

## **A Study on Customer Expectation and Satisfaction About Service in Metro United Healthcare**

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### **ABSTRACT**

*Customer Expectations are feelings about organization transport that fill in as models or reference centers against which execution is judged. Since Customers differentiate their impression of execution and these reference centers while evaluating organization quality, thorough data about customer longings is essential to organizations promoters. Fathoming what the Customer expects is the first and maybe most fundamental walk in passing on awesome quality organization. Being misguided about what customers need can mean losing a customer's business when another association hits the goal unequivocally. Being off course can in like manner mean utilizing money, time and diverse resources on things that don't number to the customer. Being off course can even mean not making due in a brutally engaged market.*

**Keywords:** Healthcare, Hospital, Service, Satisfaction, Quality.

### **INTRODUCTION:**

A Hospital is an establishment for social insurance treatment to patients by particular staff and hardware, and frequently, yet it continually accommodating longer-term remains. Doctor's facilities are typically financed by general society part, by wellbeing association, by medical coverage organizations, or foundations, including direct beneficent gifts. Ever, be that as it may, healing centers frequently were subsidized by religious requests or magnanimous people and pioneers. Likewise, cutting edge clinics are lawfully staffed by expert doctors, and specialists, and medical caretakers, while in the history, this work as a rule was performed by the religious request or by volunteers. The word healing facilities initially signifies "place of Hospitality".

### **Types of Hospitals:**

The best known sort of doctor's facility is the private clinic, which is set up to manage sorts of ailments and wounds, and typically has an Emergency Department to manage quick and critical dangers to wellbeing. Bigger urban communities may have a few doctor's facilities of differing sizes and offices. A District doctor's facility regularly is the real social insurance office in its district, with expansive quantities of beds of serious care and long haul mind. Particular clinics incorporate recovery healing centers, kids' doctor's facilities, senior doctor's facilities, and doctor's facilities for managing particular restorative needs, for example, psychiatric issues, certain infection classifications, for example, Cardiac, Oncology or Orthopedic issues. Doctor's facilities might be a solitary building or various structures on a grounds. Numerous doctor's facilities with pre-twentieth-century starting points started in one building and advanced into grounds. A few clinics are associated with colleges for therapeutic research and the preparation of restorative faculty, for example, doctors and medical attendants, frequently called educating healing facility. A showing doctor's facility consolidates help to patients with educating to therapeutic understudies and attendants and regularly is connected to a restorative school, nursing school or college. The restorative office littler than a doctor's facility is for the most part called a center and frequently is controlled by a Government office for wellbeing

administrations or a private organization of doctors. Facilities for the most part give just outpatient administrations. A few doctor's facilities have Outpatients Departments and some have endless treatment units, for example, behavioral medicinal services administrations, Dentistry, Dermatology, Psychiatric ward, recovery administrations, and active recuperation. Basic bolster units incorporate a dispensary or drug store, and pathology, and radiology, and on the non-medicinal side, there frequently are restorative records offices and arrival of data office. There are a few sorts of doctor's facilities in India, they are: Growth Hospitals, Cardiology Hospitals, Children Hospitals, Dental Hospitals, Emergency Hospitals, ENT Hospitals, Eye Hospitals, Maternity Hospitals, Orthopedic Hospitals, Mental Hospitals, Neurology Hospitals, Psychiatric Hospitals, Radiology Hospitals and so forth...

### **Present Status:**

Clinics give the foundation office to medicinal services. Prior doctor's facilities were considering dragging out the length of patients remain. Presently a-days they are going for a higher patient turnover proportion. A healing center offers impressive points of interest to both patient and society. Various human services issues require concentrated restorative treatment and individual care, which ordinarily in a patients home or in the facility of the specialist. This is conceivable just in a healing facility where countless and actually gifted individuals apply their insight and ability with the assistance of world class aptitude, progressed refined hardware and machines. Medicinal services industry has seen a great deal of change and development over the mouth. It is approaching as a perceived segment in India after data Technology and Pharmaceuticals. Be that as it may, notwithstanding this present, India's human services framework has not kept pace with economies and the sarcastic development. India's clinics and social insurance part is amidst a high development stage both as far as volume and complexity. The focal and the state governments are significant players in running doctor's facilities, nursing homes, restorative, nursing and paramedical schools, medicinal protection and so on. In numerous provincial and semi urban regions these are just access to social insurance local people have. The private segment has a bigger nearness in urban territories running world class clinic and other restorative care offices.

