

“Patients’ Perception on Healthcare Infrastructure:A Comparative Study on Government and Private Hospitals”

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Abstract

Background: The main objective of the study is to compare the patients' perceptions of the infrastructure of private hospital and government hospital and to identify the strengths and weaknesses of the infrastructure of private hospital and government hospitals. To identify and understand the differences in patients' perception of healthcare infrastructure between these two sectors is a critical aspect for identifying strengths, weaknesses, and areas of improvement in both private and government sector.

Purpose: It is a general observation that the cost of services provided by a government hospital is less than that of a private hospital. But the services provided by private hospital is considered better than the government hospital. However, the value of overall perception level of the patients who have taken healthcare services from both the government and private hospital would be measured by the combined effect of services provided at different departments including various factors undertaken.

Materials and Methodology: 150 samples are collected, of which the patients' have experienced the services of both public and private healthcare institutions.

Results: In this study, different patients are being influenced by different factors with led to a final opinion. It has been found that patients have a positive perception towards private healthcare institutions.

Conclusion: Cleanliness and hygiene, waiting time are crucial factors that significantly impact patients' experiences and satisfaction with healthcare infrastructure. Overall satisfaction with healthcare services is influenced by factors such as ease of navigation, availability of parking facilities, positive patient-staff interactions, characterized by respectful and empathetic communication, and access to relevant information.

Practice Implications: The importance to improve patients' experience and feedback, improvement in quality of healthcare provided, loopholes in services provided by healthcare professionals along with the availability of medical equipment and medications.

1. Introduction:

The growth and development of any country is totally dependent on both the economic and non-economic sector. The economic sector contributes towards the revenue generation with the support of the non-economic sector. The health sector is one of the important components of the non-economic sector, which promises to make the citizen of a country healthy. The amalgamation of these two sectors plays a significant role in the development of India (Bagh,2021). Any kind of

healthcare institutions are considered as service-oriented institutions (Donabedian,1980; Pandit,2017). All kinds of services offered are directly oriented towards the customers and hence the dimension and scope of a service-oriented organization is mainly characterized by customer satisfaction (Pandit,2017). With regards to the healthcare services, the patient is considered as the customer and hence the perception and satisfaction of the patient is the main component as far as 'service management' is considered

(Donabedian,1996; Torpie,2014; Xesfingi & Vozikis, 2016 ; Sarma & Barua, 2018).

However, the access to quality healthcare infrastructure plays a determining role in certifying the satisfaction of patients and their well-being. In recent years, healthcare infrastructure has emerged as a crucial aspect of healthcare delivery, impacting the quality and accessibility of services provided to patients. Patients' perception of healthcare infrastructure plays a vital role in determining their satisfaction, trust, and overall experience with healthcare facilities. Understanding these perceptions is essential for healthcare providers, policymakers, and administrators to identify areas of improvement and enhance the delivery of healthcare services. This study aims to explore and compare patients' perceptions of healthcare infrastructure between government and private hospitals in the Kamrup Metro area of Guwahati, Assam.

A healthcare organization is an essential unit in a society which offers benefits to the patients without any socio-economic barrier. Acute illness requires intensive care unit which is not possible to approach from home, but is only available in a healthcare organization or a hospital where experts and professionals, technically sound about the usage of different equipment are available (Sarma & Barua, 2018). The Healthcare infrastructure encompasses a wide range of elements, including physical facilities, equipment, technology, amenities, and organizational systems within healthcare settings. It plays a crucial role in facilitating the delivery of high-quality and efficient healthcare services. Patients' perception of healthcare infrastructure goes beyond the clinical care received and encompasses aspects such as cleanliness, waiting times, comfort, accessibility, communication, and overall ambience of the healthcare facility. These factors contribute to patients' overall satisfaction and confidence in the healthcare system. The doctors, nurses, technical instruments and pharmacists are the main pillars of the healthcare sector (Bagh,2021).

In India, like in many other countries, both government and private hospitals coexist and provide healthcare services to the population.

Government hospitals, funded and operated by the public sector, aim to provide affordable and accessible healthcare to all citizens. Private hospitals, on the other hand, are privately owned and operated, often catering to individuals with different socioeconomic backgrounds. Understanding the differences in patients' perception of healthcare infrastructure between these two sectors is crucial for identifying strengths, weaknesses, and areas of improvement in both systems. The Kamrup Metropolitan area of Guwahati, Assam, serves as an ideal setting for this study due to its diverse population and the presence of both government and private hospitals. By comparing patients' perceptions in this specific geographical context, valuable insights can be gained to inform healthcare policy and practice.

2. Literature Review:

Oliveira et.al (2006) studied the outpatient service at an ophthalmology clinic at a Hospital in Brazil, and studied patient characteristics and their degree of satisfaction. Socio-demographic characteristics (gender, age, literacy, job), type of visit (new patient or follow-up), waiting time during first visit, opinion regarding easy access to the hospital, front desk response, time spent in the waiting room on the visited day, quality of care, degree of satisfaction after consultation, and general evaluation of the assistance were all factors included in the survey, which was conducted using a structured questionnaire applied through interview. They claim that the service provider noticed a higher degree of satisfaction as more patient satisfaction-related elements were taken into account.

Imam et al. (2007) conducted a cross-sectional study that was carried out at a significant tertiary care hospital in Karachi, Pakistan. A total of 173 patients participated in the questionnaire survey, with a response rate of 78.6%. They discovered that it's unusual for developing nations to deliver medical care in accordance with patients' expectations under a patient-centeredness system. Nearly half of the patients who participated in the poll expressed dissatisfaction with the length of the lines they encountered after arriving at the ER, and efforts should be made to collect regular patient input.

Dayasiri & Lekamge (2010) studied about different variables like Age, gender, reading level, and socioeconomic status etc. having an impact on patient satisfaction. These elements varied from one nation to the next. Without the patients' satisfaction, patient treatment is not deemed effective. Patient satisfaction levels can be greatly impacted by the type of healthcare institutions, technical and physical facilities, quality of the staff, and modification of the services.

Ghosh (2014) identified the availability of basic amenities, admission procedures, sociodemographic characteristics, and the calibre of nursing, paramedical staff, and professional services as the parameters in his analytical study. But in this group, the study tools showed little sign of validity or reliability for the aforementioned parameters, which are insufficient to gauge patient satisfaction.

Singh & Jain (2014) in their study suggested that in order to increase patient satisfaction, it is important to offer patients with clear justifications for the tests and treatments they get. Even though the scientists got positive results from the patients' emotions, future research might expand it to include more typologies.

Bhole et al. (2017) studied about Patients' satisfaction, which is based on basic amenities like service from the front desk staff, doctor services, disease description, perception of the effectiveness of the doctor and the specifics of the investigation, the number of doctors available, the availability of medicines in the pharmacy, drinking water and the availability of toilets, electricity, cleanliness, and the hospital's final bill.

Kumar et al. (2018) conducted the study with a sample size of roughly 500 participants and focused only on the outdoor patient department of a tertiary care hospital in West Bengal, India He did not study all tertiary care facilities in outdoor locations. The supply of healthcare services to patients is reflected in the patient satisfaction rating in the tertiary care system.

