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“A STUDY ON THE RELATIONSHIP BETWEEN EMPLOYEE SATISFACTION AND PATIENT EXPERIENCES WITH IN HOSPITALS OF MADHYA PRADESH WITH SPECIAL REFERENCE TO JABALPUR DISTRICT”

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Abstract:

Employees' satisfaction is very important aspect of any organization to achieve the goals and to become the best service provider organization. This Satisfaction can observe through employees' discipline & management, behavior and qualification & experience within the organization. If they will satisfy with organization then they can give their level best to perform the tasks otherwise they will feel only stress at the time of work, and which will affect the patients' services. In this analysis we had collected feedbacks by patients to assess the employees satisfaction because in this era monetary is most common factor for any individual that can affect the other points of questionnaire that's why here we have collected feedbacks by patient experiences for getting the better results. Most of the cases where significance of parameter was observed significant at 5% level of significance. In some cases it was observed insignificance. In most of the cases null hypothesis framed at beginning was thus refuted & alternative hypothesis have accepted. However the reason for some insignificance results may be attribute to negligence of behavior, responsibility of hospital staff assessed by patients & their families. While at the time of admission they should ask for that. This is the part of hospital responsibility that they should explain to every admitted patient about patient's right & responsibility and employee information those who are providing services to the patients, where they are from government, private or trust hospitals.

Thus if changes are incorporate through the improvement in the status result may turn up to be highly satisfied.

Thus on the basis of above discussion, it is recommended that emergent need to bring the changes in patients & their family awareness towards employees' responsibilities and proper information of health care provider & It is also recommended that government should make strict rules for employee's rights in all type of hospitals.

This study found that there is need of more improvement in government and trust hospitals quality but in some areas of private hospitals also required improvement. So that desired outcomes may be obtain.

KEY WORDS:

Employee satisfaction. Patient experiences, Odd ratios & composite factors

METHODOLOGY

This study covers a sample of total 300 respondents' feedbacks which include 100 feedbacks from

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government hospitals, 100 feedbacks from Private hospitals & 100 feedbacks from hospitals run by trusts. Survey was conducted at the Jabalpur during March 2012 -June 2012. Sampling is done by interviewing randomly selected Patients (100 Private, 100 Government &100 Trust Hospitals) at different times differ from government hospitals of the day, on every day of the week, over a sixteen week period. A structured questionnaire was used for data collection. The questionnaire was divided into four sections, the first section reveals the demographic profile of respondents and second, third and fourth sections are designed to evaluate their overall experiences they received from the Hospital's employees satisfaction factor. The questions were phrased in the form of statements scored on a 5-point Likert type scale, ranking from 1 “highly dissatisfied” to 5 “highly satisfied”. Exploratory Factor Analysis issued for measuring hospitals employees satisfaction to determine the dimension of patient experiences. Factor analysis is a general name denoting a class of procedures primarily used for data reduction and summarization. And log likelihood method is used for logistic regression analysis. Average score analysis is conducted to evaluate the different Hospital's patients experiences. Patients experiences has been analyzed on the basis of score assigned in the questionnaire, 5 marks is assigned to highly satisfied, 4 mark for satisfied, 3 mark for moderate, 2 mark for dissatisfied and 1 mark for highly dissatisfied. Pie-chart is prepared to check the patient's feedback about employees' satisfaction level within different wards category. The variable and substances used in data collection is depicted in variable table.

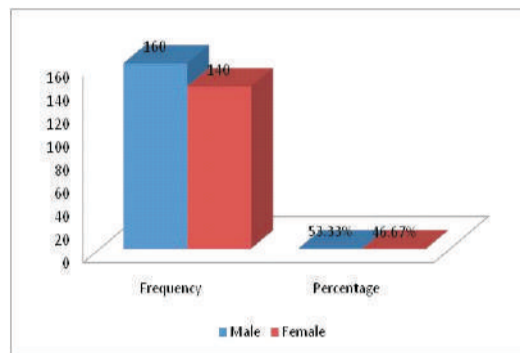
DEMOGRAPHIC PROFILE OF RESPONDENTS:

In this study feedbacks are collected from different genders, age groups, Income levels, professions & their qualification which can help in different angles of opinion. Their frequency & percentage are given below (Table:1, Graph 1,2,3,4,5)

Table :1

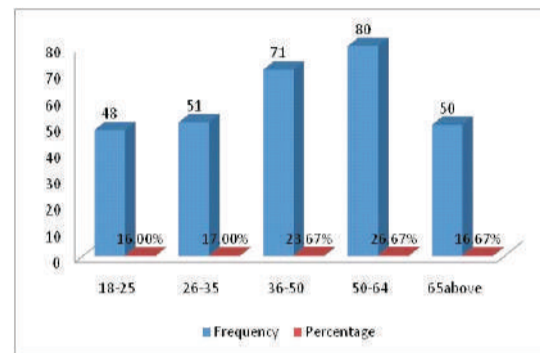
PROFILE	SUB PROFILE	FREQUENCY	PERCENTAGE
Gender	Male	160	53.33%
	Female	140	46.67%
Age	18-25	48	16.00%
	26-35	51	17.00%
	36-50	71	23.67%
	50-64	80	26.67%
	65above	50	16.67%
Income level	0-1L	159	53.00%
	2L-4L	100	33.33%
	5 & above	41	13.67%
Profession	Business	80	26.67%
	Private	105	35.00%
	Government	30	10.00%
	Others	85	28.33%
Education	Secondary	42	14.00%
	UG	93	31.00%
	Diploma	32	10.67%
	PG & Doctorate	87	29.00%
	Others	46	15.33%

