LIST OF TABLES

Sr. No.	Table No.	Particulars	Page No
1	1.1	Selected Health Indicators in India	02
2	1.2	Trends in the Health Care Infrastructure in India (1951 – 2004)	03
3	1.3	Trends in Health Expenditure of India (1951 – 2002: Rupees in Millions)	03
4	1.4	Details of Year wise Expenditure on Medical, Health and Sanitation in India	04
	1	Trends of Social Sector Expenditure by General Government	
5	1.5	(Central and State Government Combined)	05
6	1.6	Achievements in Demographic / Epidemiological / Infrastructural Indicators of Public Health Sector in India	13
7	1.7	Time Bound Goals to be achieved under NHP by 2000-2015 in India	15
8	1.8	Differentials in Health Status Among States	16
9	1.9	Differentials in Health Status Among Socio-Economic Groups	16
10	1.10	Expenditure Ratios in the State of the Gujarat	20
11	1.11	Trends in Expenditure on Health and Education in the State of the Gujarat	21
12	1.12	Expenditure Pattern in Health Sector of the State of the Gujarat	21
13	1.13	Health Status Indicators of the State of the Gujarat and India	22
14	1.14	Interstate Comparison of Health Status of India	23
15	1.15	Morbidity Indicators in the State of the Gujarat	23
16	1.16	Year wise Cases of Different Diseases in the State of the Gujarat	24
17	1.17	Health Facilities in Rural and Urban Gujarat and India	25
18	1.18	Utilisation of Health Facilities, Gujarat and India	26
19	1.19	Fundamental Determinants of ill-Health in South Asia	28
20	1.19	Proxies for the Extent of Healthcare System in South Asia	29
21		<u> </u>	29
	1.21	Per Capita Spending on Health in South Asia, 2001	
22	1.22	Health Expenditure by Various Regions of the World, 2002	31
23	1.23	Health Expenditure in South Asia, 2001	31
24	1.24	Access to Water and Sanitation by Region, 2000	32
25	1.25	Estimated Medical Costs in India and the US	32
26	1.26	Health Index for South Asia	33
27	1.27	International Comparisons of Health, Manpower, and Hospital Beds, 1990-1998	33
28	1.28	International Comparisons of Health Service Utilization and Disability Adjusted	34
		Life Years (DALYs) Lost Per 1000 Population	
29	1.29	MMR in Selected Developed Countries, 2000 (Per 1,00,000 Live Birth)	35
30	1.30	Burden of Diseases in India, High, Low and Middle Income Countries, 1998 (In	35
		Percentage)	
31	1.31	Estimated Number of Cases of Selected NCDs in India, 1998	36
32	1.32	Growth and Share of Private Sector Hospitals and Beds, 1974-1996	39
33	2.1	Factors Affecting Loyalty as Cited by Doctors	88
34	2.2	Reasons for Patients Switching in Doctor's Opinion	89
35	2.3	Reasons for Patients' Switching of Doctors in Patient's Opinion	90
36	2.4	A list of hospital Markets and the Products	94
		List of References of Selected Criteria Used in Design of Structured	
37	4.1	Questionnaire for Measurement of Patients' Actual Experience,	188
	<u> </u>	Overall Satisfaction / Dissatisfaction on Selected Hospital Services	
38	4.2	Table Showing Summary of Factors and Major Criteria Used in Study	189
39	4.3	Table Showing Summary of Indicators and Reliability Alpha Score	191
40	4.4	Table Showing Comparison of Mean Scores of Extent of Patients' Satisfaction /	192
		Dissatisfaction Control Transfer of Heavis I	
41	5.1	Patients' Gender and Type of Hospitals	212
42	5.2	Patients' Marital Status and Type of Hospitals	213

43	5.3	Patients' Educational Qualifications and Type of Hospitals	213
44	5.4	Patients' Age Groups and Type of Hospitals	214
45	5.5	Patients' Occupation Status and Type of Hospitals	215
46	5.6	Patients' Monthly Income and Type of Hospitals	216
47	5.7	Patients' Period of Hospitalization in the Three Type of Hospitals	216
48	5.8	Patients' Views about Charges of the Hospital in the Three Type of Hospitals	217
49	5.9	Type of Medical Treatment Undergone by Patients in All the Three Type of Hospitals	218
50	5.10	Availability of Supporting Medical Facilities within the Hospitals in All the Three Type of Hospitals	219