3. Problem Identification:

3.1 Research Gap:

It has been found that the aspect of "Quality" exhibited a vague and poor understanding of the importance in the assessment of patient

satisfaction. Moreover, the element of time factor giving more importance in influencing patients' perception was considered important, although little evidence on reliability as the time factor was not enough to evaluate perfectly the factors influencing patients' perception. The factor involving cost cannot be given much importance without laying emphasis on different factors like quality of physician, dietary services, admission and discharge procedures etc.

3.2 Need of the Study:

Patients are the customers, and they should be provided with the optimum services against which they are paying the healthcare institutions. Whatever a patient perceives with regards to the emergency services, hospital equipment, professional experts, nursing care etc. depends on the experience of the patients and also their expectations. It is a general observation that the cost of services provided by a government hospital is less than that of a private hospital. But the services provided by private hospital is considered better than the government hospital. However, the value of overall perception level of the patients who have taken healthcare services from both the government and private hospital would be measured by the combined effect of services provided at different departments including various factors undertaken.

3.3 Problem Statement

Despite the importance of healthcare infrastructure and its impact on patient outcomes, there is limited research on patients' perceptions of healthcare infrastructure in private and government hospitals in Kamrup Metro, Guwahati, Assam. This lack of research has led to a gap in knowledge about the quality of healthcare services provided in the region, which can hinder the delivery of quality care.

The problem statement of this study is to investigate and compare patients' perceptions of healthcare infrastructure in private and government hospitals in Kamrup Metro, Guwahati, Assam. The study will identify the strengths and weaknesses of both sectors and determine the factors that influence patients' perceptions of healthcare infrastructure. The study will also explore the impact of patients' perceptions on their satisfaction with the healthcare services provided

and their likelihood of returning for future care. Addressing this research gap is crucial for improving the quality of healthcare services in the region and meeting the needs and expectations of patients. By identifying the factors that influence patients' perceptions of healthcare infrastructure and comparing the quality of services provided by private and government hospitals, this study can provide valuable insights for policymakers and hospital administrators to improve the delivery of healthcare services in the region.

4. Objectives Of The Study:

- 1.To compare the patients' perceptions of the infrastructure of private hospital and government hospital in Kamrup Metro, Guwahati, Assam.
- 2.To identify the strengths and weaknesses of the infrastructure of private hospital and government hospital in Kamrup Metro, Guwahati, Assam.

5. Methodology:

Type of Research: Descriptive

Study Population: "Patients' Perception on Healthcare Infrastructure: A Comparative Study on Government and Private Hospitals in Kamrup Metro, Guwahati, Assam" would consist of patients who have received healthcare services from both government and private hospitals in Kamrup Metro, Guwahati, Assam.

Sample Size: 150

Sample technique: Convenience Sampling

Sample Selection criteria:

1. Location: Patients who have received healthcare services from government and private hospitals in the Kamrup Metro area of Guwahati, Assam.
2. Demographics: Participants of different age groups, genders, socioeconomic backgrounds, and educational levels to ensure a diverse representation.
3. Inclusion and Exclusion Criteria: Specific criteria such as patients who have visited the hospitals within a certain time frame, those who have received a specific type of healthcare service, or patients with certain medical conditions.

Type of data:

1. **Primary data:** data collected from the attendant

who have availed services from both the government and private hospitals.

2. **Secondary data:** Data has been collected from the research papers, journals, government websites etc.

Tools of data collection: Questionnaire

Data Presentation: Pie chart, Bar Diagram

6. Scope Of The Study:

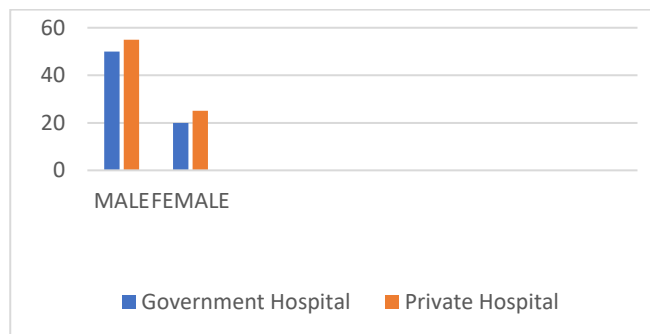
1. Geographic Scope: The study will focus on patients who have received healthcare services in private and government hospitals in Kamrup Metro, Guwahati, Assam.
2. Healthcare Infrastructure: The study will investigate patients' perceptions of healthcare infrastructure in private and government hospitals, including the availability of medical equipment, cleanliness, waiting times, staff behavior, and communication.
3. Patients' Perception: The study will explore patients' perceptions of the quality of healthcare services provided in private and government hospitals in Kamrup Metro, Guwahati, Assam.
4. Comparative Study: The study will compare patients' perceptions of healthcare infrastructure in private and government hospitals to identify the strengths and weaknesses of both sectors.
5. Demographic Characteristics: The study will collect data on the demographic characteristics of the participants, including age, gender, educational level, income, and occupation.

7. Data Analysis and Discussion:

7.1 Distribution of samples according to demographic variables

These findings indicate that both government and private hospitals had a relatively equal distribution of male and female respondents. However, private hospitals had a slightly higher percentage of male respondents (36.67%) compared to government hospitals (33.33%). Similarly, private hospitals also had a slightly higher percentage of female respondents (16.67%) compared to government hospitals (13.33%).

Gender	Government Hospital	Private Hospital	%
Male	50(33.33%)	55(36.67%)	105(70%)
Female	20(13.33%)	25(16.67%)	45(30%)
Total	70(46.66%)	80(53.34%)	150(100%)



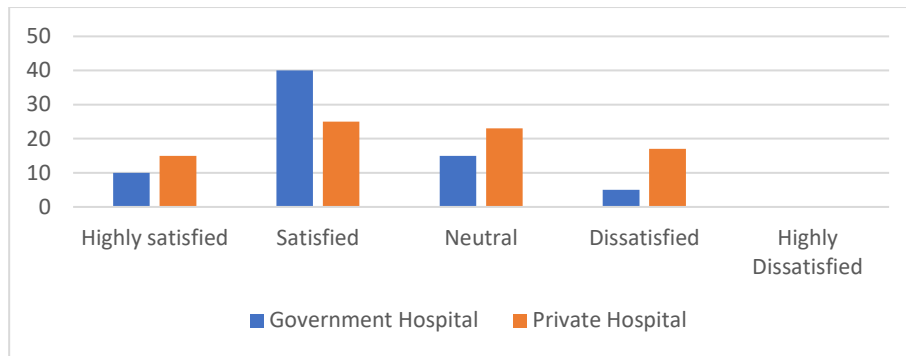
7.2 Were the hospital buildings well-maintained?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Yes, they were well maintained	49(32.66%)	70(46.67%)	119(79.33%)
No, they were well maintained	21(14%)	10(6.66%)	31(20.66%)
Unsure	0(0%)	0(0%)	0(0%)
Total	70(46.66%)	80(53.34%)	150(100%)

With regard to Private hospital, around 47% of the respondents agreed that it was well maintained, whereas with regard to government hospital around 32% of the respondents only agreed.

