

A Study of Patients Perception towards Eye Care Service of Rapti Eye Hospital, Dang, Nepal.

SamsherThapa

(PhD Scholar, Jagannath University)

Abstract: Patient satisfaction is one of the significant concerns of quality of health care and the desired health care outcomes. The study is focused on the perception of patients towards the quality eye care service provided by Rapti Eye Hospital of Nepal NetraJyotiSangh. Rapti Eye Hospital was established with the financial support of the Norwegian Church Aid in 1986, and later in 1998, the responsibility was taken by the Norwegian Association of the Blind and Partially Sighted (NABP), Norway. Rapti Eye Hospital has a vital role in reducing blindness in than Rapti Zone of Nepal, from 0.87% to 0.13% (RAAB Survey of 2010). Till now, more than 9 lakh 51 thousand people have received eye care service, and more than 30 thousand have restored vision after cataract surgery along with Rapti Eye Hospital, Dang. The hospital's main objective is the reduction of blindness, providing quality eye care service at an affordable cost, and providing free eye care for those who are not able to pay. This study is conducted to know about patients' perception toward the tangibility, reliability, assurance, empathy, responsiveness, timeliness, and equality of hospital.

Keywords:- perception, tangibility, reliability, assurance, empathy, responsiveness, timeliness, and equality

concerned about their health.

I. INTRODUCTION

Rapti Eye Hospital is a tertiary-level eye hospital with a multi-sub-specialty eye care service, teaching program of ophthalmic science, outreach program, and regular eye care services within its catchment areas. It has two full fledges secondary level eye hospitals and five referral centres. On average, 200 to 300 patients visit OPD every day with the expectation of better service and better treatment. The concern of patient satisfaction by providing effective measures of eye care service is the prime concern of hospital management. Patient satisfaction is a significant concern of every health care provider. Patients' response regarding their judgment is vital for developing, changing, and improving health care service. Mapping patients' satisfaction level or feedback is essential for hospital management and solid strategies for further development. The way of delivering health care service is transforming according to the need and demands of patients, because the patients are more

The study was conducted to determine the perception of patients towards the service procedure and delivery system. One hundred respondents were randomly selected and interviewed by trained enumerators. The study has used the SERVQUAL approach to measure the score of patients' perceptions.

II. LITERATURE REVIEW

SERVQUAL, explored by Parasuraman et al., is very useful in measuring the service quality in the service sector. The study of service quality management with the SERVQUAL model has been consecutively undertaken to address the gaps for measuring patients' perceptions and expectations of quality eye care services[1]. Another cross sectional study on patients satisfaction survey has revealed that the most of the dissatisfaction of patients were the waiting time, cost of services and in adequate number of doctors[2]. The effectiveness of eye care often depends on different stakeholders. Other

factors that could affect the effectiveness of eye care are the trained workforce; eye care consumable supplies, rules, and government regulation [3]. The government's grant subsidy for eye care service and infrastructure development has a vital role in enhancing the service facility. Another study has focused on quality of infrastructure, quality of the trained human resource, the efficiency of an operational system to determine quality care. Similarly, physical comfort, emotional support, and respect are other factors of patient satisfaction[4]. The study has revealed that quality care and patient satisfaction are interrelated with the working environment of organizations and staff satisfaction. The proper job description of an individual will improve the quality of work[5]. A Periodical patient satisfaction survey is very relevant not only to assess the satisfaction level but also for the feedback of better improvement of hospital management[6]. The periodical schedule of taking the perception of patient's satisfaction level will support to get a clear picture of drawbacks and weaknesses of service providers. It will help improve all defects, supporting retaining patients by providing them a good quality service. Retaining patients means the support of sustainability and development of the hospital[7]. A study on patient's perception about the quality of care has identified that many patients have experienced some obstruction before and during the service process. One of the major problems was frequent strikes by hospital workers, long waiting time, high cost, fear of not obtaining good vision, an unfriendly attitude, less equipment[8]. Considering the above result of different studies, the satisfaction level of patients varied according to the nature of hospital management, resources, and the organization's working environment.