51	5.11	Patients' Reasons for Selection of All the Three Type of Hospitals	220
52	5.12	Patients' Responses for Medical Services for All the Three Type of Hospitals	222
53	5.13	Patients' Responses for Paramedical Services for All the Three Type of Hospitals	224
54	5.14	Patients' Responses for Administrative Services for All the Three Type of Hospitals	226
55	5.15	Patients' Responses for Environment (Physical Facilities) of All the Three Type of Hospitals	228
56	5.16	Patients' Responses on Tangible Criteria for All the Three Types of Hospitals	230
57	5.17	Patients' Responses on Reliability Criteria for All the Three Type of Hospitals	231
58	5.18	Patients' Responses on Responsiveness Criteria for All the Type of Hospitals	232
59	5.19	Patients' Responses on Assurance Criteria for All the Three Type of Hospitals	233
60	5.20	Patients' Responses on Empathy Criteria for All the Three Types of Hospitals	234
61	5.21	Patients' Responses on Dignity Criteria for All the Three Type of Hospitals	236
62	5.22	Patients' Responses on Accessibility/Affordability Criteria for All the Three Type of Hospitals	237
63	5.23	Patients' Overall Responses on Selected Criteria for All the Three Type of Hospitals	238
64	5.24	Overall Satisfaction Experienced by Selected Patients from Overall Hospital Services	238
65	5.25	Post - Purchase Behaviour of Selected Patients	239
66	5.26	Patients' Views About Best Service of the Hospital for the Three Type of Hospitals	239
67	5.27	Patients' Views about Worst Service of the Hospitals for All the Three Type of Hospitals	240
68	5.28	Patients' Preferences About Availability of Medical Facilities	240
69	5.29	Patients' Views About Charges of the Hospitals	241
70	5.30	Patients' Reasons for the Selection of the Hospitals	241
71	5.31	Patients' Responses for Medical Services of the Selected Hospitals	243
72	5.32	Patients' Responses for Paramedical Services of the Selected Hospitals	244
73	5.33	Patients' Responses for Administrative Services of the Selected Hospitals	245
74	5.34	Patients' Responses for Environment (Physical Facilities) of the Selected Hospitals	247
75	5.35	Patients' Responses on Tangible Criteria of the Selected Hospitals	249
76	5.36	Patients' Responses on Reliability Criteria of the Selected Hospitals	250
77	5.37	Patients' Responses on Responsiveness Criteria of the Selected Hospitals	251
78	5.38	Patients' Responses on Assurance Criteria of the Selected Hospitals	252
79	5.39	Patients' Responses on Empathy Criteria of the Selected Hospitals	253
80	5.40	Patients' Responses on Dignity Criteria of the Selected Hospitals Patients' Responses on Accessibility/Affordability Criteria of the	254
81	5.41	Selected Hospitals	255

		Patients' Overall Satisfaction on Selected Criteria of the Selected	
82	5.42	Hospitals	255
83	5.43	Patients' Overall Satisfaction As Experienced on Hospital Services	256
84	5.44	Patients' Post-Purchase Behaviour	256
85	5.45	Patient's Views About Best Service of the Selected Hospitals	257
86	5.46	Patient's Views About Worst Service of the Selected Hospitals	257
87	5.47	Patients' Preferences About Availability of Medical Facilities	258
88	6.1	Selected Patients' Reasons for Selection of Hospitals	259
89	6.2	Selected Patients' Responses for Medical Services Provided in the Hospitals	260
90	6.3	Selected Patients' Responses for Services of Paramedical Staff	261
91	6.4	Selected Patients' Responses for Services of Administrative Staff	261
92	6.5	Selected Patients' Responses to Environment (Physical Facilities) of Hospitals	262
93	6.6	Selected Patients' Responses on Tangibles Criterion of the Hospital Services	263
94	6.7	Selected Patients' Responses on Reliability Criterion of the Hospital Services	263
95	6.8	Selected Patients' Responses on Responsiveness Criterion of the Hospital Services	264
96	6.9	Selected Patients' Responses on Assurance Criterion of the Hospital Services	264
