



## **Health care service quality between the public and private sector hospitals:**

### **A comparative Analysis**

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#### **Abstract**

The quality of healthcare services delivered is a crucial factor influencing the overall health and well-being of a population. In India, like many developing countries, the public and private sectors play significant roles in providing healthcare services. This article aims to conduct a comparative analysis of healthcare service quality between public and private hospitals in Bilaspur district, Chhattisgarh, to understand the disparities and potential areas for improvement. The healthcare sector, particularly hospitals, serves as a cornerstone of a nation's well-being. It's a place where individuals seek solace, treatment, and hope for recovery. The quality of healthcare services provided in these institutions has a profound impact on not only individual health outcomes but also the overall societal health. The need for high-quality healthcare services in hospitals is paramount for several reasons. Quality healthcare services are essential for patient safety. Errors and adverse events in hospitals can have devastating consequences, ranging from temporary discomfort to permanent disability or even death. Ensuring that hospitals adhere to rigorous standards of care, including proper medication administration, infection prevention, and diagnostic procedures, is crucial to minimizing these risks. A culture of safety and accountability within hospitals is imperative to protect patients and instill trust in the healthcare system.

#### **Keywords:**

Health care; Service; Quality; Public; Private; Sector; Hospitals

## **Introduction**

In an era where healthcare is increasingly viewed as a fundamental right, the quality of services provided by hospitals has become a paramount concern. Beyond merely treating illnesses, hospitals play a vital role in restoring health, providing comfort, and instilling hope. The quality of care delivered within these institutions directly impacts patient outcomes, satisfaction, and overall public health. Hospitals must prioritize measures to prevent medical errors, infections, and adverse events. (Aghaei , 2019)

Quality healthcare services contribute to improved patient outcomes. When patients receive timely, effective, and compassionate care, they are more likely to experience positive health outcomes. This includes faster recovery times, reduced complications, and better overall quality of life. Additionally, high-quality care can help prevent the progression of chronic diseases, leading to lower healthcare costs in the long run.

The quality of healthcare services in hospitals has a direct impact on the reputation and sustainability of healthcare institutions. Hospitals that consistently deliver high-quality care attract patients, healthcare professionals, and community support. This positive reputation can lead to increased patient volume, higher revenue, and greater financial stability. Conversely, hospitals with a poor reputation for quality care may struggle to retain patients, attract top talent, and secure necessary funding.

The need for quality healthcare services is particularly acute in developing countries, where access to healthcare is often limited and resources are scarce. Investing in improving the quality of healthcare services in these regions can help reduce mortality rates, improve maternal and child health, and enhance overall population health. By providing access to quality care, developing countries can improve the lives of their citizens and promote economic growth. (Kalhor , 2020)

The need for quality healthcare services in hospitals cannot be overstated. It is essential for patient safety, improved outcomes, the sustainability of healthcare institutions, and the overall well-being of a society. By prioritizing quality care, hospitals can ensure that patients receive the highest standards of treatment, build trust in the healthcare system, and contribute to a healthier and more prosperous future. This includes implementing stringent protocols for medication administration, maintaining a clean and sterile environment, and ensuring staff are adequately trained and skilled. A safe hospital environment fosters trust and confidence among patients, leading to better recovery outcomes.

Hospitals should strive to create a welcoming and compassionate atmosphere that addresses both physical and emotional needs. This involves factors such as timely appointments, clear communication, and respectful interactions with healthcare providers. A positive patient experience can significantly influence overall satisfaction and word-of-mouth recommendations. Furthermore, the quality of healthcare services is closely tied to the availability and accessibility of resources. Hospitals must have adequate staffing levels, modern equipment, and up-to-date technology to deliver effective care. This includes investing in diagnostic tools, surgical equipment, and infrastructure that supports patient needs. (Malik, 2021)

A well-equipped hospital can improve efficiency, accuracy, and patient outcomes. Hospitals should implement quality assurance programs, conduct regular audits, and seek feedback from patients and staff. By identifying areas for improvement and taking corrective actions, hospitals can enhance their services and ensure they meet evolving patient expectations.