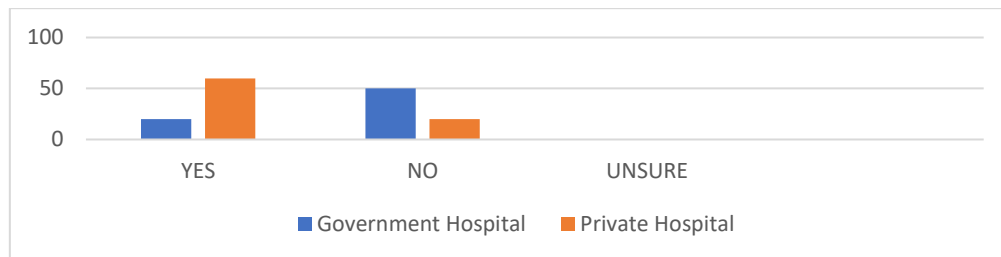
7.3 How satisfied were you with the healthcare infrastructure at the hospital you visited?

Respondents	Government Hospital	Private Hospital	Percentage(%)
Highly satisfied	10(6.67%)	15(10%)	25(16.67%)
Satisfied	40(26.67%)	25(16.67%)	65(43.34%)
Neutral	15(10%)	23(15.33%)	38(25.34%)
Dissatisfied	5(3.34%)	17(11.33%)	22(14.67%)
Highly Dissatisfied	0(0%)	0(0%)	0(0%)
Total =	70(46.66%)	80(53.34%)	150(100)



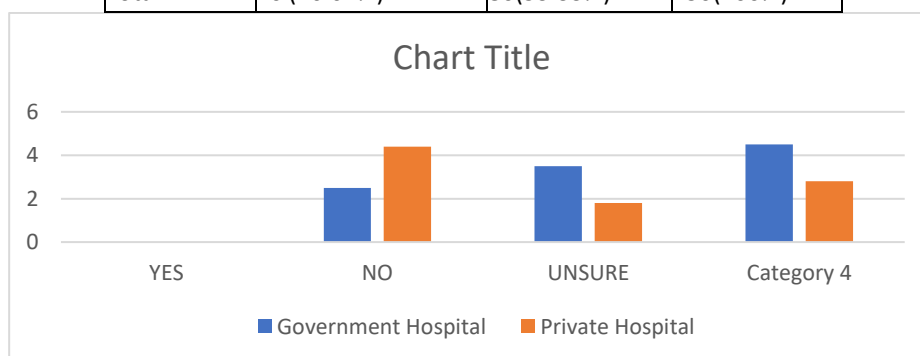
7.4 Did the hospital have adequate water supply and sanitation facilities?

Respondents	Government Hospital	Private Hospital	Percentage(%)
Yes, they had adequate water supply and sanitation facilities	20(13.33%)	60(40%)	80(53.33%)
No, they did not have adequate water supply and sanitation facilities	50(33.34%)	20(13.33%)	70(46.67%)
Unsure	0(0%)	0(0%)	0(0%)
Total =	70(46.67%)	80(53.33%)	150(100%)



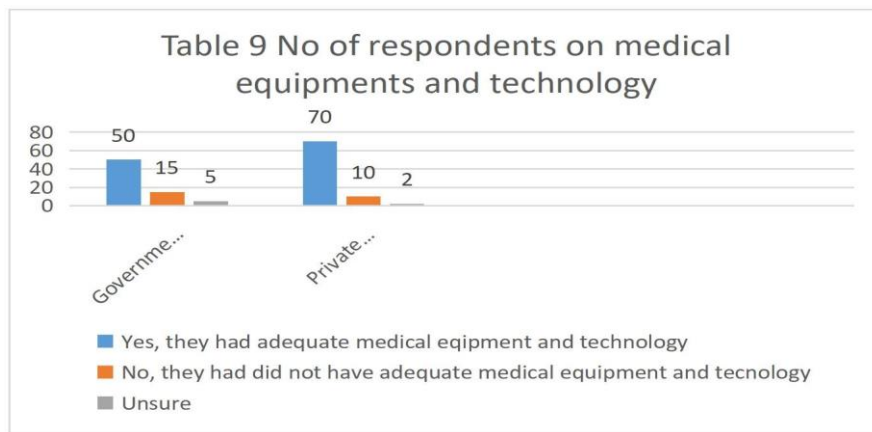
7.5 Did the hospital have adequate power supply and backup systems?

Respondent	Government Hospital	Private Hospital	
Yes	60(40%)	80(53.34%)	140(93.34%)
No	10(6.66%)	0(0%)	10(6.66%)
Unsure	0(0%)	0(0%)	0(0%)
Total	70 (46.67%)	80(53.33%)	150(100%)



7.6 Did the hospital have adequate medical equipment and technology?

Respondents	Government Hospital	Private Hospital	Percentage(%)
Yes, they had adequate medical equipment and technology	50(33.33)	70(46.67%)	120(80%)
No, they did not have adequate medical equipment and technology	15(10%)	10(6.66)	25(16.66%)
Unsure	5(3.34%)	0	5(3.34%)
Total	70(46.67%)	80(53.33%)	150(100%)



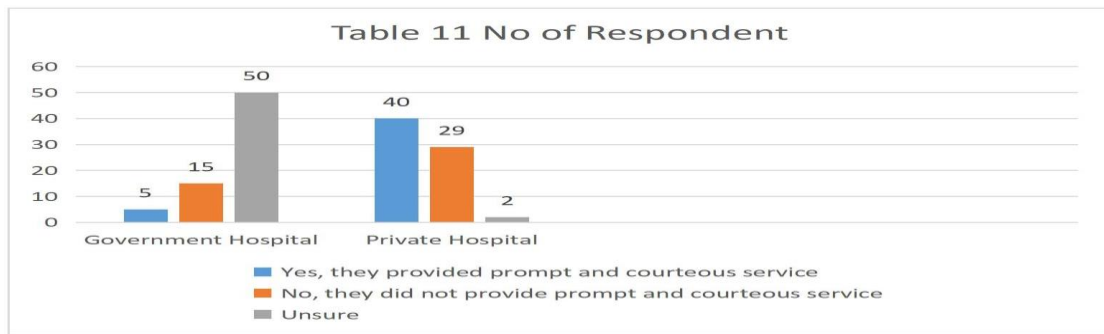
7.7 Were the hospital staff trained and competent?

Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, they were trained and competent	35(23.33%)	77(51.33)	112(74.66%)
No, they were not trained and competent	30(20%)	0(0%)	30(20%)
Unsure	5(3.34%)	3(2%)	8(5.34%)
Total	70(46.67%)	80(53.33%)	150(100%)



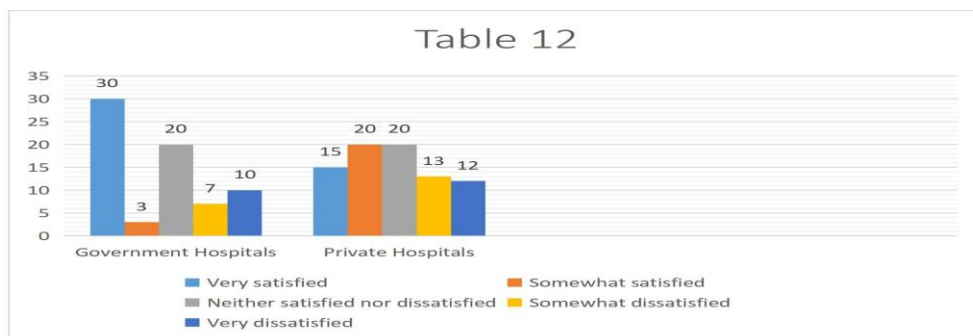
7.8 Did the hospital staff provide prompt and courteous service?