### **Growth Potential:**

The Indian economy can possibly development by 8.7% every year, rather than 8.0% in the present direction, throughout the following decade. This likens to additional Rs 11 trillion (US\$244.4 billion of GDP by 2020 and 37.5 million extra employments, well beyond what India would some way or another accomplish. There quarters of these occupations would emerge from the green and innovative parts. This report highlights key activities that policymakers and business pioneers can take to use these patterns and empower restored development in the Indian Economy.

### **Future Prospects:**

The present human services foundation in India is deficient. Wellbeing and Healthcare should be recognized from each other for no preferable reason over the previous is frequently erroneously observed as an immediate capacity of the last mentioned. Human services is unmistakably not the minor nonattendance of sickness. Great Healthcare gives on a man or gathering's opportunity from ailment and the capacity to understand one's potential. They incorporate its social comprehension of sick wellbeing and prosperity, degree of financial differences, reach of wellbeing administrations and quality and expenses of care and current bio-restorative comprehension about wellbeing and disease. According to its gauges, the worldwide wellbeing business sector is put all around \$4 trillion of which the US showcase alone is about \$1.5 trillion. Regardless of the possibility that India can catch 1% of the evaluated add up to world market, it would add up to \$40 billion. To build up the supply base, the review proposed using outer market openings and strategies for future arrangements in the WTO.

### **About Metro United Healthcare:**

Metro United Healthcare is framed with a dream to give most ideal therapeutic administer to patients to conquer any wellbeing circumstance. Here, at Metro United Healthcare, the framework and office are ideally joined to acquire snappy and subjective outcome in the change of patients wellbeing condition. The offices at Metro United Healthcare incorporate 100 beds, f37 had relations with ICU with all cutting edge offices, 3 ultra-current offices, 3 ultra-present day operation theaters and a best in class cath lab, all day, every day crisis mind, research facility, pharmacy, CT filter, X-beam, UCG, Echocardiography, TMT, inward drug, cardiology, surgery, neurosurgery and orthopedics office are accessible at Metro United Healthcare. Our accomplished specialists and staffs give their best in giving legitimate care and support to patients to beat their circumstance

and returned to ordinary life. Customer steadfastness reflects the longings and experiences that the customer has with a thing or organization. Wants reflect both past and current thing evaluation and use experiences.

### **RESEARCH METHODOLOGY:**

The study is related to analysis of Customer Related functions in general and evaluation of Customer oriented functions in Metro Hospital. For macroscopic study, the researcher has depended upon secondary data for microscopic study of the Hospital; the study is confined to analysis of opinions collected through questionnaires distributed to Customers of the Metro Hospital. This project is purely done for Academic reasons. The time & budget allotted for conducting the study is limited. Nevertheless, it does highlight the significant aspects of marketing strategy used for the growth of Service Facilities Metro Hospital. The study was conducted to know the competitive environment while marketing Metro Hospital Service. As the time was limited the persons interviewed were limited to only 100 Customers.

### **NEED FOR THE STUDY:**

- This study helps to understand the customer expectation towards hospital services.
- It helps to management to improve the services of what customer expects.
- It helps to compete with present competitors.
- It helps to improve the strategy and quality of the present services.

### **OBJECTIVES OF THE STUDY:**

1. To study the Customer Expectation and Satisfaction about Services in Metro United Healthcare, Shivamogga.
2. To understand the effectiveness of the services delivered by Metro Hospital.
3. To determine the patient's expectation about the service offered by Metro hospital.
4. To Provide suggestion in improving the Patients satisfaction and hospital service and Profitability

### **Methodology Adopted:**

The research work conducted on the basis of Descriptive research. The research design is the basic plan, which guides the data collection and analysis through different phases of the projects. It is therefore a frame work, which specified the type of information to be collected, the source of data and collection procedure The important point for the validation of any research study is based on what type of methodology is adopted.