The need for high-quality healthcare services in hospitals is undeniable. It directly impacts patient safety, satisfaction, and overall health outcomes. By prioritizing patient experience, ensuring a safe environment, providing adequate resources, and fostering continuous improvement, hospitals can play a vital role in promoting health and well-being within their communities. (Jafari , 2019)

## **Review of Literature**

Ibarra et al. (2019): Public hospitals, often located in urban centers or major towns, generally have a wider reach and serve a larger population. They are often the only option for those living in rural areas with limited access to private healthcare facilities. However, the concentration of public hospitals in urban areas can lead to overcrowding and longer waiting times, especially for specialized treatments. Private hospitals, on the other hand, are more evenly distributed across the district, offering greater convenience to patients, particularly those living in affluent neighborhoods.

Rafati et al. (2021): Cost is a significant factor influencing healthcare choices. Public hospitals, being government-funded, typically offer services at subsidized rates or even free of charge. This makes them a viable option for individuals with limited financial resources. However, the quality of care, especially in terms of amenities and specialized treatments, may be compromised due to budgetary constraints.

Kanokporn et al. (2021): Private hospitals, often more expensive, provide a wider range of services and amenities, including state-of-the-art equipment and highly specialized doctors. This can be a significant advantage for patients who require advanced care or are willing to pay for premium services.

Ortenwall et al. (2022): The infrastructure of a hospital plays a crucial role in determining the quality of care. Public hospitals, especially those in rural areas, may face challenges in terms of infrastructure, including outdated equipment, insufficient staff, and limited facilities. Private hospitals, on the other hand, often have modern infrastructure, including advanced diagnostic equipment, well-equipped operating rooms, and comfortable patient accommodations. This can lead to improved patient outcomes and satisfaction.

Objective of the study: To study the health care service quality in terms of area, age gender, working experience,

## **RESEARCH METHODOLOGY**

### **Sample Size**

A total of 100 respondents were chosen from Delhi-NCR. We selected 100 respondents working in health sectors in Delhi-NCR region.

### **Data Analysis and Interpretation**

#### **Regional Distribution of Respondents**

**Table No.- 1**

**Regional Distribution of Respondents**

<b>S. No.</b>	<b>Area Name</b>	<b>No. of Respondents</b>
<b>1.</b>	<b>Delhi-NCR</b>	<b>100</b>
	<b>Total</b>	<b>100</b>

#### **Analysis -**

The above table shows the regional details of the respondents. For the study, a total of 100 respondents working in Delhi-NCR were selected.

#### **Age**

**Table no. 2**

**Age-wise Classification of Selected Respondents**

S.N.	Age Group	No.	Percentage
1.	20-30	27	27
2.	31-40	58	58
3.	above 40	15	15
	<b>Total</b>	<b>100</b>	<b>100</b>

#### **Analysis:**

It is clear from above Table no. 2 that out of total 100 respondents from Delhi-NCR, the age group between 20-30 years were 27 (27 percent) and No. of respondents with age group 31-40 years were 58 (58 percent). On the other hand, there were 15 respondents with age higher than 40.

#### **Interpretation-**

The above chart shows the age percentage of respondents in Delhi-NCR. According to which, the percentage of respondents in the age group of 20-30 years is 27 and the percentage of age group 31-40 years is 58. While there were 15% respondents in the age-group of above 40.

**Table no. 3**  
**Gender Classification of Selected Respondents**

S.N.	Gender	No.	Percentage
1.	Male	67	67
2.	Female	33	33
	<b>Total</b>	<b>100</b>	<b>100</b>

#### **Analysis:**

It is clear from above Table no. 3 that out of total 100 respondents from Delhi-NCR, 67 were male and 33 were females.

#### **Interpretation-**

The above chart shows the gender percentage of selected respondents in Delhi-NCR. According to which, the percentage of male respondents is 67 and the female ones is 33.