Respondents	Government Hospital	Private Hospital	Percentage(%)
Yes, they provided prompt and courteous service	5(3.33%)	40(26.67%)	45(30%)
No, they did not provide prompt and courteous service	15(10%)	29(19.33%)	44(29.34%)
Unsure	50(33.34%)	11(7.33%)	61(40.66%)
Total=	70(46.67%)	80(53.33%)	150(100)



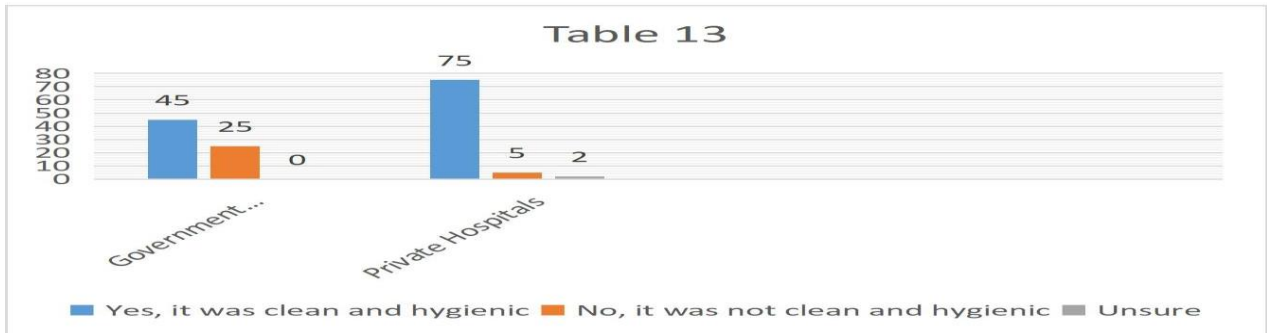
7.10. How satisfied were you with the quality of healthcare provided at the hospital you visited?

Respondents	Government Hospital	Private Hospital	Percentage (%)
Very satisfied	30(20%)	15(10%)	45(30%)
Somewhat satisfied	3(2%)	20(13.33%)	23(15.34%)
Neither satisfied nor dissatisfied	20(13.33%)	20(13.33%)	40(26.66%)
Somewhat dissatisfied	7(4.66%)	13(8.67%)	20(13.33%)
Very dissatisfied	10(6.66%)	12(8%)	22(14.67%)
Total =	70(46.67%)	80(53.33%)	150(100%)



7.11 Was the hospital environment clean and hygienic?

Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, it was clean and hygienic	45(30%)	75(50%)	120(80%)
No, it was not clean and hygienic	25(16.67)	5(3.33%)	30(20%)
Unsure	0(0%)	0(0)	0(0%)
Total	70(46.67%)	80(53.33%)	150(100)



7.12 Was the hospital easily accessible by public transport?

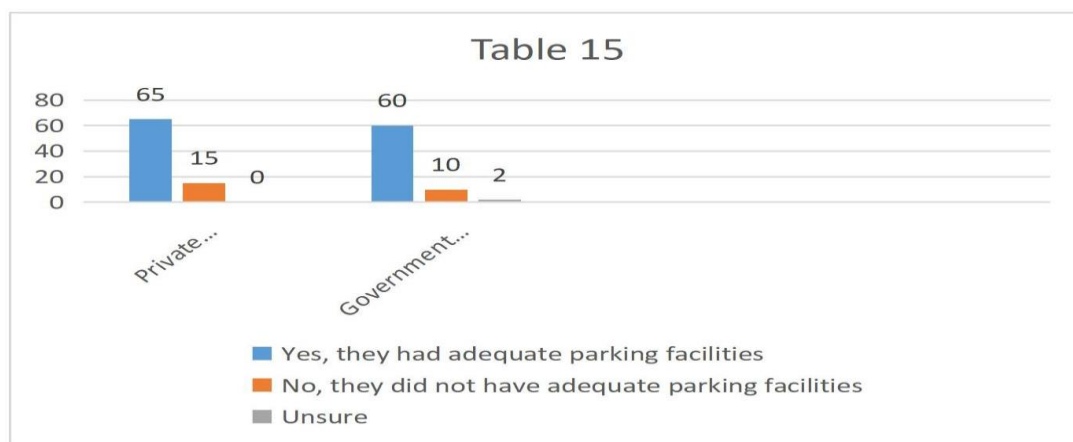
Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, it was easily accessible by public transport	69(46%)	75(50%)	144(96%)
No, it was not easily accessible by public transport	1(0.67%)	3(2%)	4(2.67%)
Unsure	0	2(1.33%)	2(1.33%)
Total=	70(46.67%)	80(53.33%)	150(100)

Approximately 96% of respondents believed that the hospital was easily accessible by public transport, with 46% from the government hospital and 50% from the private hospital. Only 2.67% felt

that the hospital was not easily accessible by public transport. A small percentage of respondents (1.33%) were unsure about the accessibility of the hospital via public transport.

7.13 Did the hospital have adequate parking facilities?

Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, they had adequate parking facilities	60(40%)	65(43.33%)	125(83.33%)
No, they did not have adequate parking facilities	10(6.66%)	15(10%)	25(16.67)
Unsure	0(0%)	0(0%)	0(0%)
Total	70(46.67%)	80(53.33%)	150(100%)



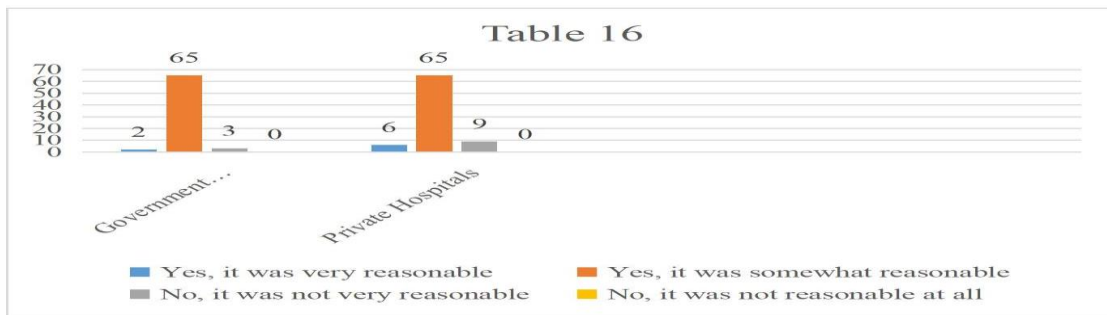
Approximately 83.33% of respondents believed that the hospital had adequate parking facilities, with 40% from the government hospital and

43.33% from the private hospital. On the other hand, 16.67% felt that the hospital did not have adequate parking facilities. No respondents were

unsure about the availability of parking facilities.