97	6.10	Selected Patients' Responses on Empathy Criterion of the Hospital Services	265
98			265
90	6.11	Selected Patients' Responses on Dignity Criterion of the Hospital Services	203
99	6.12	Selected Patients' Response against Accessibility / Affordability Criterion of the Hospital Services	266
100	6.13	Selected Patients' Overall Satisfaction on the Hospital services	266
101	6.14	Selected Patients' Overall Satisfaction on Hospital Services	267
102	6.15	Selected Patients' Post-Purchase Behaviour	267
103	6.16	Selected Patients' Positive Experiences on Best Medical Services	267
104	6.17	Selected Patients' Experiences on Worst Medical Services	268
105	6.18	Descriptive Statistics of Patients' Reasons in Selection of the Type of Hospitals	272
106	6.19	Test of Homogeneity of Variances for Patients' Reasons on Selection of the Type of Hospitals	272
107	6.20	ANOVA TABLE for Patients' Reasons for Selection of the Type of Hospitals	272
108	6.21	Multiple Comparisons of Patients' Reasons for Selection of the Type of Hospital Through Tamhane Test	273
109	6.22	Multiple Comparisons of Patients' Reasons for Selection of the Type of Hospitals Through Tukey HSD Test	273
110	6.23	Patients' Reasons for Selection of the Type of Hospitals Through KMO and Bartlett's Test	274
111	6.24	Total Variance on Patients' Responses for Selection of the Type of Hospitals	275
112	6.25	Communalities and Rotated Component Matrix of Patients' Reasons for Selection of the Type of Hospitals	276
113	6.26	Component-wise Mean Value for Patients' Reasons for Selection of the Type of Hospitals	276
114	6.27	Total Variance Explained for Selected Patients' Responses for Selection of Private Hospitals	280
115	6.28	Communalities and Rotated Component Matrix for Selected Patients' Reasons for Selection of Private Hospitals	280
116	6.29	Component-wise Mean Value for Selected Patients' Reasons for Selection of Private Hospitals	281
117	6.30	Descriptive Statistics for Medical Services Criteria for All the Three Type of Hospitals	282
118	6.31	Test of Homogeneity of Variances for Medical Services Criteria for All The Three Type of Hospitals	282
119	6.32	ANOVA for Medical Services for All the Three Type of Hospitals	282
120	6.33	Multiple Comparisons for Medical Services for All the Three Type of Hospitals Through Tamhane Test	283

121	6.34	Multiple Comparisons for Medical Services for All the Three Type of Hospitals Through Tukey HSD Test	283
122	6.35	Total Variance Explained for Medical services for All the Three Type of Hospitals	284
123	6.36	Communalities and Rotated Component Matrix for Medical Services for All the Three Type of Hospitals	285
124	6.37	Component-wise Mean Value for Medical Services' Criteria for All The Three Type of Hospitals	286
125	6.38	Total Variance Explained for Government Hospitals for Medical Services	289
126	6.39	Communalities and Rotated Component Matrix for Government Hospitals for Medical Services	290
127	6.40	Component-wise Mean value for Government Hospitals for Medical Services	291
128	6.41	Descriptive Statistics for Paramedical Services for All the Three Type of Hospitals	291
129	6.42	Test of Homogeneity of Variances for Paramedical Services for All the Three Type of Hospitals	292
130	6.43	ANOVA for Paramedical Services for All the Three Type of Hospitals	292
131	6.44	Multiple Comparisons for Paramedical Services for All the Three Type of Hospitals Through Tamhane Test	292
132	6.45	Multiple Comparisons for Paramedical Services for All the Three Type of Hospitals Through Tukey HSD Test	292
133	6.46	Total Variance for Paramedical Services for All the Three Type of Hospitals	293
134	6.47	Communalities and Rotated Component Matrix of Paramedical Services for All the Three Type of Hospitals	294
135	6.48	Component-wise Mean Value for Paramedical Services for All the Three Type of Hospitals	295
136	6.49	Total Variance of Government Hospitals for Paramedical Services	297