III. OBJECTIVE

Primary Objective

The study's main objective was to find patient satisfaction with the quality of eye care and service provided by the hospital and investigate methods for improving the service quality of hospitals by determining the perception of the patient.

Specific Objective

- To find and determine the socio-economic, demographic, and different levels of the patient.
- To find the reason behind the selection of this hospital.
- To advise the management team of hospitals for further improvement.

1) RESEARCH METHODOLOGY

The research method is based on both qualitative and quantitative research approach with a descriptive research design. This is cross sectional study which was conducted in October 2021 to December 2021. The respondents' response was taken through direct interview with five points Likert scales based on the SERVQUAL model of Parasuraman et al. (1998). The data was generated based on five points Likert 1= Highly Satisfied, 2=Satisfied, 3=Neutral, 4=Dissatisfied, and 5=Highly Dissatisfied. The question related to the socio-demographical characteristic of the respondent has been included in the study.

2) POPULATION AND SAMPLE

The sample size of the population comprises 100 patients who visited Rapti Eye Hospital on different dates from October 2021 to December 2021. The study's sample size population of the different aged groups (Below 18 to above 61 years) is taken from

OPD Patients, discharged patients after cataract surgery, Re-visit and follow-up patients.

3) RESEARCH TOOLS

The research tools used for the study are comprised of three parts. Part A contains a personal profile, B contains General Information, and C includes a SERVQUAL questionnaire to assess patients' satisfaction.

4) DATA COLLECTION

A Direct interview with a structured questionnaire was used to collect the data. Three volunteers were trained on the method and technique of taking an interview before collecting data. This practice was adopted to avoid the biases of the respondent. However, the questionnaire was in English but was translated into the native language in Nepali so that they could efficiently respond to the questionnaire.

5) STATISTICAL ANALYSIS

The collected data was analysed through the IBM-SPSS using descriptive statistics like frequency and percentage analysis to assess patient

IV. RESULT AND DISCUSSION

The table shows that out of 100 respondents, half were male and half were female.

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	50	50.0	50.0	50.0
	Female	50	50.0	50.0	100.0
	Total	100	100.0	100.0	

(Table 1)

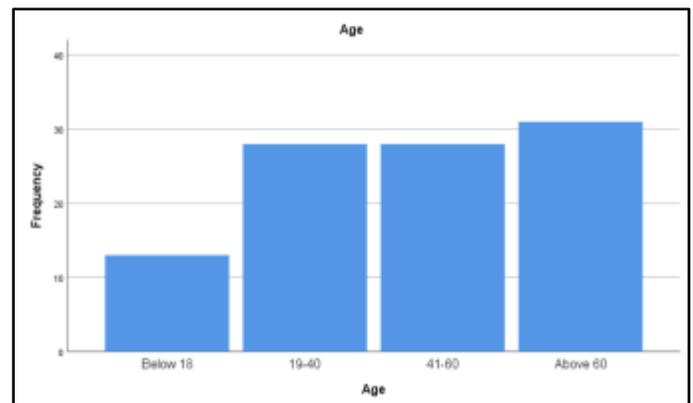


(Graph-1)

According to Table 2, the majority of respondents were over 60 years of age (31%), the next highest was from the group aged 19 to 40, followed by 21 to 40 (28% equally), and the third was from those under 18 years of age (13%).

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 18	13	13.0	13.0	13.0
	19-40	28	28.0	28.0	41.0
	41-60	28	28.0	28.0	69.0
	Above 60	31	31.0	31.0	100.0
	Total	100	100.0	100.0	

(Table-2)



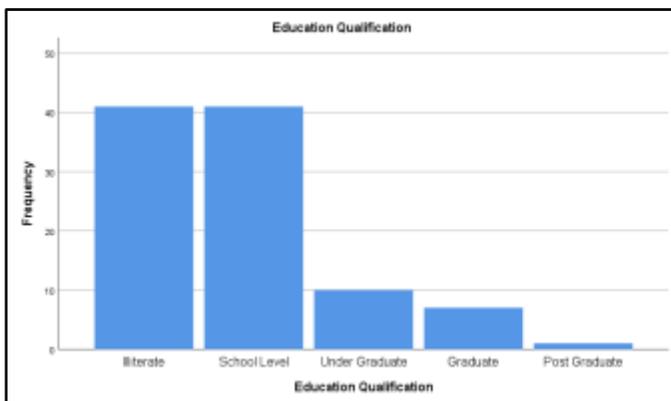
(Graph-2)