7.14 Was the cost of treatment at the hospital reasonable?

Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, it was very reasonable	2(1.33%)	6(4%)	8(5.33%)
Yes, it was somewhat reasonable	65(43.33%)	65(43.33%)	130(86.67%)
No, it was not very reasonable	3(2%)	9(6%)	12(8%)
No, it was not reasonable at all	0(0%)	0(0%)	0(0%)
Total=	70(46.67%)	80(53.33%)	150(100)

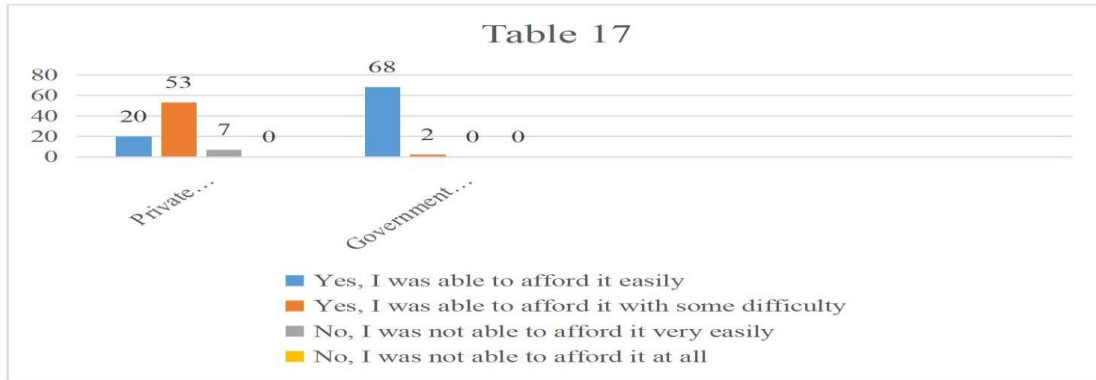


The majority of respondents, approximately 86.67%, believed that the cost of treatment at the hospital was reasonable. This includes 1.33% who found it very reasonable and 43.33% who found it

somewhat reasonable. A smaller percentage, 8%, felt that the cost was not very reasonable. No respondents indicated that the cost was not reasonable at all.

7.15 Were you able to afford the cost of treatment?

Respondents	Government Hospital	Private Hospital	Percentages(%)
Yes, I was able to afford it easily	68(43.33%)	20(13.33%)	88(58.66%)
Yes, I was able to afford it with some difficulty	2(1.33%)	53(35.33%)	55(36.67%)
No, I was not able to afford it very easily	0(0%)	7(4.67%)	7(4.67%)
No, I was not able to afford it at all	0(0%)	0(0%)	0(0%)
Total =	70(46.67%)	80(53.33%)	150(100%)



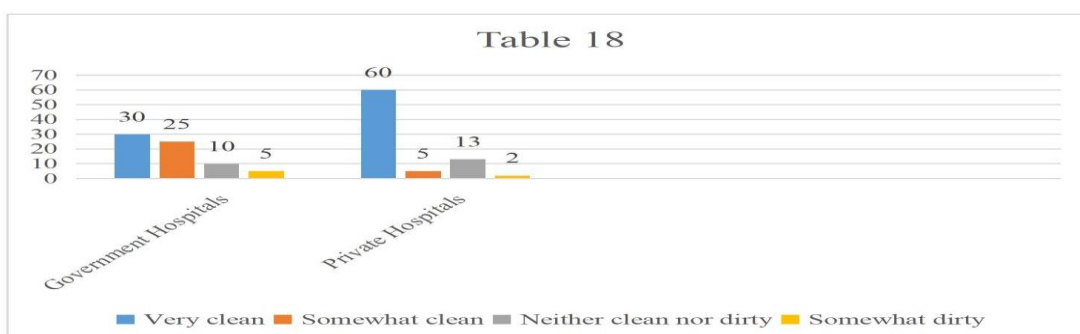
Approximately 58.66% of respondents indicated that they were able to afford the cost of treatment easily. This includes 43.33% from the government hospital and 13.33% from the private hospital. Additionally, 36.67% of respondents stated that they were able to afford the treatment with some difficulty, with 1.33% from the government hospital

and 35.33% from the private hospital. Only a small percentage, 4.67%, mentioned that they were not able to afford the cost of treatment very easily, with 4.67% from the private hospital. No respondents indicated that they were not able to afford the cost of treatment at all.

7.16 How would you rate the cleanliness of the hospital you visited?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Very clean	30(20%)	60(40%)	90(60%)
Somewhat clean	25(16.66%)	5(3.34%)	30(20%)
Neither clean nor dirty	10(6.66%)	13(8.67%)	28(15.33%)
Somewhat dirty	5(3.33%)	2(1.33%)	12(4.67%)
Total =	70(46.67%)	80(53.33%)	150(100)

felt that the

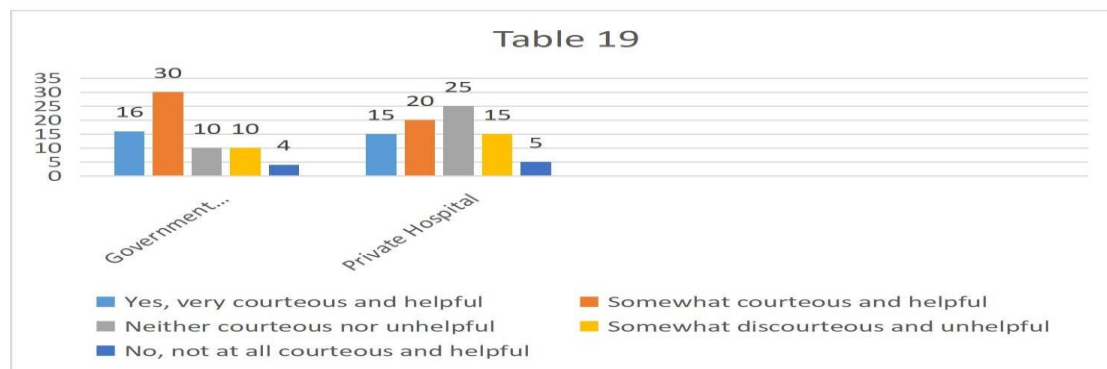


Approximately 60% of respondents rated the cleanliness of the hospital they visited as very clean. This includes 20% from the government hospital and 40% from the private hospital. Additionally, 20% of respondents found the hospital somewhat clean, with 16.66% from the government hospital and 3.34% from the private hospital. About 15.33%

hospital was neither clean nor dirty, with 6.66% from the government hospital and 8.67% from the private hospital. A smaller percentage, 4.67%, perceived the hospital as somewhat dirty, with 3.33% from the government hospital and 1.33% from the private hospital.