1. Genders wise Frequency & Percentage



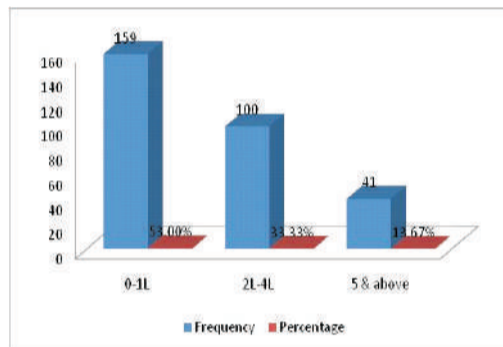
Graph: 1

2. Age wise Frequency & Percentage

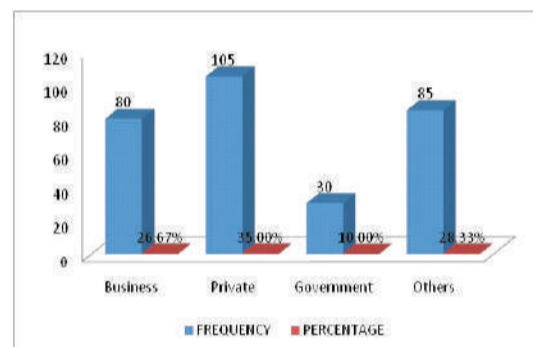


Graph: 2

3. Income levels wise Frequency & Percentage 4. Profession wise Frequency & Percentage

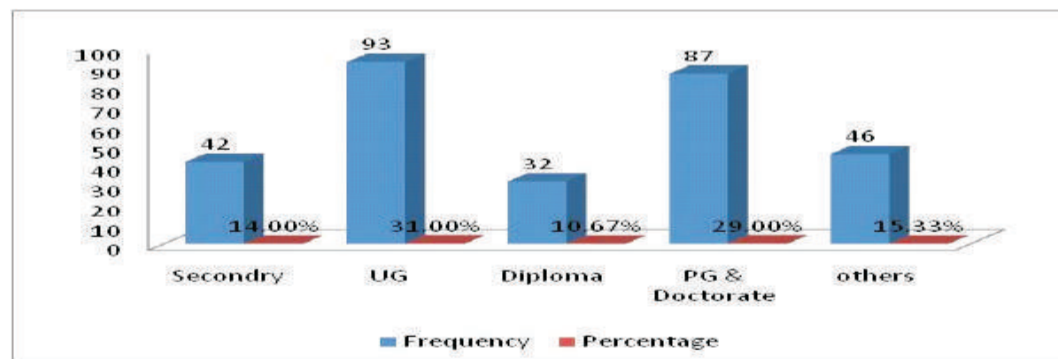


Graph:3



Graph:4

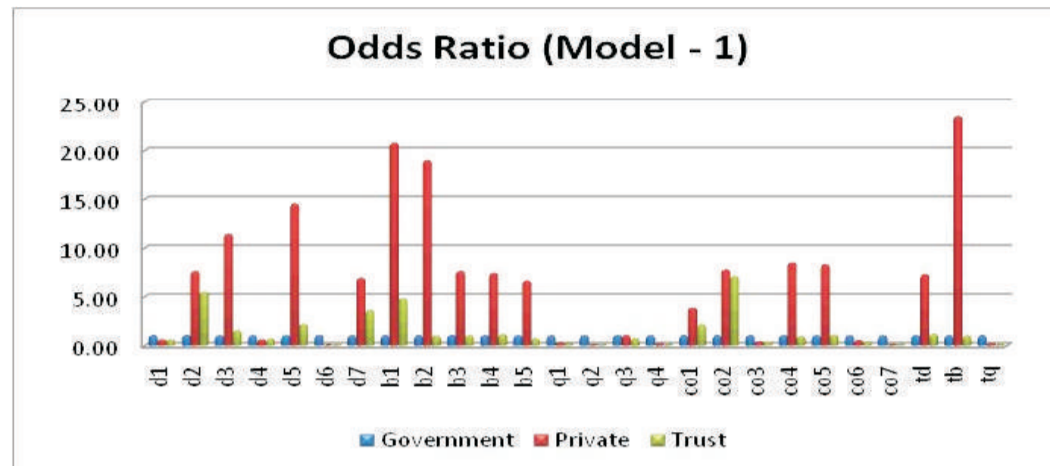
4. Education wise Frequency & Percentage



Graph:5

GRAPH OF MODEL-I

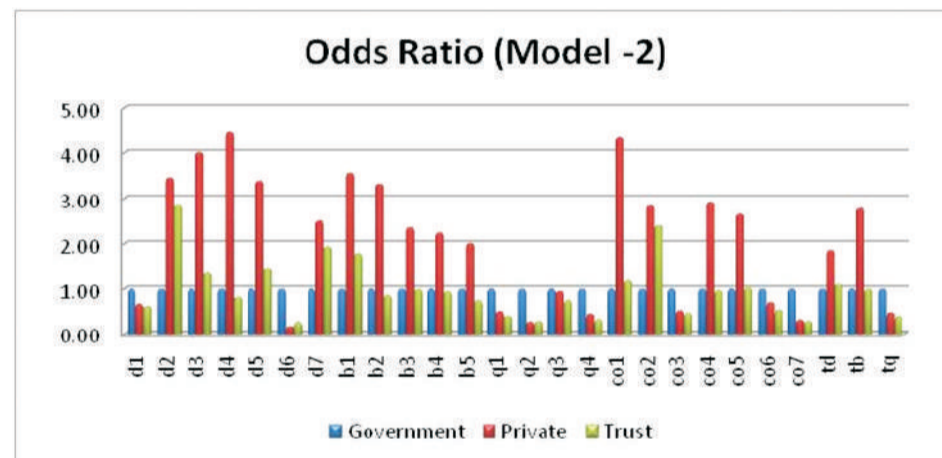
Model one shows the regression analysis based on dichotomous (0, 1) system i.e. all the feedbacks scored 4 & 5 are converted in to score “1” and rest scores 1,2,3 are converted in to score “0”.



Graph: 6

GRAPH OF MODEL-II

Model two shows the regression analysis based on continuous (1, 2, 3, 4, 5) system i.e. as described in likert 5 pointer scale. Highly dissatisfied to highly satisfied.