The table below shows the level of education of the patients. A significant percentage of illiterate

patients are in the 41% range, school level patients are also in the 41% range, undergraduate patients are in the 10% range, graduate patients are in the 7% range, and only 1% are postgraduate level. Education plays a crucial role in patients' communication skills, active participation in treatment procedures, and cooperation during eye care delivery.

Education Qualification					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Illiterate	41	41.0	41.0	41.0
	School Level	41	41.0	41.0	82.0
	Under Graduate	10	10.0	10.0	92.0
	Graduate	7	7.0	7.0	99.0
	Post Graduate	1	1.0	1.0	100.0
	Total	100	100.0	100.0	

(Table-3)



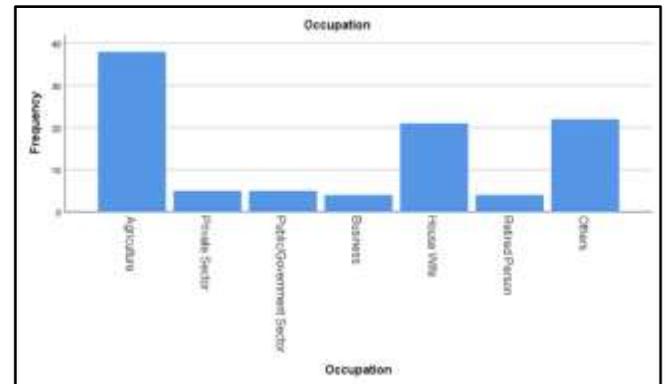
(Graph-3)

Table-4 shows the distribution of occupations. Patients who received eye care services were most likely to be part of the Agriculture sector (38%) followed by other occupations (22.2%), housewives (21.2%), the private sector (5%), public/government

sector (5%), business (4%) and retired people (4%).

Occupation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agriculture	38	38.0	38.4	38.4
	Private Sector	5	5.0	5.1	43.4
	Public/Government Sector	5	5.0	5.1	48.5
	Business	4	4.0	4.0	52.5
	House Wife	21	21.0	21.2	73.7
	Retired Person	4	4.0	4.0	77.8
	Others	22	22.0	22.2	100.0
	Total	99	99.0	100.0	
Missing	System	1	1.0		
Total		100	100.0		

(Table-4)

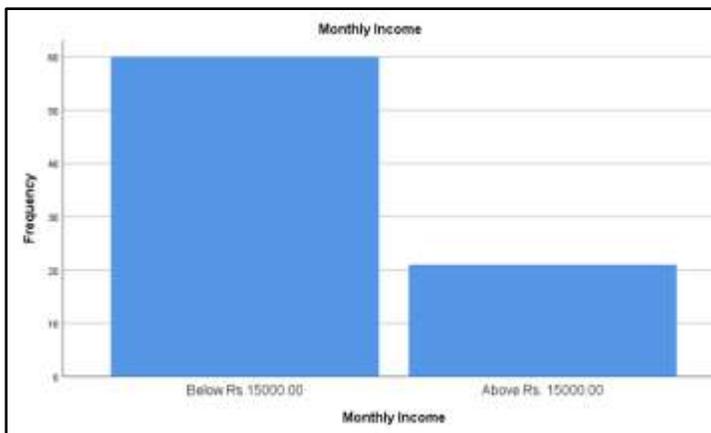


(Graph-4)

Table-5 shows the financial capacity of randomly selected patients. Those earning below NRs 15,000.00 per month constitute 60%, while those earning above NRs 15,000.00 constitute 21%. The remaining 19% of respondents did not respond. This also revealed that the hospital has a good excess for low-income individuals.

