

A Study on Service Quality of Multi-Speciality Hospital in Tirunelveli City

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Abstract: *Service quality can bring many benefits to your service organisations, such as improving your performance and efficiency, increasing patient satisfaction. It is measured by comparing a patient's expected services with his or her perception of service. To establish a theoretical framework and identify key dimensions of service quality relevant to healthcare settings. The dimensions under consideration include staff behaviour, clinical competence, infrastructure, waiting times, communication, and overall patient experience. Subsequently, quantitative data is collected through structured questionnaires distributed among a representative sample of patients visiting multi-speciality hospitals in Tirunelveli. This study aims to assess patients' perceptions and expectations regarding dimension of service quality. The majority of the people were satisfied with medical treatment and service quality. The results will be beneficial to hospital management and policymakers providing them with valuable inputs to enhance the overall patient experience.*

Keywords: Clinical competence, Efficiency, Solid infrastructure.

I. INTRODUCTION

A multi-specialty hospital is exactly imply a medical therapy facility that provides specialised therapy for different health conditions. The quality of medical care is actually on par with the very best special hospitals the distinction is the fact that more medical issues are actually handled. Working with a hospital in which you're sure and Comfortable of the quality of medical care you'll be gets take out several of the anxiety of being unwell.

Often medical disorders include different medical specializations. In the event of that you've to visit multi-Speciality hospitals to be examined by multiple specialists, the stress on you, the time as well as the price taken for treatment and diagnose as well as deal with a patient experiencing a disorder which entails greater than one specialization are obtainable in a single spot. Preventive healthcare is actually a phrase which refers to the detection of potential medical issues at a beginning stage to ensure that therapy might commence before the state worsens. multispecialty hospitals provide health check ups which cater to different age groups as well as medical requirements so that both, Maintaining health that is good and detecting incipient medical issues earlier can be purchased less that one roof.

II. REVIEW OF THE LITERATURE:

Upadhyai, Raghav and Jain (2020)- In their article that Professional services like health care work with serious level of data. where normally the searcher of service needs information and abilities and therefore they can't assess the advantages. Elective marketers is the assistance conveyance are looked for by the searchers to acquire equality their assessment, which probably won't be intelligent of suppliers points of view of care. This study endeavours to investigate viewpoints of both the members in healthcare service conveyance in multispecialty hospitals settings. Semi organised meetings were led utilising snowball testing with doctors, paramedical staff and directors in multispecialty hospitals and patients and their specialist who have visited similar arrangements of hospitals during the recent year. The stories of the respondents dependent on from the earlier meeting topics were changed over into text based data. Format analysis strategy was utilised to specifically investigate and introduce the outcomes. This study is a novel endeavor to at the same time represent both the members' viewpoints to introduce an all- encompassing picture instead of an uneven perspective on healthcare service quality

Upadhyai, Raghav(2019)- Service quality has involved worry for public and private healthcare Organizations across the world .Expanded spotlight on patient -focused consideration prompted a few researchers in investigating what decides service quality and how might it is estimated .The goal of this paper is to investigate and sum up the accessible pool of disturbed information as to comprehend what contains healthcare service quality the fundamental components of health care services quality and how it is estimated .Writing survey, covering huge researches in the field of healthcare service quality ,service quality measurements and its estimation was led on EBSCO and google scholar databases .Discoveries were introduced as clinical and non-clinical parts of healthcare service quality .It very well may be finished up dimensionally in the health care service quality is setting explicit and patients gauge them in a unexpected way .Discernments just measures overwhelm health care quality assessment over gap score based models. Further ,health care service quality develops and its estimation has been principally done from the patients ‘s point of view ,be that as it may ,supplier’s view point of the healthcare service quality has not been thought about .

Kumar et al ., (2018) in their entitled “an analysis on service quality of government and private hospitals in Tamil Nadu “, revealed the service quality of government hospitals should be change and they need to give proper medicare services equal to private hospitals .People satisfaction is very important toward the health care services .Also private hospitals should get proper charges only .Government should increase the funds for medical development however ; disparities between rural and urban areas to access health care services were alarming , the challenges of quality health services in remote rural regions has to be met with a sense of urgency . The quality of health care delivered by hospitals is a major area of concern.Quality inputs can only deliver quality outputs .The first and foremost task of hospitals is to deliver quality to the patients and additionally to enhance the standard of services .

