

ABSTRACT

The perceptions and expectations of inpatients regarding the quality of medical care, general satisfaction and infrastructure are extremely important. A Hospital be it large or small can demonstrate successful performance only when it satisfies the factors of quality and service a patient expects. This study investigates the factors of quality affecting the value of care and inpatient satisfaction. Patient satisfaction leads to drift in both new and old patients, which hinders the sustainability of any Hospital in the long run. Hospitals that increase the value of care and patient satisfaction ensure patients will revisit and also increase returns by taking appropriate steps. The importance of being customer centric has been recently realized by the Health Care sector worldwide. In healthcare services it is imperative to analyse the quality of services from the perspective of the patient himself. Hundred systematically selected subjects responded to a self-administered questionnaire. Socio demographic data and data regarding Inpatient were obtained. Each item on satisfaction was scored using a 5-point Likert scale. Average score for satisfaction was categorized as dissatisfied, neither satisfied nor dissatisfied and satisfied. Results Highest percentage (38.2%) of study population were between 18-30 & 41-54 years age groups; 54.2% were males. Regression models were derived to identify key factors influencing inpatient satisfaction in the different types of hospitals in Batticaloa public hospitals. Doctors' service orientation, a composite of other measures, is the most important factor explaining inpatient satisfaction. According to the evidence given by the data analysis, there was a significantly strong positive relationship between Physical Evidence, Interaction and Satisfaction, Performance and Satisfaction, Operation and Satisfaction with Satisfaction of Inpatient Treatment in public hospitals in Batticaloa district in Sri Lanka. ($r = 0.891, 0.848, 0.890, 0.891$, significant is $0.000p \leq 0.01$) respectively.

KEYWORDS: Inpatient, Outpatients, Satisfaction, Hospitals, Batticaloa district