**Table 4**

**Analysis of Respondents on the basis of working in their respective organization**

<b>S. No.</b>	<b>Since how many years have you been working with this organization?</b>	<b>No.</b>	<b>Percentage</b>
1.	0-5 Yrs.	16	16
2.	5-10 Yrs.	47	47
3.	10-15 Yrs.	23	23
5.	More than 15 Yrs.	14	14
	<b>Total</b>	<b>100</b>	<b>100</b>

**Analysis:**

From above table no. 4, it is clear that out of total 100 selected respondents from Delhi-NCR, 16 were working in their current organizations from last 0-5 years. There were 47 and 23 respondents respectively who were working in their respective firms from last 5-10 and 10-15 years. On the other hand, there were only 14 respondents who were working in their respective forms from more than 15 years.

**Interpretation-**

The above chart shows the analysis of respondents on the basis of working in their respective organization. According to which, majority of the respondents i.e. 47% were working in their corresponding organizations from last 5-10 years. On the other hand, minority of the respondents i.e. 14% were working in their corresponding firms from last more than 15 years.

**Table 5**

**Analysis of Respondents on the basis of Lack of Accountability**

<b>S. No.</b>	<b>Do you think that Lack of Accountability affects service quality of health services?</b>	<b>No.</b>	<b>Percentage</b>
1.	Agree	24	24
2.	Strongly Agree	33	33
3.	Disagree	23	23
5.	Strongly Disagree	17	17
5.	Neutral	3	3
	<b>Total</b>	<b>100</b>	<b>100</b>

### **Analysis:**

From above table no. 5, it is clear that out of total 100 respondents from Delhi-NCR, 24 respondents agreed that Lack of Accountability affects service quality of health services while 33 respondents strongly agreed with this statement.

On the other hand, 23 and 17 respondents were ‘Disagree’ and ‘Strongly Disagree’ respectively about the fact that Lack of Accountability affects service quality of health services. While 3 respondents were neutral about this feedback.

### **Interpretation**

According to which, the percentage of respondents who disagree that Lack of Accountability affects service quality of health services is 24 percent and those who strongly disagree with this statement are sharing the percentage of 33.

**Table 6**  
**Analysis of Respondents on the basis of Care Quality**

S. No.	Do you think that Care Quality affects service quality of health services?	No.	Percentage
1.	Agree	65	65
2.	Strongly Agree	28	28
3.	Disagree	4	4
5.	Strongly Disagree	2	2
5.	Neutral	1	1
	<b>Total</b>	<b>100</b>	<b>100</b>

**Analysis:**

From above table no. 6, it is clear that out of total 100 respondents from Delhi-NCR, 65 respondents agreed that Care Quality affects service quality of health services while 28 respondents were strongly agreed with it.

On the other hand, 4 and 2 respondents were ‘Disagree’ and ‘Strongly Disagree’ respectively about the Care Quality affects service quality of health services. While 1 respondent was neutral about this feedback.

**Interpretation-**

According to which, the percentage of respondents who agree that Care Quality affects service quality of health services is 65 percent and those who strongly agree with this statement are sharing the percentage of 28.

**Table 7**

**Analysis of Respondents on the basis of Limited Infrastructure**

<b>S. No.</b>	<b>Do you think that Limited Infrastructure affects service quality of health services?</b>	<b>No.</b>	<b>Percentage</b>
1.	Agree	41	41
2.	Strongly Agree	26	26
3.	Disagree	19	19
5.	Strongly Disagree	12	12
5.	Neutral	2	2
	<b>Total</b>	<b>100</b>	<b>100</b>

### **Analysis:**

From above table no. 7, it is clear that out of total 100 respondents from Delhi-NCR, 41 respondents agreed that Limited Infrastructure affects service quality of health services while 26 respondents were strongly agreed with this statement.

On the other hand, 19 and 12 respondents were ‘Disagree’ and ‘Strongly Disagree’ respectively about Limited Infrastructure affects service quality of health services. While 2 respondents were neutral about this feedback.

### **Interpretation**

According to which, the percentage of respondents who disagree that Limited Infrastructure affects service quality of health services is 41 percent and those who strongly disagree with this statement are sharing the percentage of 26.