7.17 Were the medical staff courteous and helpful during your visit to the hospital?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Yes, very courteous and helpful	16(10.67%)	15(10%)	31(20.67%)
Somewhat courteous and helpful	30(20%)	20(13.33%)	90(33.34%)
Neither courteous nor unhelpful	10(6.66%)	25(16.66%)	35(23.33%)
Somewhat discourteous and unhelpful	10(6.67%)	15(10%)	25(16.66%)
No, not at all courteous and helpful	4(2.67%)	5(3.37%)	9(6%)
Total=	70(46.67%)	80(53.33%)	150(100)

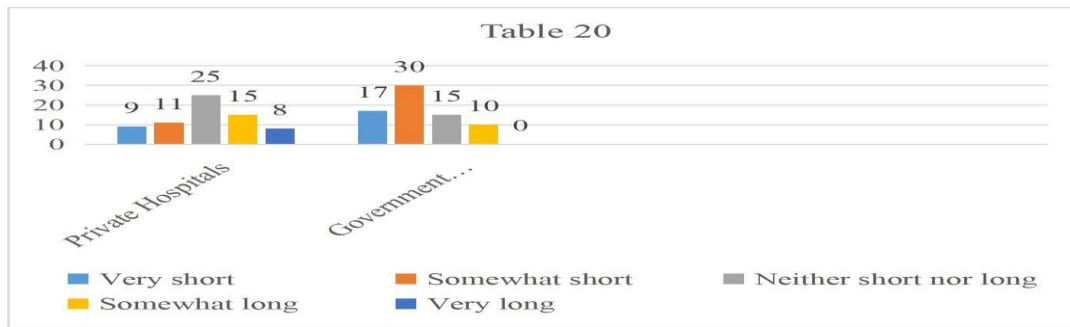


Approximately 20.67% of respondents found the medical staff at the hospital to be very courteous and helpful. This includes 10.67% from the government hospital and 10% from the private hospital. Furthermore, 33.34% of respondents felt that the medical staff was somewhat courteous and helpful, with 20% from the government hospital and 13.33% from the private hospital. About 23.33% perceived the medical staff as neither courteous nor unhelpful, with 6.66% from

the government hospital and 16.66% from the private hospital. Additionally, 16.66% of respondents found the medical staff somewhat discourteous and unhelpful, with 6.67% from the government hospital and 10% from the private hospital. A smaller percentage, 6%, felt that the medical staff was not at all courteous and helpful, with 2.67% from the government hospital and 3.37% from the private hospital.

7.18 How would you rate the waiting time at the hospital?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Very short	9(6%)	17(11.34)	26(17.34%)
Somewhat short	11(7.34%)	30(20%)	41(27.34%)
Neither short nor long	25(16.66)	15(10%)	40(26.66%)
Somewhat long	15(10%)	10(6.66%)	25(16.66%)
Very long	10(6.66%)	8(5.34%)	18(12%)
Total	70(46.67%)	80(53.33%)	150(100)

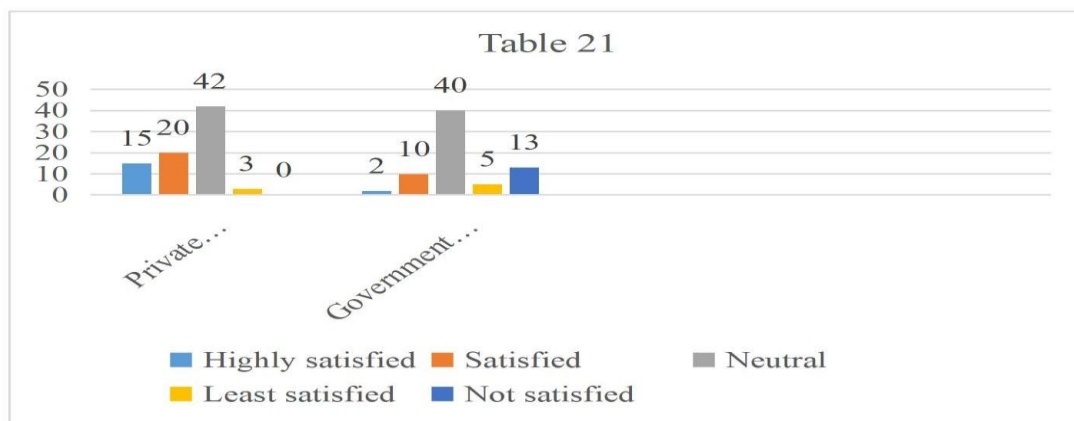


Approximately 17.34% of respondents rated the waiting time at the hospital as very short. This includes 6% from the government hospital and 11.34% from the private hospital. Additionally, 27.34% of respondents found the waiting time somewhat short, with 7.34% from the government hospital and 20% from the private hospital. About 26.66% perceived the waiting time as neither short nor long, with 16.66% from the government hospital and 10% from the private hospital.

Furthermore, 16.66% of respondents experienced somewhat long waiting times, with 10% from the government hospital and 6.66% from the private hospital. A smaller percentage, 12%, felt that the waiting time was very long, with 6.66% from the government hospital and 5.34% from the private hospital.

7.19 Were the medical staff able to address your medical concerns satisfactorily?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Highly satisfied	2(1.33%)	15(10%)	17(11.33%)
Satisfied	10(6.66%)	20(13.33%)	30(20%)
Neutral	40(26.66%)	42(28%)	82(54.66%)
Least satisfied	5(3.37%)	3(2%)	8(5.33%)
Not satisfied	13(8.66%)	0(0%)	13(8.66%)
Total=	70(46.67%)	80(53.33%)	150(100)



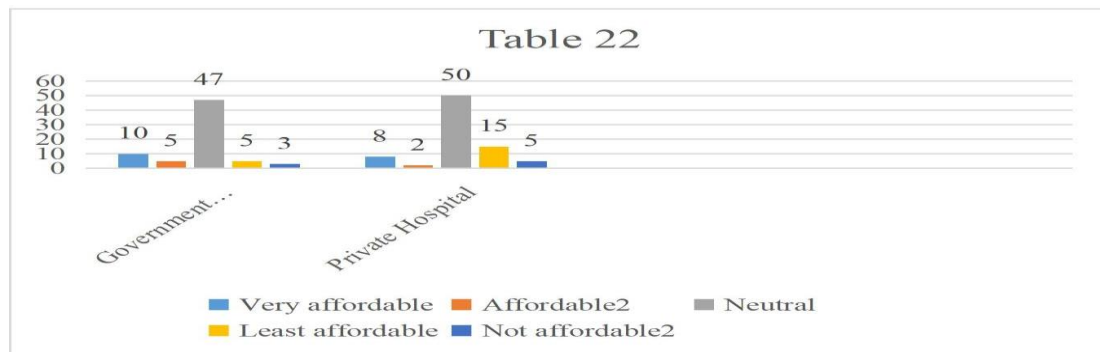
Approximately 11.33% of respondents were highly satisfied with the medical staff's ability to address their medical concerns. This includes 1.33% from the government hospital and 10% from the private hospital. Additionally, 20% of respondents were satisfied with the medical staff, with 6.66% from the government hospital and 13.33% from the private hospital. About 54.66% of respondents had

a neutral stance regarding the medical staff's ability to address their concerns, with 26.66% from the government hospital and 28% from the private hospital. Furthermore, 5.33% of respondents were least satisfied, with 3.37% from the government hospital and 2% from the private hospital. A smaller percentage, 8.66%, expressed dissatisfaction with the medical staff's ability to address their concerns,

all from the government hospital.