Monthly Income					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below Rs.15000.00	60	60.0	74.1	74.1
	Above Rs.15000.00	21	21.0	25.9	100.0
	Total	81	81.0	100.0	
Missing	System	19	19.0		
Total		100	100.0		

(Table-5)

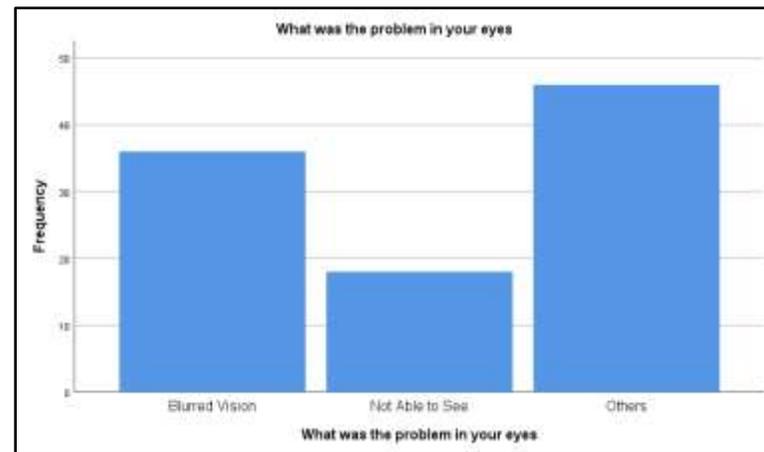


(Graph-5)

According to Table 6, the patient came to the hospital for various reasons. 46% of respondents had blurred vision, 36% had no vision, and 18% were not able to see.

What was the problem in your eyes					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Blurred Vision	36	36.0	36.0	36.0
	Not Able to See	18	18.0	18.0	54.0
	Others	46	46.0	46.0	100.0
	Total	100	100.0	100.0	

(Table-6)

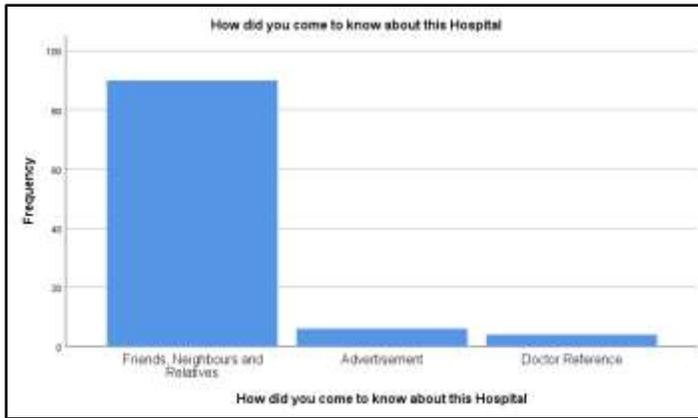


(Graph-6)

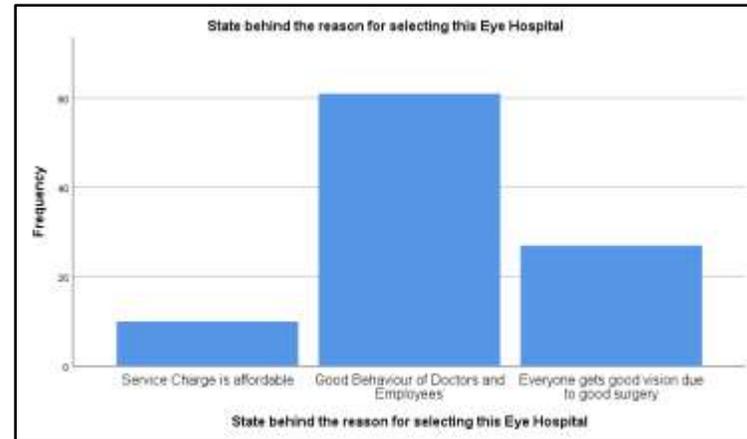
This table shows how patients heard about Rapti Eye Hospital. Ninety percent of those who sought treatment came from friends, neighbors, and relatives, followed by six percent from advertisements and four percent from doctors.

