

# **A Comparative Analysis of the Healthcare Management System in Government Hospitals and Private Hospitals with Special Reference to Kolkata**

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## **Abstract:**

The ability of the hospital to offer the population comprehensive healthcare, both defensive and corrective, whose outpatient administrations contact the family and its living situation, makes the hospital an essential part of a social and healing organization. The hospital also serves as a training ground for medical professionals and for biosocial research. In this article, a comparative analysis of the healthcare management system in government hospitals and private hospitals with special reference to Kolkata has been discussed.

**Keywords:** Healthcare, Management, Government, Private, Hospitals, Kolkata

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## **Introduction:**

The right to the best possible model of health is one of the fundamental freedoms that every citizen is entitled to without exception for caste, religion, civic beliefs, etc. [1-3] Yet, due to a number of factors, including a lack of adequate guidance on the availability of special hygienic fitness and portable water, low per capita salaries, reduced fitness education, sensitive societal limitations, etc., the general wellbeing of Indians still remains unsatisfactory. [4-6] This study was also adopted by having some of the important objectives of the study the details of which are provided as under:

- To evaluate the comparative analysis on variation of the level of efficiency in the management of health care services across healthcare institutions in (Government Hospital, and Private Hospital), Kolkata city.
- To analyze the perception of the respondents towards the attitude of the physicians with respect to type of hospitals.
- To analyze the level of satisfaction among the respondents with the nursing services with respect to its type.
- To analyze the level of satisfaction among the respondents with the diagnostic services of the hospitals with respect to its type.
- To analyze the level of satisfaction among the respondents with the ICU services of the hospitals with respect to its type.
- To analyze the level of satisfaction among the respondents with the accommodation and physical facilities of the hospitals with respect to its type.

## **Research Methodology:**

### **Hypotheses:**

Hypothesis is impartial towards some important proposition. As far as this study is concerned following hypotheses were framed:

Hypothesis 1: There is no significant difference in the perception of the respondents towards the attitude of the doctors with respect to type of hospitals.

Hypothesis 2: There is no significant difference in the level of satisfaction among the respondents with the nursing services with respect to its type.

Hypothesis 3: There is no significant difference in the level of satisfaction among the respondents with the diagnostic services of the hospitals with respect to its type.

Hypothesis 4: There is no significant difference in the level of satisfaction among the respondents with the ICU services of the hospitals with respect to its type.

Hypothesis 5: There is no significant difference in the level of satisfaction among the respondents with the accommodation and physical facilities of the hospitals with respect to its type.

Hypothesis 6: There is no significant difference in the level of overall satisfaction among the respondents from the various departments of the hospital with respect to its type.

Hypothesis 7: There is no significant difference in the level of overall satisfaction among the respondents from the hospital personnel with respect to its type.

Hypothesis 8: There is no significant difference in the level of satisfaction among the respondents with various services of the hospital with respect to its type.

**Methodology:**

In research Methodology the process of research is implemented as a series of action or steps that are essentially performed in a specific order. These actions or activities usually overlap each other rather than pursuing a specific sequence.

**Universe:**

Two public and two private sector hospitals within Kolkata were taken for the present study.

**Sample Size:**

A sample of 300 respondents has been selected randomly from both the types of hospitals. 150 respondents were surveyed each from 2 public sector and 2 private sector hospitals as a sample.

The sample of 300 respondents who were generally the patients or their family members were stratified on the basis of type of hospitals in which they were availing facilities.

**Research Type:**

Descriptive as well as analytical form of research has been used to develop the focusing on comparative study of government and private hospitals in Kolkata.

**Data collection Tools:**

Primary and secondary data is used in the study. Observation & questionnaire was designed for the collection of primary data. Different publications of the central, or local governments, Books, magazine, newspapers & websites are used for the collection of secondary data.

The sample respondents were given a closed-ended questionnaire to complete. Hospital employees and government officials were also asked for their opinions on the sample respondents' comments. A questionnaire was used to gather the data, which included various constructs under which various factors were intended to elicit the respondents' perceptions.

**Presentation of Data:**

For interpretation of data, simple bar graphs have been used. For comparison and analytical study, tabular presentation has been used. Bi-variant tables have been used to gain a deep insight of the data.

**Data Analysis And Results:**

Editing, coding, classification, and tabulation are a few closely connected processes needed for data analysis. By using the t-test, we have examined data gathered from primary and secondary sources. Information collection from some elderly and illiterate respondents proved to be challenging. As a result of their serious and protracted illnesses, some respondents declined to provide information. As a result, respondents who refused to provide information or made it difficult to obtain information were replaced with other respondents in those cases. The method used to gather the sample for the current study was stratified sampling technique followed by convenience sampling, which means that respondents were divided into groups according to the types of hospitals from which they were receiving care, and then they were questioned in a way that was most convenient for them. Evidently, the sample size that was contemplated was larger, but due to the technique used, the sample size was reduced. Graphs and straight-forward bar diagrams have been used to interpret data. Tabular presentations have been utilized for analysis and comparison. In order to utilize statistical techniques like cross-tabulation and meet the goals of the sample respondents, bi-variant tables have been used.

Strictly speaking, processing entails revising, classifying, categorizing, and tabulating gathered data to make them suitable for analysis.

- Editing entails evaluating the significance of data.
- Coding is the process of aligning data by categorizing it so that the researcher can quickly comprehend and analyse it while doing the study.
- Data classification refers to the practise of grouping or categorizing data based on shared characteristics.
- Tabulation is the process of condensing raw data and showing it in an unorganized format (i.e., as a statistical table) for additional analysis. Hence, tabulation is the systematic grouping of data into columns and rows.