7.20 How would you rate the cost of healthcare at the hospital you visited?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Very affordable	10(6.66%)	8(5.34%)	18(12%)
Affordable	5(3.37%)	2(1.33%)	7(4.66%)
Neutral	47(31.33)	50(33.33%)	97(64.66%)
Least affordable	5(3.37%)	15(10%)	20(13.33%)
Not affordable	3(2%)	5(3.33%)	8(5.33%)
Total=	70(46.67%)	80(53.33%)	150(100)

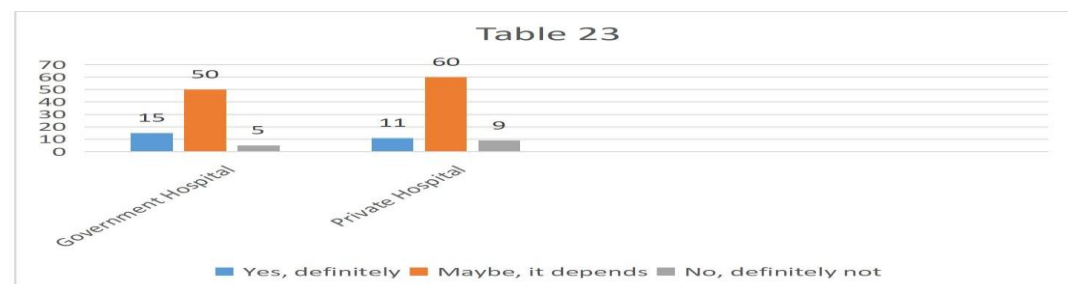


Approximately 12% of respondents rated the cost of healthcare at the hospital they visited as very affordable. This includes 6.66% from the government hospital and 5.34% from the private hospital. Additionally, 4.66% of respondents found the cost affordable, with 3.37% from the government hospital and 1.33% from the private hospital. About 64.66% of respondents had a neutral stance regarding the cost of healthcare,

with 31.33% from the government hospital and 33.33% from the private hospital. Furthermore, 13.33% of respondents considered the cost least affordable, with 3.37% from the government hospital and 10% from the private hospital. A smaller percentage, 5.33%, felt that the cost was not affordable, with 2% from the government hospital and 3.33% from the private hospital.

7.21 Would you recommend the hospital you visited to others seeking medical care?

Respondents	Government Hospital	Private Hospital	Percentages (%)
Yes, definitely	15(10%)	11(7.33%)	26(17.33%)
Maybe, it depends	50(33.33%)	60(40%)	110(73.33)
No, definitely not	5(3.34%)	9(6%)	14(9.34%)
Total=	70(46.67%)	80(53.33%)	150(100)



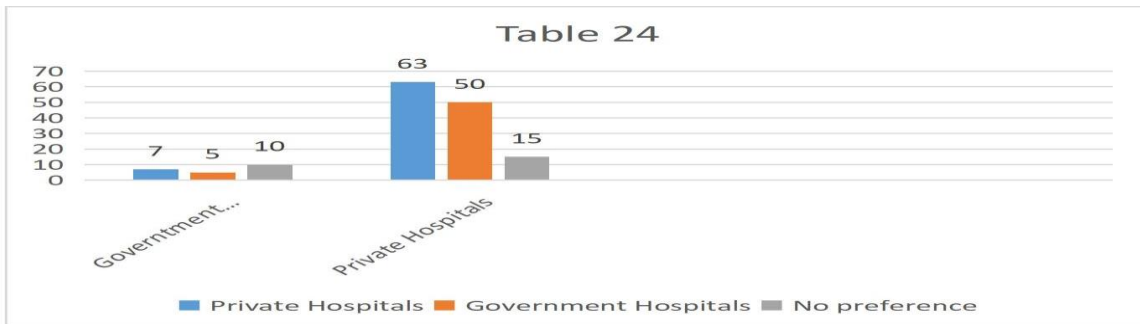
Approximately 17.33% of respondents stated that they would definitely recommend the hospital they visited to others seeking medical care. This includes

10% from the government hospital and 7.33% from the private hospital. Additionally, 73.33% of respondents indicated that their recommendation

would depend on various factors, with 33.33% from the government hospital and 40% from the private hospital. About 9.34% of respondents expressed 7.22 If you had a choice, which type of hospital would you prefer to visit for your medical needs?

that they would definitely not recommend the hospital to others, with 3.34% from the government hospital and 6% from the private hospital.

Respondents	Government Hospital	Private Hospital	Percentages(%)
Private Hospital	5(3.33%)	7(4.67%)	12(8%)
Government Hospital	50(33.34%)	63(42%)	113(75.34%)
No preference	15(10%)	10(6.66%)	20(16.66%)
Total =	70(46.67%)	80(53.33%)	150(100)



Approximately 75.34% of respondents indicated a preference for visiting a government hospital for their medical needs. This includes 33.34% from the government hospital and 42% from the private hospital. On the other hand, 8% of respondents expressed a preference for visiting a private

hospital, with 3.33% from the government hospital and 4.67% from the private hospital. About 16.66% of respondents stated that they had no preference, with 10% from the government hospital and 6.66% from the private hospital

7.23 Overall association of patients' perception on healthcare infrastructure , comparative study on selected variables.

TABLE 23: Demographic percentages and P-Value

Different Variables	Perception on Healthcare Infrastructure		Total	P-Value
	Government Hospitals	Private Hospitals		
Age				1.665
<20	7(4.66%)	3(2%)	10(6.66%)	
21-30	26(17.33%)	30(20%)	56(37.33%)	
31-40	20(13.33%)	22(14.67%)	42(28%)	
41-50	17(11.33%)	23(15.33%)	40(26.66%)	
51-60	0(0%)	2(1.33%)	2(1.33%)	
Sex				9.6333
Male	50(33.33%)	55(36.67%)	105(70%)	
Female	20(13.33%)	25(16.67%)	45(30%)	
Marital status:				
Married	25(16.66%)	39(26%)	64(42.66%)	

Unmarried	45(30%)	41(27.34%)	86(57.33%)	0.0727
Education				
Below HSLC	5(3.33%)	0(0%)	5(3.33%)	1.936
HSLC	9(6%)	7(4.66%)	16(10.66%)	
Under Graduate	11(7.33%)	15(10%)	26(17.33%)	
Graduate	25(16.66%)	41(27.34%)	70(44%)	
Post Graduate	20(13.33%)	17(11.33%)	37(24.66%)	
Occupation				
Student	40(26.66%)	37(24.66%)	77(51.33%)	3.323
Self-employee	13(8.66%)	20(13.33%)	33(22%)	
Service	10(6.66%)	20(13.33%)	30(20%)	
Other	7(4.66%)	3(2%)	10(6.66%)	
Income category				
Less than Rs10,000	35(23.33%)	23(15.33%)	58(38.66%)	1.792
Rs10,000-Rs30,000	20(13.33%)	27(18%)	47(31.33%)	
Rs30,000-Rs50,000	10(6.66%)	9(6%)	19(12.66%)	
Rs50,000-Rs1,00,000	5(3.33%)	14(9.33%)	19(12.66%)	
More Than Rs1,00,000	0(0%)	7(4.66%)	7(4.66%)	
Satisfied on the healthcare infrastructure at Hospitals				
Yes	53(35.33%)	72(48%)	125(83.33%)	1.146
No	17(11.33%)	8(5.33%)	25(16.66%)	

The table presents the distribution of respondents and their perceptions on healthcare infrastructure in government hospitals and private hospitals across different variables. The p-values indicate the level of statistical significance for each variable. 1.Age: The majority of respondents in all age groups were between 21-40 years. The age group of 21-30 had the highest number of respondents, followed by the age group of 31-40. There were only a few respondents in the age group of <20 and 51-60. 2.Sex: The distribution of male and female respondents was relatively equal in both

government and private hospitals. The majority of respondents were male in both types of hospitals. Marital status: The majority of respondents in both government and private hospitals were married. There was a slightly higher percentage of unmarried respondents in private hospitals compared to government hospitals. Education: The majority of respondents in both types of hospitals had completed graduate or postgraduate education. There were fewer respondents with below HSLC or HSLC education levels. Occupation: The majority of respondents in both government

and private hospitals were students. Self-employed individuals and those employed in service sectors were also represented. Income category: The majority of respondents in both types of hospitals had an income less than Rs 10,000. There were respondents across various income categories, including higher income levels. Satisfaction on healthcare infrastructure: The majority of respondents in both government and private hospitals reported being satisfied with the healthcare infrastructure. A smaller percentage of respondents expressed dissatisfaction. Overall, the findings indicate that perceptions on healthcare infrastructure varied across different variables. The p-values suggest a level of statistical significance for some variables, implying that there may be a correlation between those variables and patients' perceptions. However, further analysis and interpretation are needed to determine the specific relationships and factors influencing patients' perceptions on healthcare infrastructure in government and private hospitals.