137	6.50	Communalities and Rotated Component Matrix of Government Hospitals for Paramedical Services	298
138	6.51	Component wise Mean value for Government Hospitals for Paramedical Services	299
139	6.52	Descriptive Statistics for Administrative Services for All the Three Type of Hospitals	300
140	6.53	Test of Homogeneity of Variances for Administrative Services for All the Three Type of Hospitals	300
141	6.54	ANOVA for Administrative Services for All the Three Type of Hospitals	300
142	6.55	Multiple Comparisons for Administrative Services for All the Three Type of Hospitals Through Tamhane Test	301
143	6.56	Multiple Comparisons for Administrative Services for All the Three Type of Hospitals Through Tukey HSD Test	301
144	6.57	Total Variance for Administrative Services for All the Three Type of Hospitals	302
145	6.58	Communalities and Rotated Component Matrix for Administrative Services for All the Three Type of Hospitals	303
146	6.59	Component wise Mean Value for Administrative Services for All the Three Type of Hospitals	303
147	6.60	Total Variance for Government Hospitals for Administrative Services	305
148	6.61	Communalities and Rotated Component Matrix for Selected Government Hospitals for Administrative Services	306
149	6.62	Component wise Mean value for Selected Government Hospitals for Administrative Services	307
150	6.63	Descriptive Statistics for Environment (Physical facilities) for All the Three Type of Hospitals	307
			

151	6.64	Test of Homogeneity of Variances for Environment (Physical facilities) for All the Three Type of Hospitals	308
152	6.65	ANOVA for Environment (Physical facilities) for All the Three Type of Hospitals	308
153	6.66	Multiple Comparisons for Environment (Physical facilities) for All the Three Type of Hospitals Through Tamhane Test	308
154	6.67	Multiple Comparisons for Environment (Physical Facilities) for All the Three Type of Hospitals Through Tukey HSD Test	309
155	6.68	Total Variance for Environment (Physical facilities) for All the Three Type of Hospitals	310
156	6.69	Communalities and Rotated Component Matrix for Environment (Physical facilities) for All the Three Type of Hospitals	310
157	6.70	Component Wise Mean Value for Environment (Physical facilities) for All the Three Type of Hospitals	311
158	6.71	Total Variance of Selected Private Hospitals for Environment (Physical facilities)	314
159	6.72	Communalities and Rotated Component Matrix for Selected Private Hospitals for Environment (Physical facilities)	315
160	6.73	Component wise Mean value for Selected Private Hospitals for Environment (Physical facilities)	316
161	6.74	Criteria and Factor-wise Factor Loading for Medical Services	317
162	6.75	Criteria and Factor-wise Factor Loading for Paramedical Services	318
163	6.76	Criteria and Factor-wise Factor Loading for Administrative Services	319
164	6.77	Criteria and Factor-wise Factor Loading for Environment (Physical Facilities)	320
165	6.78	Descriptive Statistics for Tangibles for All the Three Type of Hospitals	321
166	6.79	Test of Homogeneity of Variances for Tangible Facilities for All the Three Type of Hospitals	321
167	6.80	ANOVA for Tangible Facilities for All the Three Type of Hospitals	321
168	6.81	Multiple Comparisons for Tangible facilities for All the Three Type of Hospitals Through Tamhane Test	322
169	6.82	Multiple Comparisons for Tangible facilities for All the Three Type of Hospitals Through Tukey HSD Test	322
170	6.83	Total Variance for Tangible Criteria for All the Three Type of Hospitals	323
171	6.84	Communalities and Rotated Component Matrix for Tangible Facilities for All the Three Type of Hospitals	324
172	6.85	Component wise Mean Value for Tangible Factor for All Type of Hospitals	325
173	6.86	Total Variance Explained for Private Hospitals for Tangible Facilities	327
174	6.87	Communalities and Rotated Component Matrix for Selected Private Hospitals for Tangible Facilities	328