How did you come to know about this Hospital					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Friends, Neighbours and Relatives	90	90.0	90.0	90.0
	Advertisement	6	6.0	6.0	96.0
	Doctor Reference	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

(Table-7)



(Graph-7)



(Graph-8)

Table-8 shows the reason behind selecting Rapti Eye Hospital. According to 61% of patients, they chose this hospital because of good staff and doctors' conduct, followed by everybody getting good vision due to good surgery (27%), and affordable costs (10%).

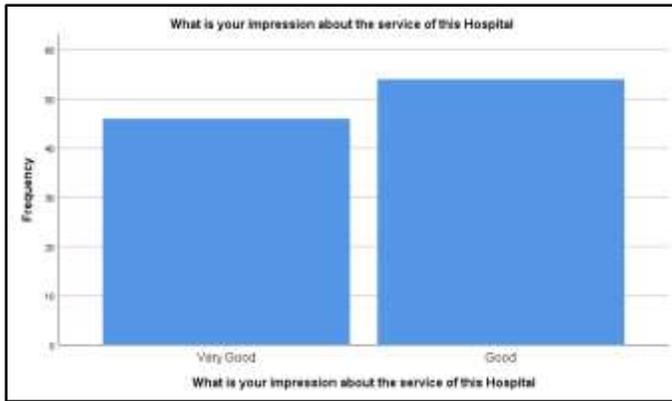
Table-9 shows how patients perceive the hospital. Four options were provided in the questionnaire; the first was very good, the second was good, the third was bad, and the fourth was very bad. 54% of patients selected good, and 46% selected very good. Overall, patients are satisfied with the hospital's service.

State behind the reason for selecting this Eye Hospital					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Service Charge is affordable	10	10.0	10.2	10.2
	Good Behaviour of Doctors and Employees	61	61.0	62.2	72.4
	Everyone gets good vision due to good surgery	27	27.0	27.6	100.0
	Total	98	98.0	100.0	
Missing	System	2	2.0		
Total		100	100.0		

(Table-8)

What is your impression about the service of this Hospital					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Good	46	46.0	46.0	46.0
	Good	54	54.0	54.0	100.0
	Total	100	100.0	100.0	

(Table-9)



(Graph-9)

Patient satisfaction regarding service quality.

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
TANGIBILITY						
1	Infrastructure (Buildings), Cleanliness and its surrounding of the Hospital	28(28%)	69(69%)	3(3%)		
2	Convenient means of transportation to reach Hospital	20(20.2%)	54(54.5%)	24(24.2%)	1(1%)	
3	Canteen facilities, Drinking Water, Toilet for patients and visitors	30(30.3%)	64(64.6%)	5(5.1%)		
4	Pharmacy and Spectacle service	29(29.3%)	66(66.7%)	4(4%)		
5	Citizen Charter (information board), Service Charge (Rate List) placed in public place provided lots of information.	14(15.7%)	68(76.42%)	2(2.2%)		

Regarding the tangibility of service, the overall percent of satisfaction is higher than the Highly Satisfied level. Few people are on the Neutral side, and 1% are dissatisfied with transportation.

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
RELIABILITY						
1	Service Quality	48(48.5%)	50(50.5%)	1(1%)		
2	Service Charge	22(22.2%)	69(69.7%)	8(8.1%)		
3	Prompt and quick service	39(39.4%)	56(56.6%)	4(4%)		
4	Perception of patient about this Hospital	35(35.7%)	62(63.3%)	1(1%)		

The overall percent of highly satisfaction level is less than the satisfied level in terms of reliability. About 4% are neither satisfied nor dissatisfied with the prompt and quick service of the hospital.

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
ASSURANCE						
	Doctors' availability in all time	32(65.3%)	14(28.6%)	3(6.1%)		
	Doctor good behaviour and politeness toward patients	65(66.3%)	32(32.7%)	1(1%)		
	Staff's behaviour towards patients	66(66%)	34(34%)			
	Patient waiting time	50(50%)	46(46%)	4(4%)		

In terms of assurance of service, patients are highly satisfied. 65% of respondents are highly satisfied with the behavior of doctors, and 66% are satisfied with other employees. About 50% of respondents are highly satisfied with a shorter waiting time. However, 6% of patients are neither satisfied nor dissatisfied with the doctor's availability.