### **Sources of Data:**

Primary Data-Primary data are original data collected for the purpose of a particular study. In the present study primary data have been collected by personal interview method with the help of questionnaire.

Secondary Data-Secondary data for the present research collected the major sources of secondary data are from Company Website, Different Articles and Journals

- **Sample Size-** 100 respondents consisting of Customers of Metro United Health Care (Patients) in Shivamogga city.
- **Sample technique:** Convenience sampling, under non probability technique is used to select the respondents. There are many sample design from for researcher can choose
- **Area of research** – Shivamogga Research Approach - Survey Method Research Instruments Questionnaires Sample Unit – Customer.
- **Population** – All the patients who walk into the metro united healthcare hospital, Shivamogga are population for survey.

### **LITERATURE REVIEW:**

- Nesreen A. Alaloola (2008) led inquire about review to discover Patient fulfillment in a Riyadh Tertiary Care Center. There was a noteworthy fulfillment with room comfort, room temperature, room call catch framework, room cleanliness and aware staff. Patients were essentially disappointed with phlebotomists not presenting themselves, not clarifying systems and doctors not presenting themselves.
- Kotler Philip, Sholawitz Joel et al, (2008), This expanding significance has raised necessities for social insurance promoting. The American Marketing Association offers, "Promoting is a hierarchical capacity

and an arrangement of procedures for making, conveying and conveying an incentive to clients and for overseeing client relationship in ways that advantages the association and its partners

- Anjali Patwardhan (2009) attempted to discover viability of shopper reviews as important to execute benefit change device in wellbeing administrations. In the current atmosphere of consumerism and purchaser centered care, wellbeing and social care should be more responsive than any other time in recent memory. The shopper needs and inclinations can be evoked by customaries and particular buyer overviews. Most specialists now go for customer encounter studies as opposed to simply fulfillment overviews as a result of their reasonable prevalence in distinguishing the particular open doors for development and the simplicity of deciphering the result data from these reviews into the vital making arrangements for development.
- Otani, Koichiro & Kurz, Richard. (2004). Healthcare organizations in the United States are struggling to find ways to survive in their uncertain and competitive environments. One of the survival strategies used by those organizations is to increase patient satisfaction. This article presents research on factors that influence hospitalized patients' satisfaction and their intention to return to and recommend the hospital. The first objective of this study was to find out, using a comprehensive set of healthcare attributes, which attributes play a more important role in increasing patient satisfaction and behavioral intentions. The second objective was to analyze the relative importance of those attributes and the nature of the relationships across the values of the attributes. More specifically, this study attempted to identify any existing curvilinear relationships among these variables. If any curvilinear relationships exist, do they show an increasing or a decreasing marginal-utility function? Included in this article is an example, featuring a hospital-discharged patient, that explains the importance and uniqueness of this curvilinear relationship.
- RituNarang (2010) Notionally, shopper overviews or patient criticisms can be utilized for appraisal of individual clinician, trust, association or area and examined to contrast it and its/their own particular past exhibitions, comparative reviews at various healing centers, national normal or benchmarked exhibitions. These can help in enhancing understanding and help to gain from possess or others encounters. Moreover these can be helpful device for policymakers, specialists, and for administrators to find out about their administrations. The results of the customer reviews can be utilized by the representing or administrative bodies like Health Care Commission to gauge execution.

#### **LIMITATIONS OF THE STUDY:**

- The day and age for doing the examination was short thus of which numerous actualities have been left unexplored.
- Lack of time and different assets as it was impractical to direct overview everywhere level.
- Only 100 respondents have been picked which is a modest number, to speak to entire of the populace

#### **Data Analysis:**

**Table 1: showing on the basis of Gender factor**

<b>Gender</b>	<b>No of Respondents</b>	<b>Percentage</b>
Male	60	60
Female	40	40
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation Its interpreted that out of 100 respondents 60% of the Respondents are Male and remaining 44% of the respondents are Female.

**Table 2: shows on the basis of Respondent's Marital Status**

<b>Marital Status</b>	<b>No of Respondents</b>	<b>Percentage</b>
Married	64	64
Un married	36	36
<b>Total</b>	<b>100</b>	<b>100%</b>

**Source:** Field Survey

Interpretation- Its interpreted that out of 100 respondents 64% of the respondents are Married and 36% of the respondents are Unmarried.