Graph: 7

INTERPRETATION OF MODEL-I & MODEL-II

In case of dress at the time of work (d1) : Regression technique was employed to assess the relationship between employee satisfaction & patient experiences by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.57 times differ from government hospitals whereas 0.55 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.67 times differ from government hospitals whereas 0.62 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-II found statistically significant for the aspect of private & trust hospitals but model-I was statistically insignificant (where government hospitals were used as reference value one)

In case of Punctuality to attend you (d2) : Regression technique was employed to assess the relationship between employee satisfaction & patient experiences by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 7.63 times differ from government hospitals ,whereas 5.46 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 3.46 times better than government hospitals whereas 2.86 times better than government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Well management among them (d3) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 11.51 times better than government hospitals whereas 1.60 times better than government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 4.01 times better than government hospitals whereas 1.35 times better than government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant on trust hospitals (where government hospitals were used as reference value one).

In case of Hierarchy seen among them work (d4) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.56 times differ from government hospitals whereas 0.66 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 4.48 times better than government hospitals whereas 0.82 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant on trust hospitals (where government hospitals were used as reference value one).

In case of Proper follow-up of senior order (d5) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of the employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 14.57 times better than government hospitals whereas 2.19 times better than government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 3.39 times better than government hospitals whereas 1.46 times better than government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Frustrated while working (d6) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model-II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.03 times differ from government hospitals whereas 0.05 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.18 times differ from government hospitals whereas 0.27 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Overloaded while performing tasks (d7) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of the employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 6.96 times better than government hospitals whereas 3.58 times better than government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.51 times better than government hospitals whereas 1.93 times better than government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Management staff behavior (b1) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 20.87 times better than government hospitals whereas 4.85 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 3.56 times better than government hospitals whereas 1.79 times better than government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Doctors behavior (b2) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 19.05 times better than government hospitals whereas 0.95 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 3.32 times better than government hospitals whereas 0.86 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant on trust hospitals (where government hospitals were used as reference value one).

In case of Nurse & technician behavior (b3) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 7.64 times differ from government hospitals better whereas no difference was observed in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.36 times differ from government hospitals better whereas 0.99 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of Security staff behavior (b4) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 7.43 times better than government hospitals whereas no difference observed in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.25 times better than government hospitals whereas 0.94 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of Others behavior (b5) : Regression technique was employed to assess the relationship between

employee satisfaction & patient experience by behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 6.68 times better than government hospitals whereas 0.69 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.01 times better than government hospitals whereas 0.75 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of Management persons are qualified, knowledge & experience (q1) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.26 times differ from government hospitals whereas 0.17 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.51 times differ from government hospitals whereas 0.40 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Doctors are qualified, knowledge & experience (q2) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.06 times differ from government hospitals whereas 0.06 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.28 times differ from government hospitals whereas 0.29 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Nurses & technician are qualified, knowledge & experience (q3) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that no difference were observed in case of private hospitals whereas 0.67 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.95 times differ from government hospitals whereas 0.75 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically insignificant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Other staff are qualified, knowledge & experience (q4) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.13 times differ from government hospitals better whereas 0.08 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.45 times differ from government hospitals better whereas 0.33 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals. (where government hospitals were used as reference value one)

In case of composite variable 1(co1) : Regression technique was employed to assess the relationship

between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 3.91 times better than government hospitals whereas 2.17 times better than from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 4.36 times better than government hospitals whereas 1.18 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals & model I for trust as well but model II was insignificant for trust hospitals. (Where government hospitals were used as reference value one)

In case of composite variable 2(co2): Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of the employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 7.76 times better than government hospitals whereas 7.11 times better than government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.84 times better than government hospitals whereas 2.40 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of composite variable 3(co3): Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.37 times differ from government hospitals whereas 0.29 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.52 times differ from government hospitals whereas 0.47 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of composite variable 4(co4): Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 8.46 times better than government hospitals whereas 0.91 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.92 times better than government hospitals whereas 0.97 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of composite variable 5(co5) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Behavior of employees. Two models namely Model-I which is based on dichotomous (0 or 1) variable and model –II, based on continuous variable(1,2,3,4,5) been used, The results of model I suggest that the private hospitals were 8.28 times better than government hospitals whereas no difference was observed in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.66 times better than government hospitals whereas no difference was observed in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of composite variable 6(co6) : Regression technique was employed to assess the relationship

between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.50 times differ from government hospitals whereas 0.36 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.70 times differ from government hospitals whereas 0.54 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of composite variable 7(co7) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.07 times differ from government hospitals whereas 0.08 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.32 times differ from government hospitals whereas 0.29 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