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
EMPATHY						
1	Provide secure feeling to the patients	62(62%)	34(34%)	4(4%)		1(1%)
2	Doctors giving more time while examining the patients	59(59%)	40(40%)	1(1%)		
3	Listen to patient.	71(71%)	29(29%)			
4	Response all query of patients	63(63%)	35(35%)	2(2%)		

time.					
-------	--	--	--	--	--

When it comes to empathy, patients are highly satisfied with listening to patients 71%, secure feeling 62%, responding to all queries 63% and doctor giving more time 59%. Just 4% are neither satisfied nor dissatisfied. One percent is highly dissatisfied with secure feelings.

In terms of timeliness, the Hospital's prompt service is rated highly by 45% of patients, while 51% are satisfied. Only 3% are neither satisfied nor dissatisfied. However, 1% are still unhappy with the prompt service. Among the customers who received spectacles, 52.5% were satisfied and 38.4% were highly satisfied, which is a good percentage. The delivery system of spectacles still dissatisfies 2% of patients. Patients are satisfied with the doctors and staff's punctuality (HS 44.5%, S 54.2%) and timely delivery of reports (47.5%, S 52.2%).

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
RESPONSIVENESS						
1	Provide information required by the patients	54(54%)	46(46%)			
2	Response of Registration Counter	46(46%)	53(53%)	1(1%)		
3	Response of Medicine and Spectacles Sales Counter	44(44%)	49(49%)	5(5%)	2(2%)	

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
EQUALITY						
1	No discrimination on the basis of Language	79(79%)	21(21%)			
2	No discrimination on the basis of race and religious	79(79%)	20(20%)	1(1%)		
3	No discrimination on the basis of poor and rich	79(79%)	21(21%)			

In terms of responsiveness, 54% of patients are very satisfied with information provided to the patients, 46% with registration counter-responses, and 44% with medicine and spectacle sales counter-responses. However, 5% are neither satisfied nor dissatisfied, while 2% are dissatisfied with the response of medicine and spectacle sales.

In regards to equality, the number of highly satisfied patients (79%) is high while the number of satisfied patients is between 20 and 21%. 1% of respondents were neither satisfied nor dissatisfied.

6) CONCLUSION

S.No	Factors	Frequency/Percent				
		HS	S	N	D	HD
TIMELINESS						
1	Service is provided without any delay	45(45%)	51(51%)	3(3%)	1(1%)	
2	delivery of spectacles was in time.	38(38.4%)	52(52.5%)	7(7.1%)	2(2)	
3	Doctors/Staffs are punctual on their service	44(44%)	54(54%)	2(2%)		
4	Services in Lab report in	47(47.5%)	52(52.2%)			

The majority of respondents were satisfied with the cleanliness of the hospital, timely service, service quality, waiting time, punctuality of the doctors and staff, and no discrimination in service delivery. The majority of respondents seem neutral (neither satisfied nor dissatisfied) about the infrastructure and cleanliness of the hospital (3%), Convenient means of transportation to reach hospital (24.2%), Canteen, drinking water and toilet facility for patients (5.1%), Pharmacy and spectacles service (4%), Citizen Charter and service charge placed in

public place (2%), Service charge (8%), Prompt and quick service(4%), doctors availability in all time (6.1%), waiting time (4%), doctors giving more time while examining the patients (1%), response all query of patients (2%), secure feeling to the patients (4%), service without delay (3%), delivery of spectacles in time (7%), doctor and staff are punctual on time (2%).

There was, however, some dissatisfaction with convenient means of transportation to reach hospitals (1%), timely delivery of spectacles (2%), prompt service (1%) and response of medicine and spectacles sales (2%). The secure feeling of service delivery was highly dissatisfied with by 1% of patients.

As a recommendation, the management of the hospital should pay close attention to the management of easy excess of patients to the hospital, timely delivery, prompt service, good response when delivering medicine and spectacle sales, and developing a better sense of security when providing eye care to patients. In addition, the hospital's management must be extremely aware of the neutral responses of the patients.