2.1 OBJECTIVES OF THE STUDY

- To know the socio-economic profile of the respondents in multispecialty hospital
- To analyse the dimension of service quality in multi-speciality hospital
- To identify the satisfaction level of the respondents in service quality of multispecialty hospital in Tirunelveli city

III. METHODOLOGY

The researcher has been selected convenience sampling technique to select the respondents for this study and total number of the respondents was 75.The primary data have been collected directly from the respondents through questionnaire in Tirunelveli city. The secondary data have been collected from standard books, articles, magazines , Encyclopedias, and internet .

IV. DATA ANALYSIS AND INTERPRETATION

TABLE 1: DEMOGRAPHIC PROFILE OF THE RESPONDENTS

VARIABLES	NO OF RESPONDENTS	PERCENTAGE
AGE:		
1.Below -20	8	11
2.20-40	34	45
3.40-60	19	25
4.Above 60	14	19
TOTAL	75	100
GENDER:		
1.Male	35	47
2.Female	40	53
TOTAL	75	100
INCOME:		
1.Below-20,000	35	47

2.20,000-40,000	14	19
3.40,000-60,000	17	23
4.Above-60,000	8	11
TOTAL	75	100
EDUCATION :		
1.Illiterate	35	47
2.School level	18	24
3.Graduate level	9	12
4.others	13	17
TOTAL	75	100

TABLE 2: SERVICE QUALITY PERCEPTIONS OF THE PATIENT

Dimensions of services quality and features	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Mean score	Rank
1.Tangibility							
A. Medical equipments	20	10	25	10	10	245	I
B. Visually appealing physical facilities	10	10	25	10	20	205	II
C. Usage of modern technology in service	25	20	10	10	10	165	IV
D. The hospital staff will be near in appearance	10	10	20	10	25	195	III

INTERPRETATION:

From the above table shows that best and latest modern looking medical equipment got the first rank ,visually appealing physical facilities placed second rank followed by the hospital staff near in appearance got third rank ,usage of modern technology in service got fourth rank.

TABLE 3

Dimensions of service quality and features	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Mean score	Rank
Assurance							
A. Employees behaviour in still patient confidence	10	10	25	10	20	205	IV
B. patients feel safe in their treatment	25	20	15	10	5	275	I
C. Employees will be consistently courteous with the patients (showing polite, kind , and good manners)	25	15	10	5	20	245	II
D. Employees will have the sufficient knowledge to answer patient's questions	25	10	10	10	20	235	III

INTERPRETATION:

From the above table it shows that patients feel safe in their treatment got first rank, employees will be consistently courteous with the patients placed in second rank ,employees will have the sufficient knowledge to answer patients' question got third rank and employees behaviour instill patient confidence got fourth place

V. FINDINGS

- The majority of the respondents 34 are belongs to the age group of 20-40
- The majority of the respondents 40 are female
- The majority of the respondents 35 are in the income group of below 20,000
- The majority of the respondents 35 are illiterate
- The first rank in service quality dimensions is Best and latest modern looking medical equipments
- The first rank in service quality dimensions is patients feel safe in their treatment

VI. SUGGESTIONS

- Government hospitals services should be enhanced in terms of quality of service and treatment and doctors should be more attentive to patients and respond to them in a timely manner
- The government should take steps to improve the quality of government hospitals as well as their infrastructure.
- Patient feedback should be collected on a regular basis in order to determine which areas need to be addressed in order to optimise customer satisfaction .

VII. CONCLUSIONS

Multi-speciality hospital played an important role of health problems despite .In government hospitals half of the patients were dissatisfied due to lack of doctors ,facilities and technological advancements. Every one needs to be well informed and concerned about the quality of care. The quality of care can be measured and improved the health care organisations ,health plans ,and clinicians should be accountable to patients and society and conversely individuals can take appropriate responsibility for their own health.

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