175	6.88	Component wise Mean value for Selected Private Hospitals for Tangible Facilities	329
176	6.89	Descriptive Statistics for Reliability Criterion for All the Three Type of Hospitals	329
177	6.90	Test of Homogeneity of Variances for Reliability Criterion for All the Three Type of Hospitals	330
178	6.91	ANOVA for Reliability Criterion for All the Three Type of Hospitals	330
179	6.92	Multiple Comparisons for Reliability Criterion for All the Three Type of Hospitals Through Tamhane Test	330
180	6.93	Multiple Comparisons for Tangible Facilities for All the Three Type of Hospitals Through Tukey HSD Test	331
181	6.94	Total Variance for Reliability Criterion for All the Three Type of Hospitals	332
182	6.95	Communalities and Rotated Component Matrix for Reliability Criteria for All the Three Type of Hospitals	332

102	6.06	Component wise Mean Value for Reliability Criteria for All the Three Type of	222
183	6.96	Hospitals	332
184	6.97	Total Variance for Selected Government Hospitals for Reliability Criterion	334
185	6.98	Communalities and Rotated Component Matrix for Selected Government Hospital for Reliability Criteria	334
186	6.99	Component wise Mean value for Selected Government Hospital for Reliability Criterion	335
187	6.100	Descriptive Statistics for Responsiveness Criteria for All the Three Type of Hospitals	335
188	6.101	Test of Homogeneity of Variances for Responsiveness Criterion for All the Three Type of Hospitals	335
189	6.102	ANOVA for Responsiveness Criterion for All the Three Type of Hospitals	336
190	6.103	Multiple Comparisons for Responsiveness Criterion for All the Three Type of Hospitals Through Tamhane Test	336
191	6.104	Multiple Comparisons for Responsiveness Criterion for All the Three Type of Hospitals Through Tukey HSD Test	336
192	6.105	Total Variance for Responsiveness Criterion for All the Three Type of Hospitals	337
193	6.106	Communalities and Rotated Component Matrix for Responsiveness Criterion for All the Three Type of Hospitals	338
194	6.107	Component wise Mean Value for Responsiveness Criterion for All the Three Type of Hospitals	339
195	6.108	Total Variance for Government Hospitals for Responsiveness Criterion	342
196	6.109	Communalities and Rotated Component Matrix for Government Hospitals for Responsiveness Criterion	342
197	6.110	Component-wise Mean value for Selected Government Hospitals for Responsiveness Criterion	343
198	6.111	Descriptive Statistics for Assurance Criterion for All the Three Type of Hospitals	344
199	6.112	Test of Homogeneity of Variances for Assurance Criterion for All the Three Type of Hospitals	344
200	6.113	ANOVA for Assurance Criteria for All the Three Type of Hospitals	344
201	6.114	Multiple Comparisons for Assurance Criterion for All the Three Type of Hospitals Through Tamhane Test	345
202	6.115	Multiple Comparisons for Assurance Criterion for All the Thrtee Type of Hospitals Through Tukey HSD Test	345
203	6.116	Total Variance for Assurance Criteria for All the Three Type of Hospitals	346
204	6.117	Communalities and Rotated Component Matrix for Assurance Criterion for All the Three Type of Hospitals	347
205	6.118	Component-wise Mean Value for Assurance Criterion for All the Three Type of Hospitals	347
206	6.119	Total Variance for Government Hospitals for Assurance Criterion	349
207	6.120	Communalities and Rotated Component Matrix for Selected Government Hospitals for Assurance Criterion	349
208	6.121	Component wise Mean value for Selected Government Hospitals for Assurance Criterion	350
209	6.122	Descriptive Statistics for Empathy Criterion for All the Three Type of Hospitals	350
210	6.123	Test of Homogeneity of Variances for Empathy Criterion for All the Three Type of Hospitals	350
211	6.124	ANOVA for Empathy Criterion for All the Three Type of Hospitals	351
212	6.125	Multiple Comparisons for Empathy Criterion for All the Three Type of Hospitals Through Tamhane Test	351
L	I		