**Table 3: shows on the basis of Respondent’s Age Group**

Age group	No of Respondents	Percentage
Between 25 - 35	20	20
Between 36 – 45	22	22
Between 46 - 55	30	30
Above 56	28	28
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- From the above observation, it is clearly that 20 respondents age group is 25-35, 22 age group is 36 – 45 years . 28 respondents age group is above 56 years and majority of respondents belongs to the age group of 46-55.

**Table 4: shows on the basis of Respondent’s Monthly Income**

Monthly Income in(INR)	No of Respondents	Percentage
Less than Rs.10000	18	18
Rs. 11000- Rs 15000	62	62
Rs 16000- Rs 20000	10	10
Above Rs. 21000	10	10
<b>Total</b>	<b>100</b>	<b>100%</b>

Sources: Field Survey

Interpretation As per the above analysis it’s understood that, 18 respondents monthly income group less Rs. 10,000 per month,62 respondents monthly income group Rs.10000-Rs.15,000 per month, 10 respondents monthly income group Rs.16000- Rs. 20,000 per month and 10 respondent monthly income group Above Rs. 21,000 per month.

**Table 5: shows on the basis of Customer Services at any point of contact by Metro Hospital**

Particulars	No of Respondents	Percentage
Yes	60	60
No	10	10
May Be	30	30
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- As per the above analysis it’s understood that, 60 respondents are satisfied with service at point by Metro Hospital. 30 respondents are neutral in their opinion and 10 respondents are not satisfied with the with service at point by Metro Hospital.

**Table 6: showing on the basis of respondents time period of Knowing Metro Hospital**

Department	No of Respondents	Percentage
Less than 6 months	40	40
More than 6 months but less than 1 year	28	28
1-3 year	28	28
More than 3 years	4	4
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation Out of 100 Respondents, 40 respondents know the Metro Hospital from 6 Months, 28 respondents know about the hospital from a period of 6 months to 1 year. 28 respondents know about the hospital from 3 years and 3 respondents know the hospital 3 years ago.

**Table 7: shows respondent visit to Metro Hospital**

Particulars	No of Respondents	Percentage
Once per Month	15	15
2 to 3 times per Month	35	35
Once per Year	41	41
More than once per Year	9	9
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

interpretation- The above table and graph states that 15 respondents frequently visit Metro hospital. 35 respondents visit 2 to 3 times per year. 41 respondents visit once in a year. And 9 respondents visit more than once in a year.

**Table 8: shows Metro Healthcare Corporate strategy importance’s towards customer’s needs**

Particular	No of Respondents	Percentage
Agree	62	62
Disagree	13	13
Can’t Say	25	25
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation- The above table and graph states that 62 respondents agree for corporate strategy given importance of customer needs in Metro Hospital.25 respondents are in neutral state and remaining 13 disagree for the above statement.

**Table 9: shows Respondents Satisfied with the working hours of the organization**

Particular	No of Respondents	Percentage
Yes	92	92
No	8	8
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

InterpretationThe above table and graph states that, 92% majority of respondents are satisfied with the working hours of Metro Hospital and remaining 8% says statement .no for the above

**Table 10: shows Grate value is given in Metro Hospital for Relationships with customers**

Particular	No of Respondents	Percentage
Agree	72	72
Disagree	8	8
Can’t Say	20	20
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation- The above table and graph states that 72% majority of respondents Agreed Metro given good reationships with Customers relationships with customers give greater value in Metro Hospital.8 % of respondents disagree with the above statements and 20% respondents are in natural state.

**Table 11: shows Information of Hospital Customers stored for future case studies.**

Particular	No of Respondents	Percentage
Agree	62	62
Disagree	25	25
Can’t Say	13	13
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation The above table and customer are stored graph states that, 62 respondents agreed that Information of in the hospital for future case reference and 25 respondents disagree with the above statement and 13 respondents are natural in their opinion about the above statement.