In case of Total composite variable for Discipline & Management of employees (td) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Discipline & Management of employees. Two models namely Model-I which is based on dichotomous(0 or 1) variable and model–II, based on continuous variable(1,2,3,4,5) been used, The results of model I suggest that the private hospitals were 7.30 times better than government hospitals whereas 1.14 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 1.86 times better than government hospitals whereas 1.10 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of Total composite variable for Behavior (tb) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by Behavior of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 23.59 times better than government hospitals whereas 0.95 times differ from government hospitals in case of hospital run by trusts.

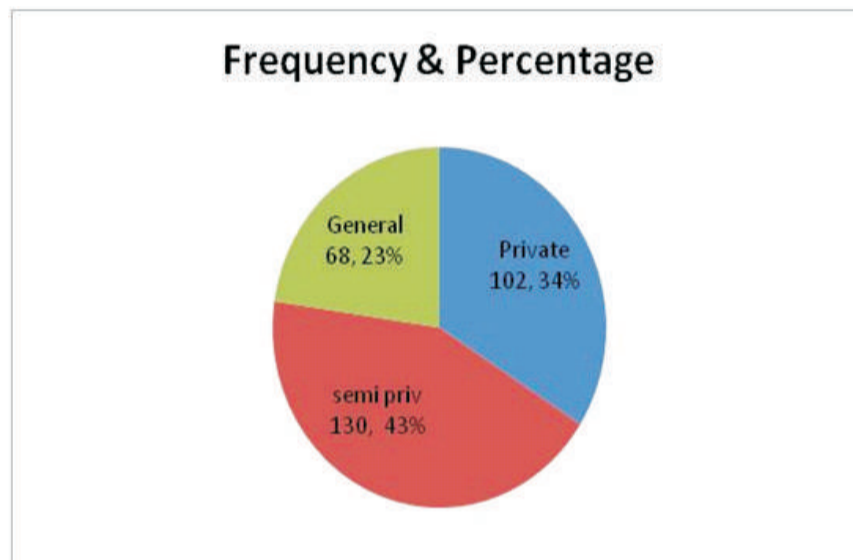
In Model- II continuous variables were used. The Parameter suggests that private hospitals were 2.79 times better than government hospitals whereas 0.99 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private hospitals but both models were insignificant for trust hospitals (where government hospitals were used as reference value one).

In case of Total composite variable for Qualification , experience & knowledge (tq) : Regression technique was employed to assess the relationship between employee satisfaction & patient experience by qualification, knowledge & experience of employees. Two models namely Model-I which is based on dichotomous(0 or 1) system and model –II, based on continuous system(1,2,3,4,5) have been used, The results of model I suggest that the private hospitals were 0.12 times differ from government hospitals whereas 0.06 times differ from government hospitals in case of hospital run by trusts.

In Model- II continuous variables were used. The Parameter suggests that private hospitals were 0.48 times differ from government hospitals whereas 0.40 times differ from government hospitals in case of hospital run by trusts. So far the statistical significance is concern model-I & model-II both models found statistically significant for the aspect of private & trust hospitals (where government hospitals were used as reference value one)

EMPLOYEES' SATISFACTION LEVEL WITHIN DIFFERENT WARDS CATEGORY:

Feedbacks collected through different profiles and this graph plots for patients' feedbacks about employees' satisfaction level within different wards category of all type of hospitals (Government, Private & Trust). In this analysis 23% respondents prefer general ward category while they are from any profile. 34% respondents prefer private ward category & rest 43 % respondents prefer Semi private ward employees' satisfaction level.



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