8. Major Findings:

1. Patients highly value well-maintained physical infrastructure, including clean surroundings and comfortable waiting areas, in both government and private hospitals.
2. Adequate availability and functionality of medical equipment and facilities positively influence patients' perception of healthcare infrastructure in both sectors.
3. Cleanliness and hygiene are crucial factors that significantly impact patients' experiences and satisfaction with healthcare infrastructure.
4. Waiting time has a considerable influence on patients' perception, with shorter waiting times leading to more positive experiences.
5. Positive patient-staff interactions, characterized by respectful and empathetic communication, contribute to favorable perceptions of healthcare infrastructure.
6. Overall satisfaction with healthcare services is influenced by factors such as ease of navigation, availability of parking facilities, and access to relevant information.
Perception of Infrastructure:
7. Majority of respondents (65%) perceived that the hospital buildings were well-maintained.

8. Government hospitals were visited more frequently for medical consultation compared to private hospitals, with a percentage of 46.66% and 26.66% respectively.
9. Overall, 43.34% of the respondents were satisfied with the healthcare infrastructure at the hospitals they visited.
10. Adequate water supply and sanitation facilities were reported by 53.33% of respondents, while 46.67% felt that these facilities were lacking.
11. The majority of respondents (93.34%) reported that the hospitals had adequate power supply and backup systems.
12. Around 80% of the respondents believed that the hospitals had adequate medical equipment and technology.

Perception of Service Quality:

13. The majority of respondents (74.66%) considered the hospital staff to be trained and competent.
14. Regarding prompt and courteous service, 30% of respondents were satisfied, while 29.34% were dissatisfied.
15. Overall, 43.34% of the respondents expressed satisfaction with the quality of healthcare provided at the hospitals they visited.
16. Approximately 80% of the respondents found the hospital environment to be clean and hygienic.

Perception of Hospital Accessibility:

17. Almost all respondents (96%) found the hospitals easily accessible by public transport.
18. The majority of respondents (83.33%) reported that the hospitals had adequate parking facilities.

Perception of Cost:

19. The cost of treatment was considered reasonable by 86.67% of the respondents.
20. 58.66% of the respondents reported that they were able to afford the cost of treatment easily.

General Recommendations and Preferences:

21. 73.33% of respondents would recommend the hospital they visited to others seeking medical care.
22. When given a choice, 75.34% of respondents expressed a preference for government hospitals for their medical needs.

The perception of patients regarding healthcare services and facilities has a significant impact on their overall experience and satisfaction. In the

context of Kamrup Metro, Guwahati, Assam, where both government and private hospitals coexist, understanding patients' perceptions and comparing the healthcare infrastructure provided by these institutions becomes essential.

9. RECOMMENDATIONS AND SUGGESTION

1. Investigate the role of socioeconomic factors: Further research should explore the influence of socioeconomic factors, such as income, education level, and occupation, on patients' perception of healthcare infrastructure. Understanding the disparities in perception based on socioeconomic backgrounds can help address inequities and improve healthcare access and satisfaction.
2. Examine the impact of technology integration: Future studies should focus on the role of technology and digital infrastructure in shaping patients' perception. Investigate how the presence and quality of digital solutions, such as electronic health records, telemedicine, and online appointment systems, impact patients' experiences and satisfaction with healthcare services.
3. Explore the influence of cultural factors: Consider the cultural context and its influence on patients' perception of healthcare infrastructure. Investigate how cultural beliefs, norms, and values shape patients' expectations and experiences, and tailor healthcare infrastructure accordingly.
4. Assess the long-term impact: Conduct longitudinal studies to understand how patients' perception of healthcare infrastructure evolves over time. Assess the sustainability of improvements made to infrastructure and determine their long-term impact on patient satisfaction.
5. Include a wider geographic scope: Extend the comparative study to include a broader geographic scope beyond Kamrup Metro, Guwahati, Assam. This would provide a more comprehensive understanding of patients' perception of healthcare infrastructure across different regions and settings.

10. Conclusion

From the study it can be said that along with different psychological factors influencing the perception of the patients', other physical factors such as medical devices, professionalism and expertise, availability of Drugs, Latest Medical

Equipment, hygiene, cost factor etc. also have dominant influence on patients' perception on the quality of Healthcare Service in the concerned district. Adequate availability and functionality of medical equipment and facilities positively influence patients' perception of healthcare infrastructure in both sectors. Cleanliness and hygiene, waiting time are crucial factors that significantly impact patients' experiences and satisfaction with healthcare infrastructure. Moreover, positive patient-staff interactions, characterized by respectful and empathetic communication, contribute to favorable perceptions of healthcare infrastructure. Overall satisfaction with healthcare services is influenced by factors such as ease of navigation, availability of parking facilities, and access to relevant information. Patients' from private hospitals were much eager to recommend the same to their counterparts.

11. Limitation Of The Study:

1. **Sample size:** The study's findings may be limited by the sample size, which might not fully represent the diverse population of patients in Kamrup Metro, Guwahati, Assam. A larger sample size would provide more robust and generalizable results.
2. **Geographical scope:** The study focused exclusively on Kamrup Metro, Guwahati, Assam, which may limit the generalizability of the findings to other regions. Including a wider geographic scope would provide a more comprehensive understanding of patients' perception across different areas.
3. **Response bias:** The study relied on self-reported data, which introduces the possibility of response bias. Patients' responses may be influenced by social desirability bias or their subjective experiences, affecting the accuracy and reliability of the findings.
4. **Limited qualitative data:** The study primarily utilized quantitative methods, such as surveys, to collect data. While quantitative data provide valuable insights, incorporating qualitative methods, such as interviews or focus groups, would offer a more in-depth understanding of patients' perception and experiences.
5. **Time constraints:** The study might have been limited by time constraints, preventing a more

extensive investigation into various aspects of patients' perception of healthcare infrastructure. Additional time would have allowed for a more comprehensive analysis and exploration of additional variables.

6. **Lack of control over external factors:** The study may have been influenced by external factors, such as changes in healthcare policies or infrastructure improvements occurring during the data collection period. These factors could have potentially affected patients' perception and were beyond the researchers' control.
7. **Biasness in hospital selection:** The study compared government and private hospitals in Kamrup Metro, Guwahati, Assam. The selection of specific hospitals may introduce bias, as the chosen hospitals might not fully represent all government and private healthcare facilities in the region.

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