**Table 12: shows on the basis of Service offered by Metro Hospital**

Particulars	No of Respondents	Percentage
Excellent	18	18
Very Good	68	68
Good	10	10
Average	3	3
Poor	1	1
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 18% respondents opinion that service offered by metro hospital is Excellent and 68% majority of respondent opinioned very good and 10% good for service of Metro Hospital.

**Table 13: shows rates and charges levied by Metro Hospital for the service offered.**

Particular	No of Respondents	Percentage
Very Costly	18	18
Costly	58	58
Affordable	10	10
Cheap	13	13
Very Cheap	1	1
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey Graph No: 13

Interpretation- The above table and graph states that, 58% majority of respondents opinion that Metro Hospital is costly and 18% opinioned for very costly and 10% respondents, opinioned affordable rates and charges and remaining 13% and 3% respondents, opinioned for cheap and very cheap rates and charges for services in Metro Hospital.

**Table 14: shows respondent opinion regarding the cleanness of Metro Hospital**

Particulars	No of Respondents	Percentage
Excellent	40	40
Very Good	30	30
Good	10	10
Satisfied	15	15
Worst	5	5
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- Out of 100 respondents, 40% respondents feel excellent and 30% respondents feel very good for the cleanness in Metro Hospital. 10% respondents feel good 15 % respondents satisfied and remaining 5% are not satisfied for cleanness maintained by Metro Hospital.

**Table 15: shows the Benefits to respondents in Metro Hospital.**

Particular	No of Respondents	Percentage
Regular Patients	78	78
Irregular Patients	10	10
Hospital Employees	12	12
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 78% of majority respondents who belongs to regular patients get the more benefits. 10% respondents belongs to irregular patients getting benefits and remaining 12% of respondents belongs to who are getting benefits from Metro Hospital. Hospital employees

**Table 16: shows on the basis of Improvement of Metro Hospital**

Particular	No of Respondents	Percentage
Good Medical Treatment	75	75
Good Services	20	20
Good Management	5	5
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- Out of 100 respondents 75% of respondents opinion that Metro Hospital should provide Good Medical Treatment to improve the hospital. 20% of respondent opinioned Metro Hospital should provide good services and remaining 5% opinion that good management will improve Metro Hospital.

**Table 17: shows on the basis of Modern technology used in Metro Hospital.**

Particular	No of Respondents	Percentage
Yes	91	91
No	9	9
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- Out of 100 respondent 91% majority respondents agreed that Metro Hospital is using Modern Technology and remaining 9 % disagreed with the above statement.

**Table 18: shows on the basis of respondents opinion about cost deduction for poor patients**

Particular	No of Respondents	Percentage
Yes	62	62
No	38	38
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 62 respondent opinioned positively for the cost decreased for poor patients and remaining 38 respondents have not agreed for the above statement.

**Table 19: shows the availability of X Ray / Laboratory facilities in Metro Hospital**

Particulars	No of Respondents	Percentage
Excellent	22	22
Very Good	42	42
Good	12	12
Average	14	14
Poor	10	10
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation- The above table and graph states that, 12 % respondent opinioned good 42 % for very good and 22 % for Excellent for the X Ray and Laboratory facilities in Metro Hospital and remaining 14 % respondent and 10% respondent opinion average and poor for the X Ray and Laboratory facilities in Metro Hospital.



**Table 20: shows on the basis of respondent’s feeling about safety and security of Metro Hospital compared to other Private Hospital**

Particulars	No of Respondents	Percentage
Excellent	26	26
Very Good	24	24
Good	30	30
Average	18	18
Poor	2	2
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 26% opinioned excellent, 24 % opinioned for very good and 30% opinioned for good on safety and security measure taken in Metro hospital compared to other hospital and 18% and 2% opinioned for average and poor for the above statement.

**Table 21: shows on the basis of respondents opinion towards Doctors spending time to a Patients**

Particular	No of Respondents	Percentage
Less than 10 Minutes	31	31
10 to 30 Minutes	51	51
Above 30 Minutes	18	18
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that 51 % respondents opinioned that Doctors spend 10 to 30 minutes time to patients , 31% respondents opinioned that Doctors spend less than 10 minutes and reaming 18% respondents opinioned that Doctors spend above 30 minutes for a patients.

