HEALTH SERVICES IN PUBLIC SECTOR HOSPITALS
“EVIDENCE FROM TWO HOSPITALS IN KHYBER PAKHTUNKHWA, PAKISTAN”

ABSTRACT

This study has been conducted with the aim to investigate availability, requirement and patient perception regarding health services in selected public hospitals of Khyber Pakhtunkhwa, Pakistan. This research work has been carried out at Lady Reading Hospital (LRH), Peshawar and Divisional Headquarter Teaching Hospital, Kohat (DHTHK). The study used ‘SERVQUAL’ instrument in order to find the patient’s perceptions about health services delivered to them within these civil hospitals. For this purpose the study uses five service quality dimensions; empathy, tangibles, assurance, reliability and responsiveness. These dimensions consist of 22 items, having empathy (4 items), tangibles (6 items), assurance (6 items), reliability (3 items) and responsiveness (3 items). The total sample size of the study was 305, out of which 188 respondents were selected randomly from LRH and 117 respondents selected randomly from DHTHK. The respondents of the study were patients. The finding of the study explains that satisfaction level of LRH patients regarding health services availability were slightly better as compared to DHTHK. However, from the results of overall study it is concluded that majority of the participants were availing of health services from both hospitals; perceive that both hospitals were delivering better services to their patients.

Keywords: Availability and requirements, Health services, Patients perception, Patient satisfaction, Public hospital