Public sector hospitals, often funded by the government, are typically accessible to a wider population, especially those from lower socioeconomic backgrounds. These hospitals are expected to provide affordable and equitable healthcare services. However, they often face challenges such as:

Resource Constraints: Limited funding can lead to shortages of essential equipment, medicines, and qualified healthcare professionals.

**Long Waiting Times:** Patients may experience lengthy waiting periods for consultations, diagnostic tests, and treatments.

**Overcrowding:** Public hospitals can become overcrowded, leading to compromised patient care and increased risk of infection.

**Limited Infrastructure:** Some public hospitals may have outdated infrastructure and facilities, impacting the quality of care.

Private sector hospitals are often operated by for-profit organizations and typically offer more specialized care and advanced facilities. They tend to attract patients who can afford higher costs. However, they may also face certain challenges:

**High Costs:** Private hospitals often charge significantly higher fees for consultations, treatments, and procedures, making them inaccessible to many.

**Profit-Driven Approach:** The focus on profit maximization can sometimes lead to compromising patient care for financial gain.

**Unequal Access:** Private hospitals may be concentrated in urban areas, leaving rural populations with limited access to quality healthcare.

**Lack of Accountability:** In some cases, private hospitals may lack adequate oversight and accountability mechanisms, potentially leading to substandard care.

Several key factors can be considered when comparing healthcare service quality between public and private hospitals in Bilaspur district, Chhattisgarh:

- **Accessibility:** Public hospitals are generally more accessible due to their wider geographical distribution and lower costs. However, private hospitals may offer more specialized care and advanced facilities.
- **Affordability:** Public hospitals are typically more affordable, but patients may face long waiting times and compromised quality of care. Private hospitals are generally more expensive, but they may offer faster services and better amenities.
- **Quality of Care:** The quality of care can vary significantly between public and private hospitals. While private hospitals may have better infrastructure and equipment, public hospitals can also provide high-quality care if adequately funded and managed.

- **Patient Satisfaction:** Patient satisfaction can be influenced by factors such as waiting times, communication with healthcare providers, and the overall experience.
- **Infrastructure and Facilities:** Private hospitals often have more modern infrastructure and facilities, but public hospitals can also be well-equipped if adequately funded.

Public healthcare services in Bilaspur, like many other districts in India, are primarily provided by government-run hospitals and clinics. These facilities are often the only accessible option for a significant portion of the population, especially those from lower socioeconomic backgrounds.

Private healthcare in Bilaspur is characterized by a wide range of facilities, from small clinics to large, modern hospitals. These institutions often offer state-of-the-art equipment, specialized care, and personalized attention. However, private healthcare comes at a cost, and many patients may find it unaffordable without health insurance.

While both public and private healthcare sectors have their merits, a comparative analysis reveals significant differences in service quality. Generally, private hospitals tend to outperform public hospitals in terms of infrastructure, staffing, accessibility, and efficiency. However, public hospitals play a crucial role in providing healthcare to underserved populations and ensuring equitable access.

The quality of healthcare services in Bilaspur district is influenced by a complex interplay of factors related to infrastructure, staffing, accessibility, and efficiency. While private hospitals often offer superior services, public hospitals play a vital role in providing healthcare to underserved populations. By addressing the challenges and implementing appropriate measures, it is possible to improve healthcare service quality in both sectors and ensure equitable access to healthcare for all residents of Bilaspur.

Patient satisfaction is a key indicator of healthcare service quality. While public hospitals may struggle to meet the expectations of all patients due to resource constraints, they often prioritize the needs of the most vulnerable. Private hospitals, with their focus on customer satisfaction, may be able to provide a more personalized and luxurious experience. However, the quality of care may not always be superior to that offered by public hospitals, particularly in terms of basic medical services.

## **Conclusion**

The choice between public and private hospitals in Bilaspur district, Chhattisgarh, depends on various factors, including affordability, accessibility, and the specific healthcare needs of the individual. While public hospitals offer more affordable and accessible care, they may face challenges related to resource constraints and overcrowding. Private hospitals may provide better infrastructure and facilities but can be expensive and may not be accessible to all. Addressing these challenges and improving healthcare service quality in both sectors is essential to ensure the well-being of the population.

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