The data analysis has been interpreted under the following parameters:

- Doctor's listening to patient's queries & explaining condition
- Method of the diagnostic tests and treatment
- The courtesy & respect (friendliness, kindness)
- Doctor's ability and skills
- The daily rounds of doctors
- At ease with the instructions of the doctors
- Daily morning greetings
- Attention and behaviour of the staff
- Attitude towards patients' needs
- Explanation of procedures
- Attention to the call night
- Opinion regarding tests and treatment
- Timely administration of medication
- Information regarding daily progress
- Role of nursing staff in making hospital stay as pleasant
- The consideration shown towards family & visitors
- General behaviour of the paramedical & technical staff
- Sophisticated equipments & latest techniques used towards diagnostic procedures
- Laboratory & Radiology department's facilities
- Impression of the information, preparation and care during diagnostic procedures
- Opinion for the doctor's attention
- Quality of nursing services
- Explanation of procedures in ICU
- Staff courtesy and respect
- Services of paramedical & class IV employees
- Physical facilities and cleanliness of ICU
- Facilities provided to the attendants
- Comforts provided and facilities available
- Opinion regarding the hospital environment
- Cleanliness of the wards and corridors
- Opinion regarding water and electricity facilities
- Opinion regarding the available equipments
- Opinion regarding the canteen facilities
- Ambulance services
- Facilities provided to the attendants and visitors
- Toilet facilities and cleanliness
- Registration and Admission
- Reception and Enquiry
- Critical care unit
- Diagnostic and Laboratory units
- Pharmacy

- In patient rooms/wards
- Canteen
- Waiting Room
- Parking Area
- Dietary department
- Laundry
- Doctor's services
- Nursing services
- Paramedical Staff services
- Class IV Employees services
- Security personnel services
- Inter departmental co-ordination and Team spirit
- Total cost of the hospital services
- Billing Procedure
- Hospitality
- Cleanliness of Environment
- Communication facilities
- Playful atmosphere
- Entertainment

**Discussion, Conclusion and Recommendations:**

**Discussion & Conclusion:**

To be precise, the authority of the hospital is what distinguishes private hospitals from public hospitals. The services offered by a public hospital and a private hospital are nearly identical. The amenities and care provided to a patient, however, are the most significant distinction between private hospitals and public hospitals from the perspective of a client, or in general.

It has been noted that most people choose private hospitals and have a stronger preference for them than any alternative. This may be due to the conveniences offered and the realisation that every piece of equipment utilized is dependable, superior-quality, and upgraded. Private hospitals are undoubtedly more expensive and inconvenient, yet this fact cannot be denied.

There is no disputing the quantity of amenities and the level of individualized care and consideration provided to the patient at a private hospital. Any patient who can afford the cost will choose a private hospital as their first choice due to the small yet highly lucrative services offered there. Private hospitals are still common because no one wants to risk their lives or go further into trouble due to even the smallest amount of treatment carelessness. On the other hand, a public hospital is wholly supported by funds provided by the government. Everything is based on the government budget, including buildings, doctor fees, equipment, and medications.

The majority of people who are not excessively wealthy and, while having a serious disease, cannot pay the high costs of a private hospital, are thought to prefer a public hospital. A government-run hospital that appears to have more resources than a group of people or a single person does not want to provide the kind of service that is deserving of praise. This observation is quite caustic. Yet, this might be the result of a government allocating a small portion of its budget to healthcare since it has so many other priorities, including the economy, defense and education.

Based on the findings of the study, it can be concluded that respondents were more satisfied with the private hospitals regarding:

- Attitude of the physicians
- Nursing services
- Diagnostic services
- ICU Services
- Accommodation and Physical Facilities

➤ Although people were more satisfied with services of private hospitals but there is income constraint also. Services are good but they are costly and generally less affordable for poor.

**Major Recommendations:**

Respondents were more satisfied with private hospitals; hence suggestions are mostly for the services in different areas in govt. Hospitals. Although Govt. gives many subsidies to the poor still, they do not get the good services. The possession of a hospital is the main distinction between a private hospital and a public hospital. A private hospital is one that is owned and administered by a single person or group of persons who are responsible for handling all of the financial matters independently. On the other hand, a public hospital is wholly and solely supported financially by funding from the government.

A private hospital's fees are higher than those of a public hospital. It should be noted that government hospitals frequently offer their services at discounted prices or for free.

In a public hospital, waiting times are very long and onerous because the majority of the services are free. For some procedures, patients must wait years before being scheduled. There is less waiting time in a private hospital. Yet, if someone has the money, they can get an operation done quickly.

Private hospitals typically have more advanced technology that also lasts longer. Although the equipment at public hospitals is good, it can break more frequently than that in a private hospital because of the extensive use.

In public hospitals, there are typically more patients per doctor. The separation between interest and attention is too great, so it is not good. It wears out the doctor as well.

Private hospitals make a profit just like any other business since they are really businesses. A public hospital, on the other hand, is not like that. Governments oversee public hospitals for the wellbeing of their citizens, not for financial gain.

Machinery and equipments in ICU of Govt. Hospitals and their inefficiency may prove to be harmful for the reputation of govt. Hospitals which needs to be greatly improved. As far as accommodation is concerned the cleanliness and infrastructure of private hospitals is better than govt. Hospitals. Hence, this needs to be improved too.

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