**Table 22: shows on the basis of Specialist Doctors working long hours or overtime and even on holidays**

Particular	No of Respondents	Percentage
Frequently	15	15
Sometimes	55	55
Occasionally	14	14
Rarely	7	7
Never	9	9
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, specialist doctors work for long hour or overtime and even on holidays , 55 % respondents opinioned for sometime, 15% for frequently , 14% for occasionally , 7 for rarely and 9 % for never for above statement.

**Table 23: shows on the basis of availability of Doctors in Metro Hospital**

Particular	No of Respondents	Percentage
On Time	64	64
Have to wait for long	36	36
<b>Total</b>	<b>100</b>	<b>100%</b>

Interpretation- The above table and graph states that, 64 respondents opinion for Doctors will be on time and reaming 36 respondents opinioned have to wait for long time for Doctors in Metro Hospital.

**Table 24: shows on the basis of respondents satisfaction about working hours of Doctors and Nurses.**

Particular	No of Respondents	Percentage
Strongly satisfied	19	19
Satisfied	61	61
Neutral	11	11
Dissatisfied	9	9
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 61% of respondent are satisfied, 19% are strongly satisfied , 11% for neutral and 9% for dissatisfied about working hours of Duty Doctors and Nurses working hours.

**Table 25: shows respondents opinion about Doctors and Nurse taking care of patients after their working hours**

Particular	No of Respondents	Percentage
Yes	88	88
No	12	12
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 88% majority of respondents agree that Duty Doctors and Nurses take care of patients and remaining 12% not agree for the above statement.

**Table 26: shows satisfaction level of overall services provided by the Metro Hospital**

Particular	No of Respondents	Percentage
Yes	81	81
No	19	19
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- The above table and graph states that, 81 % respondents are satisfied with the overall services provided by Metro Hospital and remaining 19% respondents are not satisfied with the overall services provided by Metro Hospital.

**Table 27: shows respondents opinion about visiting again Metro Hospital**

Particular	No of Respondents	Percentage
Definitely	20	20
Probably	40	40
Not sure	12	12
Probably not	15	15
Definitely not	13	13
<b>Total</b>	<b>100</b>	<b>100%</b>

Source: Field Survey

Interpretation- Out of 100 respondents, 40 respondents probably visit again for hospital, 20 respondents definitely visit hospital , 12 respondents are not sure, 15 respondents probably not and 13 respondents definitely not visit again the Metro Hospital.

- Service charges should be affordable.
- Provide immediate treatment for the patient, quick services are need to save the life of patient.
- Good medicine should be provided which should not have the expired date.
- The general wards and special rooms of the patient must be clean by which the patient health is depended.
- Facility must be provided for the people who are with the patient.

- Good food products must be supplied to the hospital by which the patient's health is depended.
- Good nurse also should be provided for the patient as a friendly she must give all the treatments.
- Good co- operative staff should be maintained by the hospital.
- For the patients health Good Park should be maintained.
- Correct information should be provide to patients inside the hospital by the receptionists for the check up.

### **CONCLUSION:**

Finally we say that the Metro United Healthcare is providing quality of treatment and service to the patients with the help of experienced doctors, staff and latest technology. The environment and the building of the hospital are excellent. Majority of the patients told that each and every section of the Metro United Healthcare is excellent. Metro United Healthcare is the Major hospital in the Shivamogga city that providing International level of treatment for by 24X7 Service to all types of Medical Service. After the establishment of Metro United Healthcare about 80% of the Cardiac Patients are getting quick treatment due to which their life get secure. Mainly the good service means Metro United Healthcare is the only Hospital in the Shivamogga that is providing food facility to the patients admitted in the hospital. We know that any organization can't run effectively without proper management hence the management of the Metro United Healthcare is excellent. Even not only medical staff but also non medical staff also takes care of the patients as much as possible. From the survey it is clear the 95% of the patients want to continue treatment in the Metro United Healthcare .It shows that how much hospital staffs are taking care of the patients and due to excellent environment of the hospital patients are getting fast recovery. Finally it can be say that the Metro United Healthcare is providing excellent service to the society and it have a good relationship with its customers by full filling the needs of their customer.

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