's private hospitals are playing vital role rending healthcare services to general public. Private hospitals are impulse to serve 24 X 7 hospitality, availability Doctor's at any time, well equipped technical life supporting system, arrangement of special Doctors when it needed, arrangement of medicines at the time of emergency, Ambulance services in emergency situation and concern with care by the nurse's and Doctor's to every patient. Private hospitals are doing wonderful services to the public.

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