V. IMPLICATION OF THE STUDY

In addition, the study will assist the Hospital's management team and technical staff in increasing patient satisfaction and minimizing the drawbacks of services. It will also enable further investigation and comparison of satisfaction levels in the future.

12. RECOMMENDATION

a) Comparative research should be conducted on a similar eye hospital in Dang District.

- b) Improve the canteen facilities, drinking water, and toilets for patients and visitors.
- c) For patients, transport to the hospital is quite difficult; management should therefore talk to the appropriate authority to make it easier for patients to get to the hospital.
- d) Pharmacist and spectacles services should be better and more focused.
- e) It is important to conduct a follow-up study after implementing the above-mentioned corrective measures to measure their effectiveness.

13. ACKNOWLEDGMENT

For granting my request to conduct research, I am grateful to the Chief Medical Director, Medical Superintendent, and Administrator of Rapti Eye Hospital in Dang, Nepal. Furthermore, I would like to express my gratitude to the clinical and non-clinical staff, as well as the volunteers and patients who have assisted me during my research endeavors. The last but not least, I am grateful to MeenaThapaMagar for helping me to enter data into SPSS.

REFERENCES

- [1] M. Ahuja, S. Mahlawat, and R. Masood, "Study of Service Quality Management With Servqual Model : an Empirical Study of Govt / Ngo ' S Eye Hospitals in," *Indian J. Commer. Manag. Stud.*, vol. II, no. 2, pp. 310–318, 2011.
- [2] C. N. Elijah, "Perception of Eye Care Services among Patients Attending Mercy Eye Centre, Abak," *Adv. Ophthalmol. Vis. Syst.*, vol. 7, no. 2, 2017, doi: 10.15406/aovs.2017.07.00218.
- [3] T. D. Ravilla and D. Ramasamy, "Advocacy for eye care," *Indian J. Ophthalmol.*, vol. 60, no. 5, pp. 376–379, 2012, doi: 10.4103/0301-4738.100530.
- [4] I. R. Ezegwui, O. I. Okoye, A. E. Aghaji, O. Okoye, and N. Oguego, "Patients' satisfaction with eye care services in a Nigerian teaching hospital," *Niger. J. Clin. Pract.*, vol. 17, no. 5, pp. 585–588, 2014.

doi: 10.4103/1119-3077.141423.

- [5] P. Evaluation *et al.*, "Problem Evaluation of Service Recipient and Service Provider At Out," vol. 9, no. 2, pp. 26–31, 2013.
- [6] A. Rizyal, "Patients' satisfaction with eye care services at Nepal Medical College.," *Nepal Med. Coll. J.*, vol. 14, no. 3, pp. 172–175, 2012.
- [7] S. Thapa, "A DESCRIPTIVE STUDY OF PATIENTS SATISFACTION LEVEL AT LAMAHI EYE HOSPITAL OF DANG DISTRICT OF NEPAL .," vol. 8, no. 4, pp. 969–978, 2021.
- [8] Awobem EJ, Baiyeroju AM, "Patients' perception of the quality of eye care at the University College Hospital, Ibadan" vol 13, no1, pp.11-16, 2005.

AUTHOR'S BIOGRAPHIES

SamsheerThapa has graduated from Pokhara University, Nepal with a Masters degree in Health Care Management (MHCM) and is currently working for Eye Health Program-Rapti&Bahadurgunj, Nepal as Chief Administrator. He is doing PhD from Jagannath University(JNU/IRS/2020-21/MG001). He has published a research paper On "A DESCRIPTIVE STUDY OF PATIENTS SATISFACTION LEVEL AT LAMAHI EYE HOSPITAL OF DANG DISTRICT OF NEPAL.", IJRAR - International Journal of Research and Analytical Reviews (IJRAR), E-ISSN 2348-1269, P-ISSN 2349-5138, Volume.8, Issue 4, Page No pp.969-978, October 2021, which is Available at : <http://www.ijrar.org/IJRAR21D1229.pdf>