		M. M. L. C. C. C. C. C. C. C. All d. Thur. Thur.	
213	6.126	Multiple Comparisons for Empathy Criterion for All the Three Type of Hospitals Through Tukey HSD Test	351
214	6.127	Total Variance Explained for Empathy Criterion for All the Three Type of Hospitals	352
215	6.128	Communalities and Rotated Component Matrix for Empathy Criterion for All the Three Type of Hospitals	353
216	6.129	Component wise Mean Value for Empathy Criterion for All the Three Type of Hospitals	353
217	6.130	Total Variance for Selected Government Hospitals for Empathy Criterion	355
218	6.131	Communalities and Rotated Component Matrix for Selected Government Hospitals for Empathy Criterion	356
219	6.132	Component wise Mean value for Selected Government Hospitals for Empathy Criterion	356
220	6.133	Descriptive Statistics for Dignity Criterion for All the Three Type of Hospitals	357
221	6.134	Test of Homogeneity of Variances for Dignity Criterion for All the Three Type of Hospitals	357
222	6.135	ANOVA for Dignity Criterion for All the Three Type of Hospitals	357
223	6.136	Multiple Comparisons for Dignity Criterion for All the Three Type of Hospitals Through Tamhane Test	358
224	6.137	Multiple Comparisons for Dignity Criterion for All the Three Type of Hospitals Through Tukey HSD Test	358
225	6.138	Total Variance for Dignity Criterion for All the Three Type of Hospitals	359
226	6.139	Communalities and Rotated Component Matrix for Dignity Criterion for All the Three Type of Hospitals	360
227	6.140	Component wise Mean Value for Dignity Criterion of All the Three Type of Hospitals	360
228	6.141	Total Variance for Selected Government Hospitals for Dignity Criterion	362
229	6.142	Communalities and Rotated Component Matrix for Selected Government Hospitals for Dignity Criterion	362
230	6.143	Component wise Mean value for Selected Government Hospitals for Dignity . Criterion	363
231	6.144	Descriptive Statistics for Accessibility/Affordability Criterion for All the Three Type of Hospitals	363
232	6.145	Test of Homogeneity of Variances for Accessibility/Affordability Criterion for All the Three Type of Hospitals	364
233	6.146	ANOVA for Accessibility/Affordability Criterion for All the Three Type of Hospitals	364
234	6.147	Multiple Comparisons for Accessibility/Affordability Criterion for All the Three Type of Hospitals Through Tamhane Test	364
235	6.148	Multiple Comparisons for Accessibility/Affordability Criterion for All the Three Type of Hospitals Through Tukey HSD Test	365
236	6.149	Total Variance for Accessibility/Affordability Criterion for All the Three Type of Hospitals	366
237	6.150	Communalities and Rotated Component Matrix for Accessibility / Affordability Criterion for All the Three Type of Hospitals	366
238	6.151	Component wise Mean Value for Accessibility / Affordability Criterion for All the Three Type of Hospitals	366
239	6.152	Total Variance for Selected Private Hospitals for Accessibility / Affordability Criterion	368
240	6.153	Communalities and Rotated Component Matrix for Selected Private Hospitals for Accessibility / Affordability Criterion	368
241	6.154	Component-wise Mean Value for Selected Private Hospitals for Accessibility / Affordability Criterion	369

242	6.155	Criterion and Factor wise Factor Loading for Tangible Criterion	370
243	6.156	Criterion and Factor wise Factor Loading for Reliability Criterion	370
244	6.157	Criterion and Factor wise Factor Loading for Responsiveness Criterion	371
245	6.158	Criterion and Factor wise Factor Loading for Assurance Criterion	371
246	6.159	Criterion and Factor wise Factor Loading for Empathy Criterion	372
247	6.160	Criterion and Factor wise Factor Loading for Dignity Criterion	372
248	6.161	Criterion and Factor wise Factor Loading for Accessibility /	373
240		Affordability Criterion	3/3
249	7.1	Summary of Important Criteria for Government Hospitals	374
250	7.2	Summary of Criteria Needs Improvement for Government Hospitals	375
251	7.3	Summary of Important Criteria for Trust Hospitals	376
252	7.4	Summary of Criteria Needs Improvement for Trust Hospitals	376
253	7.5	Summary of Important Criteria for Private Hospitals	377
254	7.6	Summary of Criteria Needs Improvement for Private Hospitals	377