

## **Practical Healthcare Service in Gynaecology Hospital : A Study with - Percentage Analysis**

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### **Abstract**

The success or failure of any hospital is largely depends on the satisfaction met by the pregnant women on various services offered by the hospitals. Pregnant women satisfaction is a combination of psychological, physiological and other health care related factors that fulfills the need of pregnancy women. It is their feelings to attend for the same hospital for more number of times during prenatal and post natal period shows their acceptance of the services due to the image and goodwill of the hospital. Due to lack of knowledge about Pregnancy care, breastfeeding and immunization leads them to complications of Pregnancy and ill-health of infants. In recent time most couples are limiting the family to single or two children. Hence there is need to focus on prime - females. It is the right time to study the women's awareness and their expectations in the maternal care centers to make the delivery process at easy way.

**KEYWORDS:** Gynecologist, pre-natal and postnatal

### **INTRODUCTION**

Mother is the most important position for women. Child bearing is one of the hazardous experiences that women engage in bringing new life to this world. At the time of Pregnancy every women take care her health with good nutrition even take good nutrition, child death rate was increased in early days. According to World Health Organization survey estimates that the developing countries, every year 50% of the women lose the lives in the process of reproduction. In 2011 WHO estimated for every maternal death an estimated 30-50 woman suffer Pregnancy related to various health problems such as short and long term maternal disabilities and illness. In developing countries 15-49 aged women Pregnancy are complicated that leading causes of death and disability.

### **STATEMENT OF THE PROBLEM**

Pregnancy women's satisfaction is "the degree to which the individual reacts the healthcare services or the manner in which it is delivered by the maternal care centers as useful, effective or beneficial". This is a component of the Gynecologist -pregnant women relationship. However, in health care delivery, pregnant women's satisfaction may conflict with quality of care. The Indian hospitals in the study area, is galloping towards the good standards and hence it is very essential that the satisfaction level of the existing services utilized by the pregnancy women have to be analyzed with regard to the various facilities provided by the hospitals. This may help the hospitals to retain the customers and to get new reputed and care taken to get new cases.

## OBJECTIVES OF THE STUDY

The followings are the main objectives of the study

- To study healthcare service e in the maternal care centres in Erode District.
- To analyze the factors that influenced the pregnant women to utilize the maternal care centres, and the level of satisfaction utilizing thegynaecologist services in the study area.
- To identify the common problems faced by the pregnant women and their family member with Hospital services (maternal care centres).

## PERCENTAGE ANALYSIS

In this section, the respondent's opinion was studied with the help of simple percentage analysis. The study highlights the need of awareness on Gynaecology Hospitals services and the respondents opinion towards awareness on gynaecology hospital aware on the general charges fixed by the hospital, awareness on preventive disease programme, opinion about preventive disease programme, awareness above medical camps conducted by the Hospital, awareness programme type and aware of woman health cure magazine. Interpretation of these factors are presented in the followi

### AWARENESS ON THE GYNAECOLOGY HOSPITALS

S. No	Awareness On Gynaecology Hospitals	No. of Respondents	Percentage
1	Having awareness	294	98.0
2	Does not aware	6	2.0
	<b>Total</b>	<b>300</b>	<b>100.0</b>

(Source: primary data)

It could be seen from the above table that majority (98 percent) of the respondents were aware of the Gynaecology Hospitals in the study area. Whereas meagre (2.0%) percentage of the respondents were not aware above Gynaecology Hospitals. From the analysis it is inferred that majority (98.0 percent) of the respondents have awareness on Gynaecology Hospitals in the study area.

### AWARENESS ON GENERAL CHARGES

S. No	Aware on General Charges	No. of Respondents	Percentage
1	Awareness	294	98.0
2	Does not aware	6	2.0
	<b>Total</b>	<b>300</b>	<b>100.0</b>

(Source: primary data)

It could be seen from the above table (98.0%) of the respondents were aware the general charges fixed by the gynaecology hospital. Whereas meagre (2.0%) percent of the respondents were not aware about the general charges fixed by the gynaecology hospitals from the analysis, it is inferred that 98.0 percent of the respondents were aware on general charges fixed by the gynaecology hospitals.

### AWARE ON PREVENTIVE DISEASE PROGRAMME

S. No	Aware on Preventive Disease Programme	No. of Respondents	Percentage
1	Aware	297	99.0

2	Unaware	3	1.0
	<b>Total</b>	<b>300</b>	<b>100.0</b>

(Source: primary data)

It could be seen from the above table majority (99%) of the respondents were aware on the preventive disease programme conducted by the hospitals where as meagre (1 percent) of the respondents stated that unaware of the preventive disease programme it is inferred that 99 percent of the respondents have aware on the preventive disease programme

#### **OPINION ABOUT PREVENTIVE DISEASE PROGRAMME**

S. No	Opinion	No. of Respondents	Percentage
1	Satisfied	291	97.0
2	Not Satisfied	9	3.0
	<b>Total</b>	<b>300</b>	<b>100.0</b>

(Source: primary data)

It is learned from the above table 97 percent of the respondents opinioned that the preventive disease programme conducted by gynaecology hospital was satisfied and the remaining 3 percent of the respondents opinioned that the programme was not satisfied. From the above table 97 percent of the respondents were satisfied about preventive disease programme conducted by gynaecology hospital.

#### **AWARE ABOUT MEDICAL CAMPS**

S.NO	Aware about medical camps	No. of Respondents	Percentage
1	Awareness	288	96.0
2	Unawareness	12	4.0
	<b>Total</b>	<b>300</b>	<b>100.0</b>

(Source: primary data)

It reveals that 96 percent of the respondents were aware about medical camps conducted by the hospitals, where as 4 percent of the respondents does not aware on medical camps conducted by the hospitals in the study area. It is concluded that majority 96 percent of the respondents were aware about medical camp conducted by the hospital.

#### **FINDINGS**

1. Majority (98.0 percent) of the respondents have awareness on Gynaecology Hospitals.
2. The delivery charges demanded by the Gynaecology hospitals studied and from that majority (98.0 percent) of the respondents have expressed their satisfaction on delivery charges fixed by the hospitals.
3. Majority (99percent) of the respondents also have awareness on preventive disease programme conducted in the study area.
4. Majority (97percent) of the respondents satisfied on preventive disease programme conducted by the Hospital.
5. The majority (96percent)of respondent having awareness on the medical camps conducted by the hospitals.

## SUGGESTION

1. It is suggested that the hospital medical team should conduct various camps to create awareness of common gynaecology problems and steps to prevent these problem especially like HIV/HIV test, etc
2. It is suggested that the government of India may issue an order for compulsory medical insurance to each pregnancy women, so that they may take good treatment in the corporate private hospitals.
3. The level of satisfaction perceived by the patients by utilizing the Gynaecologist speciality Hospital shows that middle aged (30-40 years) respondents have obtained maximum level of satisfaction than the young respondents. Hence, it is suggested that the Gynaecology speciality Hospital should take more care towards young (below 30 years) categories of pregnant women. Their needs and expectations should be fulfilled through their expected service.

## CONCLUSION

The services provided by the hospitals should accommodate the expectations of the patients. The satisfaction of the patients should be the mantra for the hospitals and they should focus towards achieving it. At present more number of maternal care centres are emerged with specialization in DGO but hospital having reputations are charging at high fees where the poor's are unable to take good treatment in these types of multi-speciality or corporate hospitals. Like foreign countries medical expenditure should be covered through medical insurance policies. Through this kind of Medi-claim policy, the pregnant women belonged to middle and low income group can take good treatment in corporate hospital with complete and good infrastructure facilities.

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